Proposal for a new Bus Line that runs directly from Commercial Broadway Station to the University of British Columbia

I am a third year undergraduate student at UBC engaged in a technical writing project. The purpose of this interview is to obtain primary data for an analysis and investigation that aims to provide recommendations for improving the problem of overcrowding at Commercial Broadway Station and on the 99B-Line. The final formal report will be addressed to the Mayor’s Council and representatives of Translink PLC. The data gathered from this interview will serve the ultimate purpose of providing solutions to minimize the loss of time and energy faced by local commuters. This interview contains 10 interview questions and which shouldn’t take more than 5 minutes of your time. Your responses are voluntary and anonymous. Thank you, I appreciate your generous participation in this effort.

1. How often do you use public transport? (open-ended)
2. How often do you use the 99B-Line from Commercial Broadway? (open-ended)
3. At what times do you commute via this bus line? (open-ended)
4. For what purpose do you use this mode of commute for? (open-ended)
5. How often have you faced any issues with the service of the bus? (open-ended)
6. Have you encountered long lines and extensive waiting periods to get on the bus? (open-ended)
7. Do you have any strong reactions, positive or negative, while you commute on the 99-B Line? (open-ended)
8. How has the problem of overcrowding at Commercial Broadway Station impacted you on a scale from 1 – 5 (1 not much, 5 very much)
9. What recommendations would you provide to improve your experience on using this mode of commute? (open-ended)
10. Is there anything else you would like to add about your experience on using the 99B-Line?