

**Annex**

**FACT SHEET  
PUBLIC TRANSPORT CUSTOMER SATISFACTION SURVEY 2019**

The Public Transport Customer Satisfaction Survey (PTCSS), conducted annually since 2006, seeks to understand commuters’ expectations and needs, as well as to identify areas for improvement.

2. A total of 4,997 commuters, aged 15 years and above, were randomly selected for interview between mid-September and early October 2019 at bus interchanges, bus stops and MRT stations, during both peak (7 am – 9 am and 5 pm – 7 pm) and off-peak hours.

3. Respondents were asked to provide a rating of ‘1’ to ‘10’ on their level of satisfaction with and the importance of eight bus and MRT service attributes, based on their latest journey on public transport; with ‘1’ representing ‘very dissatisfied/unimportant’ and ‘10’ representing ‘very satisfied/important’. The service attributes were as follows:

- a. Safety and security
- b. Waiting time
- c. Reliability
- d. Service information
- e. Bus interchange/ bus stop/ MRT station accessibility
- f. Comfort
- g. Travel time
- h. Customer service

4. To provide a more accurate reflection of commuters’ satisfaction and better representativeness of the population, weighting adjustments were applied to the results collected. Respondents’ satisfaction ratings for the eight service attributes were weighted by their respective importance ratings to obtain the overall mean satisfaction ratings for bus and MRT services. These were then weighted by the relative proportions of actual bus and MRT ridership to derive a single overall satisfaction rating for the public transport system as a whole.

5. Table 1 shows the percentage<sup>1</sup> of respondents who were satisfied with public transport, bus, and rail over the last 5 years.

**Table 1 – Satisfaction with public transport, bus, and MRT services over the past 5 years**

Percentage of Satisfaction with Public Transport, Bus, and MRT services					
	2015	2016	2017	2018	2019
Public Transport	91.8	96.4	94.5	97.9	99.4
Bus	90.7	96.7	96.7	98.0	99.3
MRT	93.2	96.0	91.8	97.8	99.5

<sup>1</sup> Satisfaction percentages were calculated based on the proportion of respondents whose satisfaction rating for the eight service attributes was 6 and above on a 10-point scale.

6. Tables 2-4 show the satisfaction ratings and the percentage of respondents who were satisfied with the various service attributes of public transport, bus and MRT respectively:

**Table 2 – Satisfaction mean score and percentage of commuters satisfied with public transport service attributes**

Public Transport Service Attributes	Satisfaction (Mean Score)		Satisfied (%)	
	2018	2019	2018	2019
Waiting Time	7.5	7.9*	89.8	95.8*
Reliability	7.8	7.9*	93.2	98.8*
Service Information	7.9	7.7*	94.0	95.3*
Bus Interchange/Bus Stop/ MRT Station Accessibility	8.1	7.6*	96.3	96.7
Comfort	7.7	7.8	91.2	98.1*
Travel Time	7.8	7.6*	94.0	95.2*
Customer Service	8.0	7.8*	93.4	98.5*
Safety/Security	8.3	7.8*	96.8	97.5*
<b>Overall Satisfaction</b>	<b>7.9</b>	<b>7.8*</b>	<b>97.9</b>	<b>99.4*</b>

\* 2018-2019 changes are statistically significant at the 95% level

**Table 3 – Satisfaction mean score and percentage of commuters satisfied with bus service attributes**

Bus Service Attributes	Satisfaction (Mean Score)		Satisfied (%)	
	2018	2019	2018	2019
Waiting Time	7.4	8.0*	88.1	96.8*
Reliability	7.9	7.9	94.7	98.8*
Service Information	8.0	7.9*	94.3	98.1*
Bus Interchange/Bus Stop/ Accessibility	8.1	7.5*	96.0	94.9*
Comfort	8.0	7.9*	94.6	98.4*
Travel Time	7.8	7.7*	94.2	95.5*
Customer Service	8.0	7.9*	93.4	98.5*
Safety/ Security	8.3	8.0*	96.3	98.8*
<b>Overall Satisfaction</b>	<b>7.9</b>	<b>7.9*</b>	<b>98.0</b>	<b>99.3*</b>

\* 2018-2019 changes are statistically significant at the 95% level

**Table 4 – Satisfaction mean score and percentage of commuters satisfied with MRT service attributes**

MRT Service Attributes	Satisfaction (Mean Score)		Satisfied (%)	
	2018	2019	2018	2019
Waiting Time	7.6	7.7*	92.0	94.4*
Reliability	7.6	7.9*	91.3	99.0*
Service Information	7.9	7.4*	93.7	92.1*
MRT Station Accessibility	8.2	7.7*	96.5	98.9*
Comfort	7.4	7.6*	87.1	97.7*
Travel Time	7.8	7.5*	93.8	94.9
Customer Service	8.0	7.8*	93.5	98.4*
Safety/ Security	8.4	7.7*	97.3	96.0*
<b>Overall Satisfaction</b>	<b>7.9</b>	<b>7.7*</b>	<b>97.8</b>	<b>99.5*</b>

\* 2018-2019 changes are statistically significant at the 95% level

7. Table 5 shows the three most important service attributes for commuters for public transport, bus and MRT.

**Table 5 – Top three most important service attributes**

Mode	Most Important Service Attributes	
	2018	2019
<b>Public Transport</b>	<ol style="list-style-type: none"> <li>1. Travel Time</li> <li>2. Waiting Time</li> <li>3. Stop/Station Accessibility</li> </ol>	<ol style="list-style-type: none"> <li>1. Reliability</li> <li>2. Travel Time</li> <li>3. Comfort</li> </ol>
<b>Bus</b>	<ol style="list-style-type: none"> <li>1. Travel Time</li> <li>2. Waiting Time</li> <li>3. Stop/Station Accessibility</li> </ol>	<ol style="list-style-type: none"> <li>1. Travel Time</li> <li>2. Safety/Security</li> <li>3. Comfort</li> </ol>
<b>MRT</b>	<ol style="list-style-type: none"> <li>1. Travel Time</li> <li>2. Safety/Security</li> <li>3. Stop/Station Accessibility</li> </ol>	<ol style="list-style-type: none"> <li>1. Reliability</li> <li>2. Stop/Station Accessibility</li> <li>3. Comfort</li> </ol>

8. Table 6 shows commuters’ perception of whether the overall quality of the public transport system has improved from the previous year.

**Table 6 – Perception of whether overall quality of public transport system has improved from 2018**

Has Public Transport improved from 1 year ago? (%)						
	Public Transport (overall)		Bus		MRT	
	2018	2019	2018	2019	2018	2019
Yes	75.3	74.8	77.8	74.9	72.1	74.8
No	24.7	25.2	22.2	25.1	27.9	25.2