

## **Singaporeans less satisfied with public transport: Survey**

6 September 2012

Singapore Government News

Singapore: Singaporeans are less satisfied with the state of affairs regarding public-transport compared to a year earlier, a Customer Satisfaction Index of Singapore (CSISG) survey showed.

The Institute of Service Excellence at the Singapore Management University (ISES) covered 2,300 citizen in the survey asking their experience with public transport.

The Mass Rapid Transit system (MRT) sub-sector faced the largest drop in satisfaction as it dipped by nearly 9% to about 62 points, while public buses dropped by 7% to 61.6 points.

But ISES academic director Marcus Lee maintained that commuter expectations with public transport have not gone down despite the series of MRT breakdowns as well as issues concerning overcrowded buses.

He added that their analysis showed that touch points like the frequency of arrivals of trains as well buses are very essential for the commuters.

The national average score is close to 70, which Marcus said is very far from the average satisfaction level of the city-state.