

FACT SHEET

**PUBLIC TRANSPORT CUSTOMER SATISFACTION SURVEY AND POINT-TO-POINT
TRANSPORT SERVICES CUSTOMER SATISFACTION SURVEY 2025**

1 The fieldwork for the Public Transport Customer Satisfaction Survey 2025 was conducted from 18 August to 5 September 2025, with 5,505 commuters aged 15 and above participating via online surveys and face-to-face interviews at bus interchanges and MRT stations. The Point-to-Point Transport Services Customer Satisfaction Survey 2025 was conducted from 15 to 28 August 2025. 1,700 commuters aged 15 and above participated via online surveys and face-to-face interviews at pick-up and drop-off points at malls, food centres, and MRT stations.

2 The charts below indicate the satisfaction bandings of the 25 service attributes for bus services and train services, and the 16 service attributes for taxi services and PHC services, based on the respondents' last ride experiences.

Bus Service Attribute Satisfaction Scores (Last Ride Experience)

Accessibility				% Satisfied (6-10)
Ease of getting designated wheelchair spaces		3%	65%	33%
Physical ease of accessing bus stop/interchange	1%	2%	59%	38%
Physical ease of getting on/off bus	1%	3%	57%	39%
Reliability & Timeliness				
Travel time to complete the ride	1%	7%	65%	27%
Punctuality of the bus arrival	2%	14%	54%	30%
Waiting time for the bus	5%	19%	59%	18%
Service Information				
Ease of understanding route and schedule information	1%	4%	57%	39%
Availability of information on mobile app/display boards	1%	5%	57%	37%
Navigation				
Clarity of signages in guiding transfers	0%	3%	59%	38%
Clarity of signages in locating exits/amenities	0%	3%	59%	38%
Safety and Ride Experience				
Personal safety at bus stop/interchange	0%	2%	57%	40%
Personal safety when travelling on the bus	0%	3%	56%	40%
Time given to be seated or secure	1%	5%	59%	36%
Safe driving behaviour	1%	6%	61%	32%
Smoothness of the bus ride throughout the ride	2%	10%	59%	29%
Comfort				
Availability of sheltered walkways to/from bus stop/interchange	2%	7%	57%	34%
Temperature of air conditioning on the bus	2%	7%	61%	31%
Comfort level at bus stop/interchange	1%	10%	59%	29%
Courtesy and consideration shown by other commuters	4%	14%	60%	22%
Crowd level on the bus	4%	17%	60%	19%
Cleanliness				
Overall cleanliness of bus interiors (including seats)	1%	4%	58%	36%
Overall cleanliness of bus stops/interchange (including toilets)	1%	7%	63%	29%
Customer Service				
Bus driver's knowledge	1%	2%	56%	41%
Bus driver's willingness to provide help	1%	3%	59%	38%
Ease of communication with bus driver	1%	4%	59%	35%

Note: Figures are rounded to the nearest whole number and may not sum to 100%.

Very dissatisfied (1-2) Dissatisfied (3-5) Satisfied (6-8) Very satisfied (9-10)

Train Service Attribute Satisfaction Scores (Last Ride Experience)

Accessibility				% Satisfied (6-10)	
Physical ease of getting on or off the train	1%	5%	53%	41%	94%
Physical ease of entering and exiting the train station	1%	5%	55%	39%	94%
Ease of getting designated wheelchair spaces		8%	58%	34%	92%
Reliability & Timeliness					
Punctuality of the train arrival	1%	6%	49%	44%	93%
Travel time to complete the ride	1%	8%	58%	33%	91%
Waiting time for the train	2%	11%	55%	31%	87%
Service Information					
Ease of understanding route and train timings	1%	4%	53%	42%	95%
Availability of information on mobile app or display boards on train/station	1%	5%	54%	40%	94%
Navigation					
Clarity of signages and directions in locating exits/amenities	1%	5%	57%	36%	93%
Clarity of signages and directions in guiding commuters for transfers	1%	6%	56%	37%	93%
Physical ease of transfer between platforms	1%	8%	59%	32%	91%
Safety and Ride Experience					
Personal safety at train stations	1%	2%	49%	48%	97%
Personal safety when travelling on the train	1%	3%	50%	47%	96%
Sense of safety on escalator	1%	5%	58%	38%	94%
Smoothness of the train ride	1%	7%	55%	37%	92%
Comfort					
Availability of sheltered walkways to and from train stations	2%	7%	58%	33%	91%
Comfort level of the train station	3%	15%	57%	25%	82%
Temperature of air conditioning on the train	4%	16%	56%	25%	80%
Courtesy and consideration shown by other commuters	5%	18%	57%	20%	77%
Crowd level on the train	8%	25%	53%	14%	68%
Cleanliness					
Overall cleanliness and maintenance of train interiors (including seats)	1%	5%	55%	39%	94%
Overall cleanliness and maintenance of train stations (including toilets)	1%	6%	53%	39%	92%
Customer Service					
Ease of communication with station staff	1%	3%	53%	43%	96%
Station staff's willingness to provide help	1%	3%	55%	40%	95%
Station staff's knowledge	1%	4%	57%	38%	95%

Note: Figures are rounded to the nearest whole number and may not sum to 100%.

■ Very dissatisfied (1-2) ■ Dissatisfied (3-5) ■ Satisfied (6-8) ■ Very satisfied (9-10)

Taxi Service Attribute Satisfaction Scores (Last Ride Experience)

Ease of Getting a Ride				% Satisfied (6-10)	
Availability of taxi	4%	18%	60%	18%	78%
Booking Experience	2%	13%	58%	27%	85%
Accessibility					
Barrier-free access at pick-up / drop-off point	1%	4%	61%	35%	96%
Reliability & Timeliness					
Punctuality of taxi arriving at pick-up time	1%	5%	58%	37%	95%
Waiting time for taxi	2%	10%	65%	23%	88%
Accuracy of pick-up location stated in the booking	1%	4%	52%	43%	95%
Service Information					
Fare transparency	2%	6%	53%	39%	93%
Navigation					
Driver's familiarity with route to destination	1%	3%	55%	41%	96%
Driver's knowledge of drop-off points with barrier-free access	1%	4%	54%	41%	95%
Safety & Ride Experience					
Driving behaviour of taxi with commuters' safety in mind	1%	3%	61%	35%	96%
Smoothness of taxi ride	1%	7%	59%	33%	92%
Personal safety when travelling in the taxi	1%	2%	60%	37%	97%
Comfort					
Comfort level of air conditioning in the taxi	1%	3%	63%	34%	96%
Shelter from the sun / rain at taxi stands	1%	9%	63%	27%	90%
Cleanliness					
Overall cleanliness & maintenance of the taxi interior	0%	4%	60%	36%	96%
Customer Service					
Overall courtesy, attitude, behaviour, & friendliness of the driver	1%	3%	66%	30%	96%

Note: Figures are rounded to the nearest whole number and may not sum to 100%.

■ Very dissatisfied (1-2) ■ Dissatisfied (3-5) ■ Satisfied (6-8) ■ Very satisfied (9-10)

PHC Service Attribute Satisfaction Scores (Last Ride Experience)

Ease of Getting a Ride				% Satisfied (6-10)	
Availability of PHC	2%	13%	62%	23%	85%
Booking Experience	1%	5%	66%	29%	95%
Accessibility					
Barrier-free access at pick-up / drop-off point	0%	4%	61%	34%	95%
Reliability & Timeliness					
Punctuality of PHC arriving at pick-up time	1%	7%	62%	30%	92%
Waiting time for PHC	2%	14%	60%	24%	84%
Accuracy of pick-up location stated in the booking	1%	4%	61%	34%	95%
Service Information					
Fare transparency	1%	6%	60%	33%	93%
Ease of accessing information on different services	1%	5%	66%	29%	94%
Navigation					
Driver's familiarity with route to destination	1%	3%	62%	34%	96%
Driver's knowledge of drop-off points with barrier-free access	0%	4%	57%	38%	96%
Safety & Ride Experience					
Driving behaviour of PHC with commuters' safety in mind	1%	5%	63%	32%	95%
Smoothness of PHC ride	1%	7%	62%	30%	92%
Personal safety when travelling in the PHC	0%	3%	61%	35%	96%
Comfort					
Comfort level of air conditioning in the PHC	0%	4%	63%	33%	96%
Cleanliness					
Overall cleanliness & maintenance of the PHC interior	0%	4%	63%	33%	96%
Customer Service					
Overall courtesy, attitude, behaviour, & friendliness of the driver	1%	4%	62%	33%	95%

Note: Figures are rounded to the nearest whole number and may not sum to 100%.

■ Very dissatisfied (1-2) ■ Dissatisfied (3-5) ■ Satisfied (6-8) ■ Very satisfied (9-10)