

FACT SHEET
Public Transport Survey for Persons with Disabilities 2021

The Public Transport Survey for Persons with Disabilities was conducted for the first time in 2021 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 our respondents includes physical disability, deaf or hard of hearing, visual impairment, intellectual disability and autism.

2. A total of 522 respondents who took public transport¹ participated in the online survey from 21 June to 31 July 2021, comprising 214 persons with disabilities and 308 caregivers. Caregivers of persons with disabilities were also surveyed as they accompany persons with disabilities on their journeys and the inclusion of their experiences provides a more holistic view on their public transport experiences.

3. Around 39% and 24% of the 522 respondents who took public transport prefer to use train and bus respectively, while the remaining respondents have no preference on the mode of travel. The most frequent time of travel is between 9am and 4:59pm.

Reasons for using public transport

4. Table 1 shows the reasons for using public transport by all the 522 respondents who are public transport users.

Table 1 – Reasons for using public transport

Reasons	Percentage of respondents
Affordable	68.8%
Convenient to use	51.9%
Easy to find my way around the public transport system	35.2%
Accessible	30.7%
Easy to find transport information	21.5%
Others	6.5%

* More than one reason may be given

¹ A total of 584 responses were received, of which 522 respondents took public transport, while 62 did not.

5. Table 2 shows the purpose of the respondents’ last trip on public transport.

Table 2 – Purpose for using public transport

Purpose	Percentage of respondents
Medical appointment	21.8%
School/ Training	20.1%
Work	17.0%
Shopping	11.5%
Visiting family or friends	8.9%
Recreation	8.3%
Others	6.6%
Services provided by social service agencies	2.6%
Religious activities	2.3%
Community events	0.9%

Satisfaction with public transport

6. Of the 522 respondents who are public transport users, 348 respondents took a public transport trip within the previous week. Out of the 348, 170 are persons with disabilities while 178 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 particular attribute. The eight service attributes were as follows:

1. Waiting time
2. Reliability
3. Service information
4. Bus interchange/ bus stop/train station accessibility
5. Comfort
6. Travel time
7. Customer service
8. Safety and security

7. To provide a more accurate reflection of commuters’ satisfaction and better representation 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 train services. These were then weighted by the relative proportions of actual bus and train ridership to derive a single overall satisfaction rating for the public transport system as a whole.

8. Table 3 shows the percentage of respondents who were satisfied with public transport in general, bus, and train services.

Table 3 – Satisfaction with public transport, bus, and train services

Mode	Percentage of Satisfaction with Public Transport, Bus, and Train services
Public Transport	84.6%
Bus	82.9%
Train	87.2%

9. Tables 4 to 6 show the satisfaction ratings and the percentage of respondents who were satisfied with the various service attributes of public transport in general, bus and train services respectively.

Table 4 – Satisfaction mean score and percentage of respondents satisfied with public transport service attributes

Public Transport Service Attributes	Satisfaction (Mean Score)	Satisfied (%)
Waiting time	6.9	74.0
Reliability	7.4	82.9
Service information	7.2	79.7
Bus interchange/bus stop/train station accessibility	7.2	78.7
Comfort	7.2	81.1
Travel time	7.2	78.7
Customer service	7.1	76.4
Safety and security	7.4	81.8
Overall Satisfaction	7.2	84.6

Table 5 – Satisfaction mean score and percentage of respondents satisfied with bus service attributes

Bus Service Attributes	Satisfaction (Mean Score)	Satisfied (%)
Waiting time	6.5	68.8
Reliability	7.3	81.4
Service information	7.2	80.9
Bus interchange/bus stop accessibility	7.1	78.9
Comfort	7.3	81.4
Travel time	7.0	74.9
Customer service	7.0	76.4
Safety and security	7.2	80.4
Overall Satisfaction	7.1	82.9

Table 6 – Satisfaction mean score and percentage of respondents satisfied with train service attributes

Train Service Attributes	Satisfaction (Mean Score)	Satisfied (%)
Waiting time	7.4	81.9
Reliability	7.5	85.2
Service information	7.2	77.9
Train station accessibility	7.3	78.5
Comfort	7.2	80.5
Travel time	7.5	84.6
Customer service	7.2	76.5
Safety and security	7.6	83.9
Overall Satisfaction	7.4	87.2

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

Table 7 – Top three most important service attributes

Mode	Most Important Service Attributes
Public Transport	<ol style="list-style-type: none"> 1. Reliability 2. Safety and Security 3. Bus Interchange/Bus Stop/Train Station Accessibility
Bus	<ol style="list-style-type: none"> 1. Reliability 2. Safety and Security 3. Bus Interchange/Bus Stop Accessibility
Train	<ol style="list-style-type: none"> 1. Train Station Accessibility 2. Safety and Security 3. Reliability