

PUBLIC TRANSPORT CUSTOMER SATISFACTION SURVEY 2013

1. The 2013 Public Transport Customer Satisfaction Survey (PTCSS), commissioned by the Land Transport Authority and conducted by the SIM University (UniSIM), measures regular commuters' satisfaction with our public transport services, namely bus and MRT services. The annual survey aims to understand commuters' expectations and needs, as well as identify areas for improvement.
2. Over 4,223 regular bus and MRT commuters, aged 15 years and above, were interviewed from 7 to 11 October 2013 at designated bus interchanges, bus stops and MRT stations in and outside the CBD, during peak (7am - 9am and 5pm - 7pm) and off-peak periods. Only commuters who travel by bus or MRT at least three times a week were surveyed.
3. Respondents were asked to rate on a scale of 1-10, their satisfaction with public transport services and to rank by order of importance the eight bus and MRT service attributes for their last journey on public transport. One represents very dissatisfied/unimportant and 10 represents very satisfied/important. Overall satisfaction rating for public transport services remained the same as 2012 at 7.0 based on a 10-point rating scale. The service attributes are 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. Respondents' satisfaction ratings for the eight service attributes were weighted by their respective importance ratings to obtain their overall mean satisfaction ratings for bus and MRT service. These were then weighted by the relative proportions of actual bus and MRT ridership to compute a single overall satisfaction rating for the public transport system as a whole.
5. The tables below show the satisfaction ratings and the percentage of respondents who were satisfied with the various service attributes:

Table 1 – Satisfaction ratings and percentage of commuters satisfied with public transport service attributes

PT Service attributes	Satisfaction Ratings		Satisfied (%)	
	2012	2013	2012	2013
Waiting Time	6.2	6.1	64.1	65.2
Reliability	6.8	6.7	77.4	76.7
Service Information	7.2	7.2	83.2	83.0
Bus Interchange/ Bus Stop/ MRT Station Accessibility	7.3	7.4	86.6	88.1
Comfort	7.0	7.0	81.3	81.2
Travel Time	7.0	7.0	82.8	81.0
Customer Service	7.1	7.0	81.9	79.1
Safety and Security	7.5	7.5	86.5	88.7
Overall Satisfaction	7.0	7.0	88.8	88.5

Table 2 - Satisfaction ratings and percentage of commuters satisfied with bus service attributes

PT Service attributes	Satisfaction Ratings		Satisfied (%)	
	2012	2013	2012	2013
Waiting Time	5.7	5.9	54.2	61.5
Reliability	6.7	6.7	74.0	76.7
Service Information	7.1	7.1	80.9	81.8
Bus Interchange/ Bus Stop/ MRT Station Accessibility	7.2	7.3	84.3	87.0
Comfort	7.1	7.2	82.8	84.7
Travel Time	6.8	6.9	79.0	80.6
Customer Service	6.8	6.8	77.4	77.0
Safety and Security	7.3	7.4	82.7	87.9
Overall Satisfaction	6.8	6.9	86.4	88.3

Table 3 – Satisfaction ratings and percentage of commuters satisfied with MRT service attributes

PT Service attributes	Satisfaction Ratings		Satisfied (%)	
	2012	2013	2012	2013
Waiting Time	6.9	6.4	77.8	70.4
Reliability	7.0	6.6	82.1	76.7
Service Information	7.3	7.3	86.4	84.6
Bus Interchange/ Bus Stop/ MRT Station Accessibility	7.5	7.5	89.9	89.6
Comfort	6.8	6.7	79.2	76.4
Travel Time	7.4	7.1	88.0	81.7
Customer Service	7.5	7.2	88.2	82.1
Safety and Security	7.8	7.7	91.8	89.9
Overall Satisfaction	7.3	7.1	92.1	88.9

6. The table shows the three most important service attributes for public transport, bus and MRT services.

Table 4 – Top three most important service attributes

Mode	Most Important Service Attributes	
	2012	2013
Public Transport	1. Travel Time 2. Safety/Security 3. Waiting Time	1. Travel Time 2. Waiting Time 3. Reliability
Bus	1. Waiting Time 2. Travel Time 3. Reliability	1. Travel Time 2. Waiting Time 3. Reliability
MRT	1. Safety and Security 2. Travel Time 3. Station Accessibility	1. Travel Time 2. Waiting Time 3. Safety/Security

7. The table shows commuter perception on whether the overall quality of service of the public transport system has improved from a year ago.

Table 5 – Perception on whether overall quality of service of public transport system has improved from a year ago

Has PT improved from 1 year ago? (%)						
	Bus		Rail		Public Transport (overall)	
	2012	2013	2012	2013	2012	2013
YES	67.9	66.3	57.7	54.8	63.6	61.4
NO	32.1	33.7	42.3	45.2	36.4	38.6