FACT SHEET
PUBLIC TRANSPORT CUSTOMER SATISFACTION SURVEY 2021

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 the safe distancing measures for COVID-19, the 2021 survey was conducted online. A total of 4,212 commuters, aged 15 years and above, participated in the survey between early October and early December 2021 by scanning the QR code on the 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'. Respondents who gave a score of '6' and above were deemed to be satisfied with that particular attribute. 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 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					
	2017	**2018**	**2019**	**2020**	**2021**
Public Transport	94.5	97.9	99.4	97.6	92.0
Bus	96.7	98.0	99.3	97.3	90.8
MRT	91.8	97.8	99.5	97.9	93.6

6.   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 – Mean satisfaction score and percentage of commuters satisfied with public transport service attributes

Public Transport Service Attributes	Satisfaction (Mean Score)		Satisfied (%)	
	2020	**2021**	**2020**	**2021**
Waiting Time	7.4	7.3	84.7	80.9*
Reliability	7.9	7.8	94.0	89.4*
Service Information	7.7	7.8	87.2	89.2
Bus Interchange/Bus Stop/MRT Station Accessibility	8.0	8.0	91.1	91.9
Comfort	7.7	7.7	92.6	88.3*
Travel Time	7.7	7.7	92.1	87.9*
Customer Service	7.9	7.8*	92.8	87.2*
Safety/Security	8.2	8.0*	95.6	89.9*
Overall Satisfaction	**7.8**	**7.8***	**97.6**	**92.0***

* 2020-2021 changes are statistically significant at the 95% level

Table 3 – Mean satisfaction score and percentage of commuters satisfied with bus service attributes

Bus Service Attributes	Satisfaction (Mean Score)		Satisfied (%)	
	2020	**2021**	**2020**	**2021**
Waiting Time	7.0	7.0	79.9	75.7*
Reliability	7.8	7.7*	94.1	87.9*
Service Information	7.7	7.8	86.6	87.9
Bus Interchange/Bus Stop Accessibility	8.0	8.0	90.7	91.1
Comfort	7.8	7.7	93.7	88.5*
Travel Time	7.6	7.6	91.3	86.1*
Customer Service	7.9	7.8*	92.6	87.1*
Safety/ Security	8.1	7.9*	95.2	88.5*
Overall Satisfaction	**7.8**	**7.7***	**97.3**	**90.8***

* 2020-2021 changes are statistically significant at the 95% level

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

MRT Service Attributes	Satisfaction (Mean Score)		Satisfied (%)	
	2020	**2021**	**2020**	**2021**
Waiting Time	7.9	7.8	91.7	88.0*
Reliability	7.9	8.0	94.0	91.5
Service Information	7.8	8.0	88.1	90.9*
MRT Station Accessibility	8.1	8.1	91.6	93.1*
Comfort	7.6	7.6	91.0	88.0*
Travel Time	7.8	7.9	93.2	90.4
Customer Service	7.9	7.8	92.9	87.3*
Safety/ Security	8.3	8.1*	96.3	91.8*
Overall Satisfaction	**7.9**	**7.9**	**97.9**	**93.6***

* 2020-2021 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	
	2020	**2021**
Public Transport	1. Reliability 2. Travel Time 3. Waiting Time	1. Reliability 2. Waiting Time 3. Travel Time
Bus	1. Reliability 2. Waiting Time 3. Travel Time	1. Waiting Time 2. Reliability 3. Travel Time
MRT	1. Reliability 2. Travel Time 3. Safety/Security	1. Reliability 2. Travel Time 3. Station Accessibility

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 2020

Has Public Transport improved from 1 year ago? (%)						
	Public Transport (overall)		**Bus**		**MRT**	
	2020	**2021**	**2020**	**2021**	**2020**	**2021**
Yes	75.3	71.3	75.2	71.2	75.4	71.5
No	24.7	28.7	24.8	28.8	24.6	28.5