

Public Transport Touchpoints Survey - BUS

This survey is to understand your travel experience with Public Transport and your most recent BUS journey. Your feedback will contribute to the improvement of the public transport service in Singapore.

The survey will take about 15 minutes and your responses are anonymous. If you have any queries, please contact the NUS-ISS research team at issgl@nus.edu.sg.

I consent to being surveyed and I understand that all feedback I share will be anonymised.

☐ Yes.

☐ No.

If 'No' is Selected, then skip to the end of the survey.

Q0 Please rate your level of agreement with the following statements on a scale of 1 (strongly disagree) to 5 (strongly agree) based on your most regular trip. Please choose "NA" if not applicable.

Q1.1 Accessibility and Connectivity of Public Transport

	1	2	3	4	5	NA
1. The Public Transport network gets me to wherever I want to go in Singapore	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q1.2 Accessibility and Connectivity of Bus Service

	1	2	3	4	5	NA
1. It is easy for me to reach the nearest bus stop from my home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q1.3 Accessibility and Connectivity of Train Service

	1	2	3	4	5	NA
1. It is easy for me to reach the nearest train station from my home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q1.4 Which of the following is most important to you? (You can choose up to 3 items)

- ☐ 1. The public transport network should get me to wherever I want to go in Singapore
- ☐ 2. It should be easy for me to reach the nearest bus stop from my home
- ☐ 3. It should be easy for me to reach the nearest train station from my home

Q2.1 Transferring

	1	2	3	4	5	NA
1. I am willing to travel a little longer to avoid making transfers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I often choose a journey with the shortest travel time, even if it involves transfers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. My walking distance for transferring from Bus to Train or Train to Bus is acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. My walking distance for transferring from one train line to another is acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The signage in the train station helps me to find my way easily to transfer to another line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The map in the train station allows me to find the right bus stop for my transfer easily	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The train station staff are helpful when I approach them for information about my transfer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Other passengers are helpful when I approach them for information about my transfer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q2.2 Which of the following is most important to you? (You can choose up to 3 items)

- ☐ 1. It would be good if I can avoid transfers even if the journey takes a longer time
- ☐ 2. I would choose a journey with the shortest travel time, even if it involves transfers
- ☐ 3. The walking distance for transferring from bus to train or train to bus should be acceptable
- ☐ 4. The walking distance for transferring from one train line to another should be acceptable
- ☐ 5. The signage in the train station should allow me to find my way easily to transfer to another line
- ☐ 6. The map in the train station should allow me to find the right bus stop for my transfer easily
- ☐ 7. The train station staff should be helpful when I approach them for information about my transfer
- ☐ 8. Other passengers should be helpful when I approach them for information about my transfer

Q3.1 Frequency and Capacity of Bus Service during **Peak Hours** (7am to 9am & 5.30pm to 7.30pm, Monday to Friday)

	1	2	3	4	5	NA
1. Frequency of bus service during peak hours is good	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I usually wait for less than 15 minutes for the bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I can get a seat on the bus if I want to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I have sufficient space to stand in the bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Buses with the same number often arrive together	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3.2 Frequency and Capacity of Bus Service during **Off-Peak Hours**

	1	2	3	4	5	NA
1. Frequency of bus service during off-peak hours is good	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I usually wait for less than 15 minutes for the bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I can get a seat on the bus if I want to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I have sufficient space to stand in the bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Buses with the same number often arrive together	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3.3 Which of the following is most important to you? (You can choose up to 3 items)

- ☐ 1. Frequency of bus service during peak hours should be good
- ☐ 2. My waiting time for the bus should usually be less than 15 minutes
- ☐ 3. I should be able to get a seat on the bus if I want to
- ☐ 4. I should have sufficient space to stand in the bus
- ☐ 5. Buses with the same number should not often arrive together
- ☐ 6. Frequency of bus service during off-peak hours should be good

Q3.4 Frequency and Capacity of Train Service during **Peak Hours** (7am to 9am & 5.30pm to 7.30pm, Monday to Friday)

	1	2	3	4	5	NA
1. Frequency of train service during peak hours is good	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I can get a seat on the train if I want to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I have sufficient space to stand in the train	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Trains travelling in opposite directions often come together and make the platform more crowded	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3.5 Frequency and Capacity of Train Service during **Off Peak Hours**

	1	2	3	4	5	NA
1. Frequency of train service during off-peak hours is good	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I can get a seat on the train if I want to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I have sufficient space to stand in the train	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3.6 Which of the following is most important to you? (You can choose up to 3 items)

- ☐ 1. Frequency of train service during peak hours should be good
- ☐ 2. I should be able to get a seat on the train if I want to
- ☐ 3. I should have sufficient space to stand in the train
- ☐ 4. Trains travelling in opposite directions should not often come together and make the platform more crowded
- ☐ 5. Frequency of train service during off-peak hours should be good

Q4.1 Time and Cost of Public Transport

	1	2	3	4	5	NA
1. I trust that my Public Transport fare is deducted correctly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I would choose a longer route if it saves me some cost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. My travel time on the BUS is acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. My travel time on the TRAIN is acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4.2 Which of the following is most important to you? (You can choose up to 3 items)

- ☐ 1. My Public Transport fare should be deducted correctly
- ☐ 2. I should be allowed to choose a longer route if it saves me some cost
- ☐ 3. My travel time on the Bus should be acceptable
- ☐ 4. My travel time on the Train should be acceptable

Q5.1 Safety and Security of Public Transport

	1	2	3	4	5	NA
1. Security against crimes is sufficient across the Public Transport network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I feel safe when travelling on Public Transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5.2 Safety and Security of Bus Service

	1	2	3	4	5	NA
1. I feel safe when travelling in a crowded bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I usually do not worry about falling down inside a moving bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I believe bus captains know how to respond to emergency situations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5.3 Safety and Security of Train Service

	1	2	3	4	5	NA
1. I feel safe when travelling in a crowded train	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I usually do not worry about falling down inside a moving train	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I believe train staff know how to respond to emergency situations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5.4 Which of the following is most important to you? (You can choose up to 3 items)

- ☐ 1. Security against crimes should be sufficient across the Public Transport network
- ☐ 2. I should feel safe when travelling on Public Transport
- ☐ 3. I should feel safe when travelling in a crowded bus
- ☐ 4. I should not usually worry about falling down inside a moving bus
- ☐ 5. Bus captains should know how to respond to emergency situations
- ☐ 6. I should feel safe when travelling in a crowded train
- ☐ 7. I should not usually worry about falling down inside a moving train
- ☐ 8. Train staff should know how to respond to emergency situations

Q6.1 Public Transport Information

	1	2	3	4	5	NA
1. I often use Smartphone apps or internet to plan my journey	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6.2 Bus Information

	1	2	3	4	5	NA
1. Bus arrival times provided by the apps or displayed at bus stops are usually accurate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I can easily find bus route information at the bus stop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I can easily find out which buses are going to MRT stations from information provided at the bus stop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6.3 Train Information

	1	2	3	4	5	NA
1. The MRT map is easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Provision of train arrival times at train stations or by the app is usually accurate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I can easily find out which platform to take my train	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I can easily find out which train is going to the direction I want to travel to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6.4 Which of the following is most important to you? (You can choose up to 3 items)

- ☐ 1. There should be Smartphone apps or websites that allow me to plan my journey
- ☐ 2. Bus arrival times provided by the apps or displayed at bus stops should be usually accurate
- ☐ 3. It should be easy to find bus route information at the bus stop
- ☐ 4. It should be easy to find out which buses are going to MRT stations from information provided at the bus stop
- ☐ 5. The MRT map should be easy to understand
- ☐ 6. Provision of train arrival times at train stations or by the app should be usually accurate
- ☐ 7. It should be easy to find out which platform to take my train
- ☐ 8. It should be easy to find out which train is going to the direction I want to travel to

Q7.1 Facilities and Maintenance at Train Stations

	1	2	3	4	5	NA
1. Ticketing & add-value machines at the train stations are usually working	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The fare gates are usually in good working condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Lifts at the train stations are well maintained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Escalators at the train stations are well maintained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Toilets at the train stations are clean	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Toilets at the train stations are usually available for use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q7.2 Which of the following is most important to you? (You can choose up to 3 items)

- ☐ 1. Ticketing & add-value machines at the train stations should be usually working
- ☐ 2. The fare gates should be usually in good working condition
- ☐ 3. Lifts at the train stations should be well maintained
- ☐ 4. Escalators at the train stations should be well maintained
- ☐ 5. Toilets at the train stations should be clean
- ☐ 6. Toilets at the train stations should be usually available for use

Q8 Feedback and Compensation

Q8.1 Have you made a compensation claim or a complaint to any public transport or ticketing operators about their service?

- ☐ Yes (Please provide the company name of the operator) _____
- ☐ No

If 'No' is Selected, then skip to 'With your most recent BUS trip in mind'.

Q8.2 Were you satisfied with the way your complaint/claim was handled

- ☐ Yes
- ☐ No

If 'Yes' is Selected, then skip to 'With your most recent BUS trip in mind'.

Q8.3 Why were you dissatisfied?

- ☐ Insufficient compensation
- ☐ Inappropriate form of compensation
- ☐ Time taken to respond
- ☐ Poor explanation given
- ☐ Have not yet received a response
- ☐ Other (please specify) _____

Q8.4 Which of the following is most important to you? (You can choose up to 3 items)

- ☐ 1. Sufficient compensation
- ☐ 2. Appropriate form of compensation
- ☐ 3. Time taken to respond
- ☐ 4. Good explanation given
- ☐ 5. Receiving a response

Q0 With your most recent BUS trip in mind:

Q1 Origin (Please type a postcode, address, or building name)

Q2 Destination (Please type a postcode, address, or building name)

Q3 When did your journey commence?

- ☐ Morning Peak (7am to 9am, Monday to Friday)
- ☐ Evening Peak (5.30pm to 7.30pm, Monday to Friday)
- ☐ Off peak hours

Q4 What was the weather like on your journey?

- ☐ Heavy rain
- ☐ Extreme hot weather
- ☐ Neither

Q5 What was your transport mode?

- ☐ Bus only
- ☐ Bus and Train
- ☐ Bus and Other Modes (please specify the other mode) _____

Q6 Approximately how long did it take for you to travel from Origin to Destination?

- ☐ Less than half an hour
- ☐ Half an hour to one hour
- ☐ More than an hour

Q7 How frequently do you take this journey?

- ☐ Daily (Monday to Friday)
- ☐ Daily (Saturday and Sunday)
- ☐ 3-4 times a week
- ☐ 1-2 times a week

Q8 Did you have any travel companion?

- ☐ I travelled alone
- ☐ I travelled with young children
- ☐ I travelled with elderly dependent(s)
- ☐ Other (please specify) _____

Q9 What was the primary purpose of your trip?

- ☐ Commuting to work/school
- ☐ Going home
- ☐ Dining, refreshment
- ☐ Shopping
- ☐ Recreation, Exercise
- ☐ Accompanying someone
- ☐ Drop off, Pick up
- ☐ Meeting family or friends
- ☐ Other (please specify) _____

Q10 What was the Bus Number of your last trip?

- ☐ The bus number is _____

Q0 Please rate your satisfaction level with your overall Bus journey experience on a scale of 1 (extremely dissatisfied) to 5 (extremely satisfied).

	1	2	3	4	5
Overall Bus journey experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q1 Trip Planning

	Yes	No
1. I used a Smartphone app or internet to plan my trip	<input type="radio"/>	<input type="radio"/>
2. I checked the bus arrival time before leaving	<input type="radio"/>	<input type="radio"/>

Based on your most recent bus trip, please rate your level of agreement with the following statements on a scale of 1 (strongly disagree) to 5 (strongly agree). Please choose "NA" if not applicable.

Q2.1 Going to the bus stop and Waiting for the bus

	1	2	3	4	5	NA
1. Walking distance from my origin to the bus stop was acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The provision of sheltered walkway was sufficient from my origin to the bus stop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Shelter at the bus stop can protect me from extreme weather (e.g. heavy rain, hot sunshine)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. There is enough benches/seats at the bus stop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The seats at the bus stop were comfortable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The bus stop was clean and well maintained.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q2.2 Which of the following is most important to you? (You can choose up to 3 items)

- ☐ 1. Walking distance from my origin to the bus stop should be acceptable
- ☐ 2. The provision of sheltered walkway should be sufficient from my origin to the bus stop
- ☐ 3. Shelter at the bus stop should be able to protect me from extreme weather (e.g. heavy rain, hot sunshine)
- ☐ 4. There is enough benches/seats at the bus stop
- ☐ 5. The seats at the bus stop should be comfortable
- ☐ 6. The bus stop should be clean and well maintained.

Q3.1 Boarding

	1	2	3	4	5	NA
1. Tapping my card at the card reader was easy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The bus captain was friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Other passengers moved to the back after boarding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Other passengers gave up their seats to those who were in need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The bus captain allowed adequate time for passengers to sit down or grab the handle before driving off	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3.2 Which of the following is most important to you? (You can choose up to 3 items)

- ☐ 1. Tapping my card at the card reader should be easy
- ☐ 2. The bus captain should be friendly
- ☐ 3. Other passengers should move to the back after boarding
- ☐ 4. Other passengers should give up their seats to those who were in need
- ☐ 5. The bus captain should allow adequate time for passengers to sit down or grab the handle before driving off

Q4.1 Travelling

	1	2	3	4	5	NA
1. The bus was travelling at an acceptable speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. There were enough seats or space to stand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. There were enough handrails for standing passengers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The information showing the next bus stop was helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Air temperature and ventilation inside the bus were just nice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The bus was clean and well maintained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The bus captain was driving in a safe manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4.2 Which of the following is most important to you? (You can choose up to 3 items)

- ☐ 1. The bus should be travelling at an acceptable speed
- ☐ 2. There should be enough seats or space to stand
- ☐ 3. There should be enough handrails for standing passengers
- ☐ 4. The information showing the next bus stop should be helpful
- ☐ 5. Air temperature and ventilation inside the bus should be just nice
- ☐ 6. The bus should be clean and well maintained
- ☐ 7. The bus captain was driving in a safe manner

Q5.1 Alighting and Going to the Destination

	1	2	3	4	5	NA
1. It was easy for me to know where to alight	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The bus captain allowed enough time for alighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Tapping out at the card reader was easy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Other passenger/s gave way to alighting passengers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The walking distance from the bus stop to my Destination was acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5.2 Which of the following is most important to you? (You can choose up to 3 items)

- ☐ 1. It should be easy for me to know where to alight
- ☐ 2. The bus captain should allow enough time for alighting
- ☐ 3. Tapping out at the card reader should be easy
- ☐ 4. Other passenger/s should give way to alighting passengers
- ☐ 5. The walking distance from the bus stop to my Destination should be acceptable

Q1 Gender

- ☐ Male
- ☐ Female

Q2 Age group

- ☐ Below 21
- ☐ 21-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65 and above

Q3 Main occupation

- ☐ PMET (Professionals, Managers, Executives and Technicians)
- ☐ Clerical Support Workers
- ☐ Service and Sales Workers
- ☐ Agricultural and Fishery Workers
- ☐ Craftsmen and Related Trades Workers
- ☐ Plant and Machine Operators and Assemblers
- ☐ Cleaners, Labourers and Related Workers
- ☐ Self employed
- ☐ Student
- ☐ National Service
- ☐ Home maker
- ☐ Retired
- ☐ Unemployed
- ☐ Other

Q4 Monthly income level (optional)

- ☐ Below \$2000
- ☐ \$2001- \$4000
- ☐ \$4001- \$6000
- ☐ \$6001- \$8000
- ☐ Above \$8000

Q5 Highest academic qualifications

- ☐ Below secondary school
- ☐ Secondary school
- ☐ JC/Poly/ITE or equivalent
- ☐ University and above

Q6 Housing type

- ☐ 1-room or 2-room HDB flat
- ☐ 3-room HDB flat
- ☐ 4-room HDB flat
- ☐ 5-room HDB flat/HUDC/Executive Condominium
- ☐ Private housing (Condominium, Apartment, Landed Property)
- ☐ Others: _____

Q8 Marital status

- ☐ Single
- ☐ Married
- ☐ Separated/divorced
- ☐ Widowed

Q9 Number of senior dependents (parents whom you have to support)

- ☐ None
- ☐ 1 – 2
- ☐ 3 – 4

Q10 Number of dependents (children whom you have to support)

- ☐ None
- ☐ 1 – 2
- ☐ 3 – 4
- ☐ 5 or more

Q11 Do you have access to car in your household?

- ☐ Yes
- ☐ No

Q12 What is your primary transport mode?

- ☐ Public Transport (Bus, MRT, LRT)
- ☐ Private Transport (Car, Motorcycle)
- ☐ Taxi
- ☐ Bicycle
- ☐ Walking
- ☐ Other