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News Release

Commuter satisfaction with public transport continues to improve

Improvements observed across all service attributes for both bus and MRT

Commuters' satisfaction with public transport continued to improve in 2016, according to the latest Public Transport Customer Satisfaction Survey (PTCSS). Satisfaction levels[1] reached 96.4% in 2016, up from 91.8% in 2015. In terms of mean satisfaction score, respondents gave public transport 7.6 out of 10, an improvement from 7.2 in 2015. There was improvement in commuter satisfaction across all service attributes for both bus and MRT services.

Figure 1: Percentage satisfaction and mean score for Public Transport

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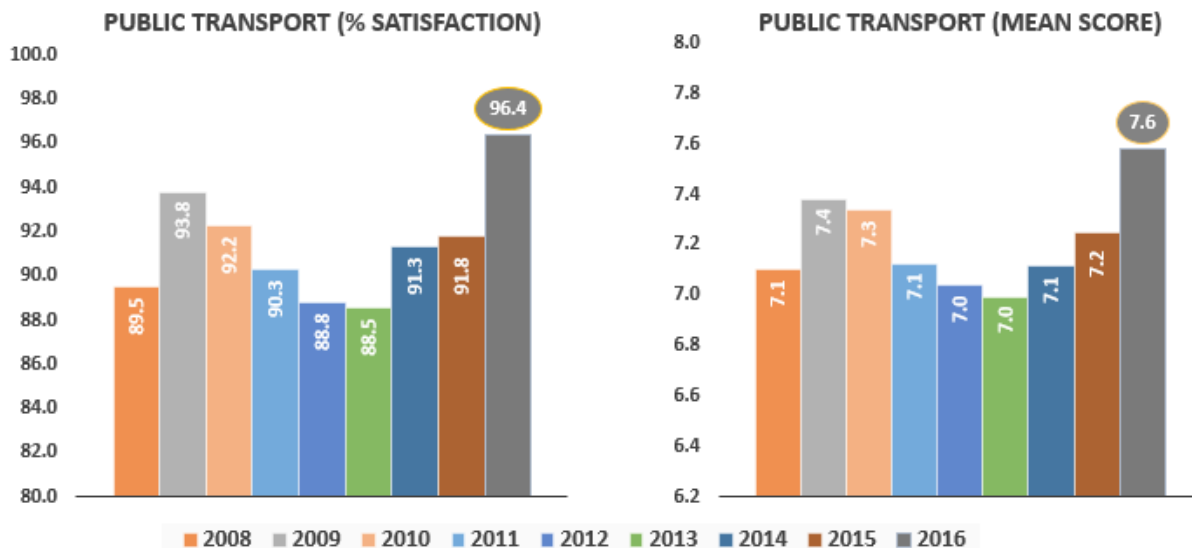
[1] Please refer to Annex A for explanation of how satisfaction ratings are derived. Percentage satisfaction levels are based on commuters whose overall satisfaction rating for public transport services was 6 and above, out of 10.

2   In line with its new role since 2016 to advise the Minister for Transport on public transport matters, the Public Transport Council has taken over the administration of this annual survey from the Land Transport Authority.

Key Findings

<u>Bus Services</u>

3   Satisfaction with bus services was at 96.7% in 2016, up from 90.7% a year ago. The mean satisfaction score also rose, registering 7.6 in 2016, up from 7.2 in 2015. Improved satisfaction in 2016 was largely driven by higher ratings in areas such as customer service, service information and reliability.

Figure 2: Percentage satisfaction and mean score for Bus
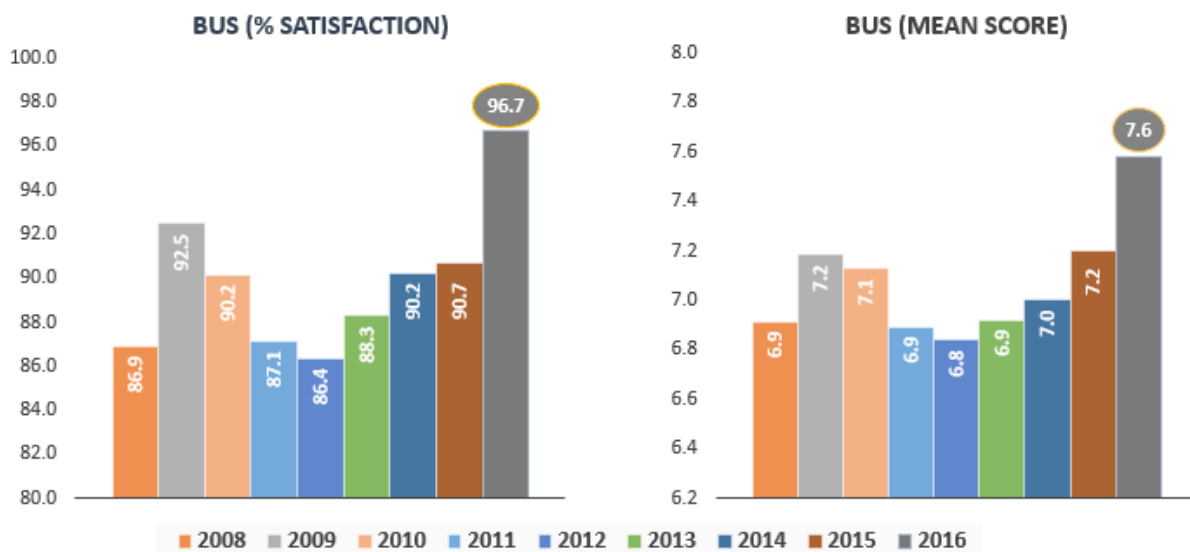

4   The improved results are likely attributable to several factors, including the transition to the Bus Contracting Model which has injected greater competition among the bus operators and hence motivated them to improve their services, and the adoption of performance standards for regularity of bus arrivals. Improvements felt by commuters can also be attributed to service excellence initiatives put in place by the operators to give recognition to frontline staff who go the extra mile for commuters.

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MRT Services

5   Satisfaction with MRT services also registered improvement, rising to 96.0% in 2016, up from 93.2% a year ago. The mean satisfaction score also rose, reaching 7.6 in 2016, up from 7.3 in 2015. The improved satisfaction with MRT services was largely driven by improvements in the areas of comfort, travel time and waiting time. Satisfaction with rail reliability has also improved.

Figure 3: Percentage satisfaction and mean score for MRT
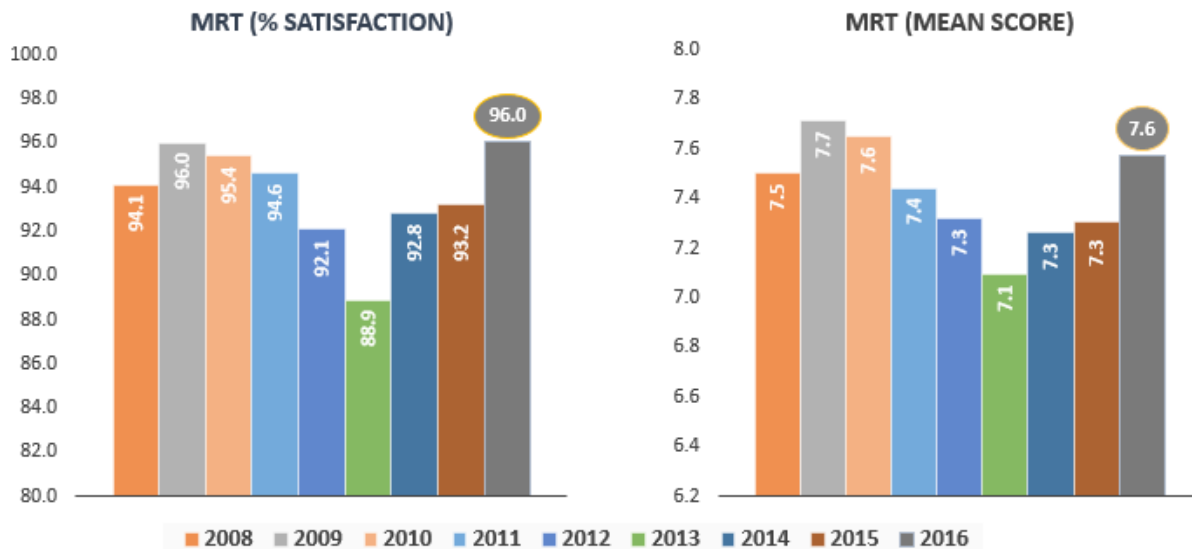
6   In particular, the addition of new trains to the North East and Circle Lines in 2016 had eased crowding and improved wait times and journey times. The opening of the Downtown Line 2 in December 2015 has enhanced the convenience of public transport travel for more commuters. Rail reliability has improved due to LTA and the operators' continued efforts in strengthening maintenance processes and increasing manpower, as well as asset renewals on our oldest North-South and East-West Lines. As a result, the mean distance travelled between delays of more than five minutes across the network increased by 30%, from 133,000 train-km in 2015 to 174,000 train-km in 2016. While the number of service delays of more than 30 minutes increased by one incident in 2016, measures to improve incident management and minimise the inconvenience to commuters, such as clearer communication of information on bus bridging services and alternative routes of travel, may have mitigated a little of the impact of these major disruptions on satisfaction levels.

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Annex A: Factsheet for PTCSS 2016

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FACT SHEET

PUBLIC TRANSPORT CUSTOMER SATISFACTION SURVEY 2016

The PTCSS has been conducted annually since 2006. The aim of the survey is to understand commuters' expectations and needs as well as to identify areas for improvement.

2. A total of 3,869 regular bus and MRT commuters, aged 15 years and above, were randomly selected and interviewed in October 2016 at bus interchanges, bus stops and MRT stations, both within and outside the CBD area, during both peak (7 am – 9 am and 5 pm – 7 pm) and off-peak periods.

3. Respondents were asked to provide a rating of '1' to '10' based 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'. 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. To ensure 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 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 as a whole.

5. Tables 1-3 show the satisfaction ratings and the percentage of respondents who were satisfied with the various service attributes of public transport, bus and MRT respectively:

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Table 1 – Satisfaction mean score and percentage of commuters satisfied with Public Transport service attributes

Public Transport Service Attributes	Satisfaction (Mean Score)		Satisfied (%)	
	2015	2016	2015	2016
Waiting Time*	6.7	7.0	76.8	82.9
Reliability*	7.1	7.4	84.0	89.2
Service Information*	7.3	7.6	86.9	92.6
Bus Interchange/Bus Stop/ MRT Station Accessibility*	7.4	7.8	90.2	94.1
Comfort*	7.1	7.5	84.0	90.0
Travel Time*	7.1	7.4	85.4	91.2
Customer Service*	7.3	7.6	86.0	92.1
Safety/Security*	7.7	7.9	90.0	94.8
Overall Satisfaction*	**7.2**	**7.6**	**91.8**	**96.4**

* 2015-2016 changes are statistically significant at the 95% level

Table 2 – Satisfaction mean score and percentage of commuters satisfied with Bus service attributes

Bus Service Attributes	Satisfaction (Mean Score)		Satisfied (%)	
	2015	2016	2015	2016
Waiting Time*	6.5	6.8	72.4	78.8
Reliability*	7.1	7.5	84.2	91.1
Service Information*	7.3	7.7	85.1	93.0
Bus Interchange/Bus Stop/ Accessibility*	7.4	7.8	89.4	94.9
Comfort*	7.3	7.7	87.8	92.4
Travel Time*	7.1	7.4	84.0	89.9
Customer Service*	7.3	7.7	84.2	92.2
Safety/ Security*	7.5	7.9	87.8	94.7
Overall Satisfaction*	**7.2**	**7.6**	**90.7**	**96.7**

* 2015-2016 changes are statistically significant at the 95% level

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

MRT Service Attributes	Satisfaction (Mean Score)		Satisfied (%)	
	2015	2016	2015	2016
Waiting Time*	6.9	7.3	82.9	88.1
Reliability*	7.0	7.2	83.7	86.8
Service Information*	7.4	7.6	89.5	92.1
MRT Station Accessibility	7.5	7.7	91.4	93.0*
Comfort*	6.8	7.3	78.9	86.9
Travel Time*	7.2	7.6	87.4	92.8
Customer Service*	7.4	7.6	88.5	91.9
Safety/ Security*	7.9	8.0	93.0	95.0
Overall Satisfaction*	**7.3**	**7.6**	**93.2**	**96.0**

* 2015-2016 changes are statistically significant at the 95% level

6.   Table 4 shows the three most important service attributes for commuters for public transport, bus and MRT.

Table 4 – Top three most important service attributes

Mode	Most Important Service Attributes	
	2015	**2016**
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. Safety/Security 2. Travel Time 3. Reliability	1. Safety/Security 2. Waiting Time 3. Reliability

7.   Table 5 shows commuter perception of whether the overall quality of the public transport system has improved from the previous year.

Table 5 – Perception of whether overall quality of public transport system has improved from 2015

Has Public Transport improved from 1 year ago? (%)						
	Public Transport (overall)		**Bus**		**MRT**	
	2015	**2016**	**2015**	**2016**	**2015**	**2016**
Yes	67.0	67.6	72.0	72.9	60.2	60.6
No	33.0	32.4	28.0	27.1	39.8	39.4