FACT SHEET

PUBLIC TRANSPORT CUSTOMER SATISFACTION SURVEY 2022

The Public Transport Customer Satisfaction Survey was carried out from 17 September to 31 October 2022. A total of 5,029 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 Forbes Research 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 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 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

3.   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. 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 MRT over the last 3 years.

Table 1 – Satisfaction with public transport, bus, and MRT services over the past 3 years

Mean Satisfaction with Public Transport, Bus, and MRT services			
	2020	**2021**	**2022**
Public Transport	7.8	7.8	7.8
Bus	7.8	7.7	7.7
MRT	7.9	7.9	8.0

5.   Table 2 shows the percentage of respondents who were satisfied with public transport, bus, and MRT over the last 3 years.

Table 2 – Satisfaction with public transport, bus, and MRT services over the past 3 years

Percentage of Satisfaction with Public Transport, Bus, and MRT services			
	2020	**2021**	**2022**
Public Transport	97.6	92.0	92.7
Bus	97.3	90.8	91.7
MRT	97.9	93.6	94.2

6.   Tables 3 to 5 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 3 – Mean satisfaction score and percentage of commuters satisfied with public transport service attributes

Public Transport Service Attributes	**Satisfaction (Mean Score)**		**Satisfied (%)**	
	2021	2022	2021	2022
Waiting time	7.3	7.5*	80.9	85.0*
Reliability	7.8	7.8	89.4	88.9
Service information	7.8	7.9	89.2	90.4*
Accessibility	8.0	8.1	91.9	93.0
Comfort	7.7	7.7	88.3	89.2
Travel Time	7.7	7.7	87.9	89.0
Customer service	7.8	8.0*	87.2	90.7*
Safety & security	8.0	8.2*	89.9	93.0*
Overall Satisfaction	**7.8**	**7.8**	**92.0**	**92.7***

* 2021-2022 changes are statistically significant at the 95% level

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

Bus Service Attributes	**Satisfaction (Mean Score)**		**Satisfied (%)**	
	2021	**2022**	**2021**	**2022**
Waiting time	7.0	7.1*	75.7	79.8*
Reliability	7.7	7.5*	87.9	85.5*
Service information	7.8	7.7	87.9	88.8
Accessibility	8.0	8.0	91.1	92.3
Comfort	7.7	7.8	88.5	90.4*
Travel Time	7.6	7.5	86.1	86.8
Customer service	7.8	7.9*	87.1	90.7*
Safety & security	7.9	8.0*	88.5	92.0*
Overall Satisfaction	**7.7**	**7.7**	**90.8**	**91.7***

* 2021-2022 changes are statistically significant at the 95% level

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

MRT Service Attributes	Satisfaction (Mean Score)		Satisfied (%)	
	2021	2022	2021	2022
Waiting time	7.8	8.0*	88.0	91.5*
Reliability	8.0	8.2*	91.5	93.0
Service information	8.0	8.1*	90.9	92.5
Accessibility	8.1	8.2	93.1	93.9
Comfort	7.6	7.6	88.0	87.8
Travel Time	7.9	8.0	90.4	91.7
Customer service	7.8	8.0*	87.3	90.7*
Safety & security	8.1	8.3*	91.8	94.2*
Overall Satisfaction	**7.9**	**8.0***	**93.6**	**94.2***

* 2021-2022 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 MRT.

Table 6 – Top three most important service attributes

Mode	Most Important Service Attributes	
	2021	**2022**
Public Transport	1. Reliability 2. Waiting Time 3. Travel Time	1. Reliability 2. Travel Time 3. Waiting Time
Bus	1. Waiting Time 2. Reliability 3. Travel Time	1. Reliability 2. Travel Time 3. Waiting Time
MRT	1. Reliability 2. Travel Time 3. Station Accessibility	1. Reliability 2. Travel Time 3. Safety and Security

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 2021

	Has public transport improved from 1 year ago? (%)					
	Public Transport		Bus		MRT	
	2021	**2022**	**2021**	**2022**	**2021**	**2022**
Yes	71.3	68.5	71.2	68.4	71.5	68.6
No	28.7	31.5	28.8	31.6	28.5	31.4

FACT SHEET

PUBLIC TRANSPORT SURVEY FOR PERSONS WITH DISABILITIES 2022

The Public Transport Survey for Persons with Disabilities was conducted with support from Ministry of Social and Family Development, SG Enable, Transit Link, Autism Resource Centre, AWWA, The Singapore Association For The Deaf, the Singapore Association of the Visually Handicapped, and SPD.

2.   Started in 2021, the survey was conducted for the second 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 Consulting Group – Asia Insight Pte Ltd, an independent market research consultant.

3.   Of the 537 respondents who gave their satisfaction ratings, 309 are persons with disabilities while 228 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:

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

4.   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.

5.	Tables 1 and 2 show the satisfaction ratings 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

	2021	**2022**
Public Transport	7.2	7.6
Bus	7.1	7.6
Train	7.4	7.5

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

	2021	**2022**
Public Transport	84.6	91.6
Bus	82.9	92.8
Train	87.2	90.2

6.	Tables 3 to 5 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 3 – Mean satisfaction score and percentage of respondents satisfied with public transport service attributes

Public Transport Service Attributes	**Satisfaction (Mean Score)**		**Satisfied (%)**	
	2021	**2022**	**2021**	**2022**
Waiting time	6.9	7.4*	74.0	89.1*
Reliability	7.4	7.6*	82.9	92.5*
Service information	7.2	7.7*	79.7	93.4*
Accessibility	7.2	7.7*	78.7	92.2*
Comfort	7.2	7.5*	81.1	89.1*
Travel Time	7.2	7.6*	78.7	93.4*
Customer service	7.1	7.5*	76.4	91.4*
Safety & security	7.4	7.7*	81.8	91.5*
Overall Satisfaction	**7.2**	**7.6**	**84.6**	**91.6***

* 2021-2022 changes are statistically significant at the 95% level

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

Bus Service Attributes	Satisfaction (Mean Score)		Satisfied (%)	
	2021	2022	2021	2022
Waiting time	6.5	7.4*	68.8	89.5*
Reliability	7.3	7.6*	81.4	93.7*
Service information	7.2	7.7*	80.9	94.0*
Accessibility	7.1	7.7*	78.9	91.9*
Comfort	7.3	7.6*	81.4	91.6*
Travel Time	7.0	7.7*	74.9	94.0*
Customer service	7.0	7.7*	76.4	93.7*
Safety & security	7.2	7.8*	80.4	94.0*
Overall Satisfaction	**7.1**	**7.6**	**82.9**	**92.8***

* 2021-2022 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 (%)	
	2021	**2022**	**2021**	**2022**
Waiting time	7.4	7.5	81.9	88.7
Reliability	7.5	7.6	85.2	91.1
Service information	7.2	7.7*	77.9	92.6*
Accessibility	7.3	7.6	78.5	92.6*
Comfort	7.2	7.4	80.5	86.2
Travel Time	7.5	7.5	84.6	92.6*
Customer service	7.2	7.3	76.5	88.7*
Safety & security	7.6	7.5	83.9	88.7
Overall Satisfaction	**7.4**	**7.5**	**87.2**	**90.2**

* 2021-2022 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
Public Transport	1. Safety and Security 2. Accessibility 3. Reliability
Bus	1. Safety and Security 2. Accessibility 3. Reliability
Train	1. Reliability 2. Safety and Security 3. Travel Time