

PUBLIC TRANSPORT CUSTOMER SATISFACTION SURVEY 2014

1. The Land Transport Authority (LTA) has conducted the Public Transport Customer Satisfaction Survey since 2006. This annual survey measures regular commuters' satisfaction with our mass public transport services, namely bus and MRT services. It aims to understand commuters' expectations and needs as well as identify areas for improvement by measuring customer satisfaction levels.
2. 4,193 regular bus and MRT commuters, aged 15 years and above, were interviewed from 7 to 10 October 2014 at bus interchanges, bus stops and MRT stations, in and outside the CBD and during peak (7am - 9am and 5pm - 7pm) and off-peak periods.
3. Respondents were asked to provide a rating of 1-10 on their level of satisfaction with and the importance of eight bus and MRT service attributes for their last journey on public transport, with 1 representing very dissatisfied/ unimportant and 10 representing very satisfied/ important. These service attributes are as follow:
 - 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 services. 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. Tables 1-3 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 (%)	
	2013	2014	2013	2014
Waiting Time	6.1	6.3	65.2	69.1
Reliability	6.7	6.9	76.7	79.7
Service Information	7.2	7.3	83.0	85.2
Bus Interchange/ Bus Stop/ MRT Station Accessibility	7.4	7.5	88.1	89.6
Comfort	7.0	7.0	81.2	82.2
Travel Time	7.0	6.9	81.0	82.4
Customer Service	7.0	7.2	79.1	84.0
Safety and Security	7.5	7.5	88.7	88.9
Overall Satisfaction	7.0	7.1	88.5	91.3

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

Bus Service Attributes	Satisfaction Ratings		Satisfied (%)	
	2013	2014	2013	2014
Waiting Time	5.9	6.0	61.5	61.8
Reliability	6.7	6.8	76.7	78.8
Service Information	7.1	7.2	81.8	84.7
Bus Interchange/ Bus Stop/ MRT Station Accessibility	7.3	7.3	87.0	87.5
Comfort	7.2	7.2	84.7	86.1
Travel Time	6.9	6.8	80.6	80.6
Customer Service	6.8	7.0	77.0	80.5
Safety and Security	7.4	7.4	87.9	86.6
Overall Satisfaction	6.9	7.0	88.3	90.2

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

MRT Service Attributes	Satisfaction Ratings		Satisfied (%)	
	2013	2014	2013	2014
Waiting Time	6.4	6.8	70.4	79.0
Reliability	6.6	7.0	76.7	80.9
Service Information	7.3	7.3	84.6	85.8
Bus Interchange/ Bus Stop/ MRT Station Accessibility	7.5	7.6	89.6	92.4
Comfort	6.7	6.8	76.4	76.8
Travel Time	7.1	7.1	81.7	84.8
Customer Service	7.2	7.5	82.1	88.8
Safety and Security	7.7	7.7	89.9	91.9
Overall Satisfaction	7.1	7.3	88.9	92.8

6. Table 4 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	
	2013	2014
Public Transport	1. Travel Time 2. Waiting Time 3. Reliability	1. Travel Time 2. Safety/Security 3. Waiting Time
Bus	1. Travel Time 2. Waiting Time 3. Reliability	1. Travel Time 2. Waiting Time 3. Safety/Security
MRT	1. Travel Time 2. Waiting Time 3. Safety/Security	1. Travel Time 2. Safety/Security 3. Reliability

7. Table 5 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)	
	2013	2014	2013	2014	2013	2014
YES	66.3	65.1	54.8	54.8	61.4	60.8
NO	33.7	34.9	45.2	45.2	38.6	39.2

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