

## **Annex**

### **FACT SHEET PUBLIC TRANSPORT CUSTOMER SATISFACTION SURVEY 2020**

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. In line with safe distancing measures for COVID-19, the 2020 survey was conducted online, rather than through face-to-face interviews as in previous years. A total of 4,110 commuters aged 15 years and above, participated in the survey between early October and late November 2020 by scanning QR codes found on publicity materials located at MRT stations, bus interchanges and bus stops.

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.

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<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.

**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					
	2016	2017	2018	2019	2020
Public Transport	96.4	94.5	97.9	99.4	97.6
Bus	96.7	96.7	98.0	99.3	97.3
MRT	96.0	91.8	97.8	99.5	97.9

6. Percentage satisfaction levels are measured based on the proportion of respondents whose overall satisfaction rating for public transport services was 6 and above, while the mean satisfaction score is calculated based on taking the average of respondents’ satisfaction scores. While the proportion of commuters who gave a score of 6 and above dipped from 99.4% in 2019 to 97.6% in 2020, the mean satisfaction score was higher due to the higher ratings given by commuters for the services.

7. Tables 2 to 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 (%)	
	2019	2020	2019	2020
Waiting Time	7.9	7.4*	95.8	84.7*
Reliability	7.9	7.9*	98.9	94.0*
Service Information	7.7	7.7	95.3	87.2*
Bus Interchange/Bus Stop/ MRT Station Accessibility	7.6	8.0*	96.7	91.1*
Comfort	7.8	7.7	98.1	92.6*
Travel Time	7.6	7.7*	95.2	92.1*
Customer Service	7.8	7.9*	98.5	92.8*
Safety/Security	7.8	8.2*	97.5	95.6*
<b>Overall Satisfaction</b>	<b>7.8</b>	<b>7.8*</b>	<b>99.4</b>	<b>97.6*</b>

\* 2019-2020 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 (%)	
	2019	2020	2019	2020
Waiting Time	8.0	7.0*	96.8	79.9*
Reliability	7.9	7.8*	98.8	94.1*
Service Information	7.9	7.7*	98.1	86.6*
Bus Interchange/Bus Stop/ Accessibility	7.5	8.0*	94.9	90.7*
Comfort	7.9	7.8	98.4	93.7*
Travel Time	7.7	7.6	95.5	91.3*
Customer Service	7.9	7.9	98.5	92.6*
Safety/ Security	8.0	8.1*	98.8	95.2*
<b>Overall Satisfaction</b>	<b>7.9</b>	<b>7.8*</b>	<b>99.3</b>	<b>97.3*</b>

\* 2019-2020 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 (%)	
	2019	2020	2019	2020
Waiting Time	7.7	7.9*	94.4	91.7*
Reliability	7.9	7.9	99.0	94.0*
Service Information	7.4	7.8*	92.1	88.1*
MRT Station Accessibility	7.7	8.1*	98.9	91.6*
Comfort	7.6	7.6	97.7	91.0*
Travel Time	7.5	7.8*	94.9	93.2*
Customer Service	7.8	7.9*	98.4	92.9*
Safety/ Security	7.7	8.3*	96.0	96.3
<b>Overall Satisfaction</b>	<b>7.7</b>	<b>7.9*</b>	<b>99.5</b>	<b>97.9*</b>

\* 2019-2020 changes are statistically significant at the 95% level

8. 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	
	2019	2020
<b>Public Transport</b>	1. Reliability 2. Travel Time 3. Comfort	1. Reliability 2. Travel Time 3. Waiting Time
<b>Bus</b>	1. Travel Time 2. Safety/Security 3. Comfort	1. Reliability 2. Waiting Time 3. Travel Time
<b>MRT</b>	1. Reliability 2. Stop/Station Accessibility 3. Comfort	1. Reliability 2. Travel Time 3. Safety/Security

9. 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 2019**

	Has Public Transport improved from 1 year ago? (%)					
	Public Transport (overall)		Bus		MRT	
	2019	2020	2019	2020	2019	2020
Yes	74.8	75.3	74.9	75.2	74.8	75.4
No	25.2	24.7	25.1	24.8	25.2	24.6