

PUBLIC OPINION SURVEY ON LTA

The Land Transport Authority (LTA) recently commissioned an independent Public Opinion Survey (POS) to gauge public perception of the land transportation system in Singapore.

A total of 1,000 members of the public and 350 foreigners were interviewed. The public respondents were surveyed for their impressions of the overall land transportation system, infrastructure and public transportation. The foreigners were interviewed for comparative ratings against other cities, such as Hong Kong, London, New York, Paris and Tokyo.

Survey Findings – General Public

The findings showed that more than 80% of the public respondents agreed that Singapore's overall land transportation system provides adequate choices, and is well-integrated and efficient. They also felt that the land transportation system has improved in the last 2 years. About 70% of the respondents also agreed that the system is world class, meets their expectations, and is well-positioned to meet Singapore's future transportation needs. As for good value for money, ratings were lower with 55% of the respondents agreeing that the land transportation services are good value for money.

With respect to the land transport infrastructure, more than 80% of the public respondents felt that Singapore has a well-connected road network, efficient traffic systems operations, and the roads are safe and of good quality. About 67% felt that the traffic flow is smooth.

The findings also revealed that the public is satisfied with the public transportation system, namely MRT, LRT, bus and taxi services, in terms of convenience, accessibility, saving on travelling time, reliability and comfort.

Survey Findings – Foreigners

The foreigners rated Singapore very highly, compared to the 5 other cities which are Hong Kong, London, New York, Paris and Tokyo.

In terms of infrastructure, more than 85% of the respondents felt that Singapore has an efficient road network, good road quality and smooth traffic flow. More than 90% agreed that Singapore has an efficient network of public transport services, which is comfortable, clean, safe and reliable. They also said that the facilities are user-friendly and accessible.

Singapore ranked ahead of each of the other cities in terms of smoother traffic flow, efficient road network, road quality, as well as public transportation system. Singapore

also ranked ahead for providing value for money public transport services. On the other hand, Singapore is ranked 4th for providing value for money on private transportation, after weighing benefits against vehicle road tax and other charges.

Overall, the strong ratings from foreigners are affirmation of the quality of Singapore's land transport system. There is also generally good public perception of the land transportation system and infrastructure. LTA will study the results of the survey and explore how it can improve its services to better meet the needs and expectations of its customers. The next survey will be conducted in 2005.

BACKGROUND

The Public Opinion Survey on LTA was conducted in May 2003 on a total of 1,000 members of the public and 350 foreigners.

General Public

The general public survey took the form of a household survey, with households selected from each of the 5 geographical regions in the national MasterPlan. Specific neighbourhoods were then randomly selected and sample sizes for the various household types (ie. 1-3 room HDB, 4-room HDB, private condominiums, etc.) were determined to reflect the national distribution.

The respondents were asked to provide a personal profile, such as gender, age, marital status, number of children, educational qualifications and employment status.

The respondents were then asked, using a scale of 1-7 (1 being very poor and 7 being very good), to rate the following factors:-

- a) Overall land transport system in terms of:-
 - adequacy of transport choices
 - how well integrated
 - efficiency
 - improvement over the last 2 years
 - world class
 - meeting current expectations and future transportation needs
 - good value for money
- b) Land transportation infrastructure
 - well-connected road network
 - efficient operation of traffic system
 - road quality and safety
 - traffic flow
- c) Public transportation (MRT/LRT, bus and taxi)
 - convenience
 - accessibility
 - saving on travelling time
 - reliability
 - comfort

Please refer to slides under “**Survey Findings - General Public**”.

Foreigners

The foreigner respondents were surveyed via face-to-face or telephone interviews. They provided 400 responses. Respondents have to stay in one of the 5 cities, ie. Hong Kong, London, New York, Paris and Tokyo for at least 6 months in the past 5 years and also lived in Singapore for at least half a year.

They were asked, using a scale of 1-7 (1 being very poor and 7 being very good), to rate the following factors:-

- a) efficiency of road network
- b) road quality
- c) smooth traffic flow
- d) value for money for private transportation
- e) public transportation network
 - efficiency
 - comfort
 - cleanliness
 - safety
 - reliability
 - user-friendliness and accessibility
 - value for money for public transportation

Please refer to charts under **“Survey Findings – Foreigners”**.

All public and foreigner respondents were asked to provide a personal profile, such as gender, age, marital status, number of children, educational qualifications and employment status. Please refer to charts under **“Profile of general public and foreigners surveyed”**.