

**FACT SHEET**

**PUBLIC TRANSPORT CUSTOMER SATISFACTION SURVEY 2023**

The Public Transport Customer Satisfaction Survey was carried out from 14 August to 24 September 2023. A total of 5,037 commuters, aged 15 years and above, participated in the self-administered survey online via QR codes at transport nodes and the SimplyGo app. The survey was conducted by Consulting Group - Asia Insight Pte Ltd, an independent market research consultant.

2 Respondents were asked to provide a rating of ‘1’ to ‘10’ on their level of satisfaction with, and the importance of eight bus and train service attributes, based on their latest journey on public transport: with ‘1’ representing ‘very dissatisfied/unimportant’ and ‘10’ representing ‘very satisfied/important’. Respondents who gave a score of ‘6’ and above were deemed to be satisfied with that attribute. The service attributes were as follows:

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

3. For a more accurate reflection of commuters’ satisfaction and better representation of the population, respondents’ satisfaction ratings for the eight service attributes were weighted by their respective importance ratings to obtain the overall mean satisfaction scores for bus and train services. Weighting was also applied to account for responses through the SimplyGo app and QR codes.

4. Table 1 shows the mean satisfaction scores of respondents who were satisfied with public transport, bus, and train over the last three years.

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

Mean Satisfaction with Public Transport, Bus, and Train Services			
	2021	2022	2023
Public Transport	7.8	7.8	7.8
Bus	7.7	7.7	7.7
Train	7.9	8.0	8.0

5. Table 2 shows the percentage of respondents who were satisfied with public transport, bus, and train over the last three years.

**Table 2 – Satisfaction with public transport, bus, and train services over the past three years**

<b>Percentage of Satisfaction with Public Transport, Bus, and Train Services (%)</b>			
	<b>2021</b>	<b>2022</b>	<b>2023</b>
Public Transport	92	93	<b>93</b>
Bus	91	92	<b>92</b>
Train	94	94	<b>95</b>

6. Tables 3 to 5 show the satisfaction scores and the percentage of respondents who were satisfied with the various service attributes of public transport, train and bus respectively:

**Table 3 – Mean satisfaction score and percentage of commuters satisfied with public transport service attributes**

<b>Public Transport Service Attributes</b>	<b>Satisfaction (Mean Score)</b>		<b>Satisfied (%)</b>	
	<b>2022</b>	<b>2023</b>	<b>2022</b>	<b>2023</b>
Waiting time	7.5	<b>7.4*</b>	85	<b>83*</b>
Reliability	7.8	<b>7.9*</b>	89	<b>90</b>
Service information	7.9	<b>8.0*</b>	90	<b>92*</b>
Accessibility	8.1	<b>8.1</b>	93	<b>93</b>
Comfort	7.7	<b>7.7</b>	89	<b>89</b>
Travel Time	7.7	<b>7.8*</b>	89	<b>90</b>
Customer service	8.0	<b>7.9</b>	91	<b>89*</b>
Safety & security	8.2	<b>8.4*</b>	93	<b>94</b>

\* 2022-2023 changes are statistically significant at the 95% level

**Table 4 – Mean satisfaction score and percentage of commuters satisfied with train service attributes**

<b>Train Service</b>	<b>Satisfaction (Mean Score)</b>		<b>Satisfied (%)</b>	
	<b>2022</b>	<b>2023</b>	<b>2022</b>	<b>2023</b>
Waiting time	8.0	<b>8.0</b>	92	<b>91</b>
Reliability	8.2	<b>8.2</b>	93	<b>94</b>
Service information	8.1	<b>8.2*</b>	93	<b>93</b>
Accessibility	8.2	<b>8.2</b>	94	<b>94</b>
Comfort	7.6	<b>7.6</b>	88	<b>88</b>
Travel Time	8.0	<b>8.0</b>	92	<b>92</b>
Customer service	8.0	<b>8.0</b>	91	<b>89*</b>
Safety & security	8.3	<b>8.5*</b>	94	<b>95</b>

\* 2022-2023 changes are statistically significant at the 95% level

**Table 5 – Mean satisfaction score and percentage of commuters satisfied with bus service attributes**

Bus Service Attributes	Satisfaction (Mean Score)		Satisfied (%)	
	2022	2023	2022	2023
Waiting time	7.1	<b>6.8*</b>	80	<b>76*</b>
Reliability	7.5	<b>7.5</b>	86	<b>86</b>
Service information	7.7	<b>7.9*</b>	89	<b>90</b>
Accessibility	8.0	<b>8.0</b>	92	<b>92</b>
Comfort	7.8	<b>7.8</b>	90	<b>90</b>
Travel Time	7.5	<b>7.6*</b>	87	<b>88</b>
Customer service	7.9	<b>7.9</b>	91	<b>89</b>
Safety & security	8.0	<b>8.3*</b>	92	<b>93</b>

\* 2022-2023 changes are statistically significant at the 95% level

7. Table 6 shows the three most important service attributes for commuters for public transport, bus and train.

**Table 6 – Top three most important service attributes**

Mode	Most Important Service Attributes	
	2022	2023
<b>Public Transport</b>	1. Reliability 2. Travel Time 3. Waiting Time	1. Reliability 2. Waiting Time 3. Travel Time
<b>Bus</b>	1. Reliability 2. Travel Time 3. Waiting Time	1. Waiting Time 2. Reliability 3. Travel Time
<b>Train</b>	1. Reliability 2. Travel Time 3. Safety and Security	1. Reliability 2. Waiting Time 3. Travel Time

8. Table 7 shows commuters’ perception of whether the overall quality of the public transport system has improved from the previous year.

**Table 7 – Perception of whether overall quality of public transport has improved from 1 year ago**

Has public transport improved from 1 year ago? (%)						
	Public Transport		Bus		Train	
	2022	2023	2022	2023	2022	2023
Yes	69	<b>69</b>	68	<b>69</b>	69	<b>69</b>
No	31	<b>31</b>	32	<b>31</b>	31	<b>31</b>

## **FACT SHEET**

### **PUBLIC TRANSPORT SURVEY FOR PERSONS WITH DISABILITIES 2023**

The Public Transport Survey for persons with disabilities was conducted with support from Autism Resource Centre (ARC), AWWA, Cerebral Palsy Alliance Singapore (CPAS), Ministry of Social and Family Development (MSF), National Council Of Social Service (NCSS), Pathlight School, Rainbow Centre, Singapore Association of the Visually Handicapped (SAVH), SG Enable, SPD and The Singapore Association for the Deaf (SADeaf).

2. Started in 2021, the survey was conducted for the third consecutive year and aims to find out more about the travel experience of persons with disabilities and their caregivers while commuting in Singapore. The nature of disabilities of the respondents includes physical disability, deaf or hard of hearing, visual impairment, intellectual disability, and autism. The survey was conducted by XpressWorks Pte Ltd, an independent market research consultant.

3. Of the 400 survey respondents, 180 are persons with disabilities while 220 are caregivers of persons with disabilities. They were asked to provide a rating on a scale of '1' to '10' on the importance and level of satisfaction with eight bus and train service attributes based on their latest journey on public transport, with '1' representing 'very dissatisfied/unimportant' and '10' representing 'very satisfied/important'. Respondents who gave a score of '6' and above were deemed to be satisfied with that attribute. The eight service attributes were as follows:

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

4. For a more accurate reflection of commuters' satisfaction and better representation of the population, respondents' satisfaction ratings for the eight service attributes were weighted by their respective importance ratings to obtain the overall mean satisfaction scores for bus and train services. These were then weighted by the relative proportions of actual bus and train ridership to derive a single overall satisfaction score for the public transport system.

5. Tables 1 and 2 show the satisfaction scores and the percentage of respondents who were satisfied with public transport in general, bus, and train services.

**Table 1 – Mean satisfaction scores of public transport, bus, and train services**

	<b>2021</b>	<b>2022</b>	<b>2023</b>
Public Transport	7.2	7.6	<b>7.6</b>
Bus	7.1	7.7	<b>7.4</b>
Train	7.4	7.6	<b>7.7</b>

**Table 2– Percentage of respondents satisfied with public transport, bus, and train services**

	<b>2021</b>	<b>2022</b>	<b>2023</b>
Public Transport	85	95	<b>94</b>
Bus	83	96	<b>95</b>
Train	87	95	<b>94</b>

6. Tables 3 to 5 show the satisfaction scores and the percentage of respondents who were satisfied with the various service attributes of public transport in general, bus and train services respectively.

**Table 3 – Mean satisfaction score and percentage of respondents satisfied with public transport service attributes**

<b>Public Transport Service Attributes</b>	<b>Satisfaction (Mean Score)</b>		<b>Satisfied (%)</b>	
	<b>2022</b>	<b>2023</b>	<b>2022</b>	<b>2023</b>
Waiting time	7.4	<b>7.2</b>	89	<b>85</b>
Reliability	7.6	<b>7.6</b>	93	<b>91</b>
Service information	7.7	<b>7.6</b>	93	<b>88*</b>
Accessibility	7.7	<b>7.5</b>	92	<b>85*</b>
Comfort	7.5	<b>7.4</b>	89	<b>84*</b>
Travel Time	7.6	<b>7.6</b>	93	<b>89*</b>
Customer service	7.5	<b>7.6</b>	91	<b>90</b>
Safety & security	7.7	<b>7.9</b>	92	<b>91</b>

\* 2022-2023 changes are statistically significant at the 95% level

**Table 4 – Mean satisfaction score and percentage of respondents satisfied with bus service attributes**

<b>Bus Service Attributes</b>	<b>Satisfaction (Mean Score)</b>		<b>Satisfied (%)</b>	
	<b>2022</b>	<b>2023</b>	<b>2022</b>	<b>2023</b>
Waiting time	7.4	<b>6.9*</b>	90	<b>81*</b>
Reliability	7.6	<b>7.4</b>	94	<b>91</b>
Service information	7.7	<b>7.4</b>	94	<b>87*</b>
Accessibility	7.7	<b>7.4</b>	92	<b>85*</b>
Comfort	7.6	<b>7.4</b>	92	<b>86*</b>
Travel Time	7.7	<b>7.5</b>	94	<b>87*</b>
Customer service	7.7	<b>7.6</b>	94	<b>91</b>

Safety & security	7.8	<b>7.8</b>	94	<b>91</b>
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\* 2022-2023 changes are statistically significant at the 95% level

**Table 5 – Mean satisfaction score and percentage of respondents satisfied with train service attributes**

Train Service Attributes	Satisfaction (Mean Score)		Satisfied (%)	
	2022	2023	2022	2023
Waiting time	7.5	<b>7.7</b>	89	<b>90</b>
Reliability	7.6	<b>7.9</b>	91	<b>90</b>
Service information	7.7	<b>7.8</b>	93	<b>89</b>
Accessibility	7.6	<b>7.7</b>	93	<b>85*</b>
Comfort	7.4	<b>7.3</b>	86	<b>82</b>
Travel Time	7.5	<b>7.8*</b>	93	<b>91</b>
Customer service	7.3	<b>7.6</b>	89	<b>88</b>
Safety & security	7.5	<b>8.0*</b>	89	<b>90</b>

\* 2022-2023 changes are statistically significant at the 95% level

7. Table 6 shows the three most important service attributes for respondents for public transport in general, bus, and train services.

**Table 6 – Top three most important service attributes**

Mode	Most Important Service Attributes
<b>Public Transport</b>	1. Safety and Security 2. Reliability 3. Accessibility
<b>Bus</b>	1. Safety and Security 2. Reliability 3. Accessibility
<b>Train</b>	1. Safety and Security 2. Accessibility 3. Reliability