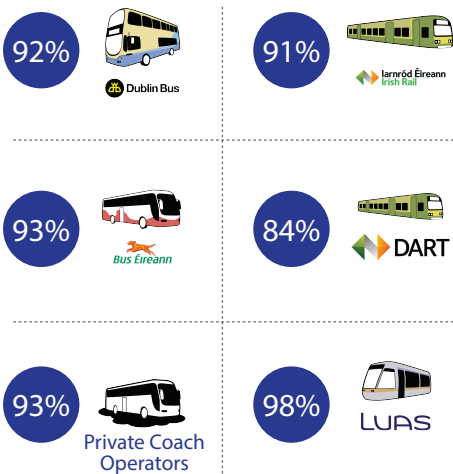


TFI Customer Satisfaction Research

feedback from over 2,500 public transport users in 2017



9 in 10 are satisfied with overall public sector transport



91%
All Public Transport



30% say the service provided by public transport has improved over the past 12 months,



Only 3% say it is worse than before



75% say there is real time information at their usual stop/station

Positive feedback on convenience and general service



Covenience 19%

General service 19%



A key driver of satisfaction overall is the guarantee of arriving at the destination on time

Only 4% dissatisfied
Top suggestion for public transport improvement was increasing frequency – 10% mentioned this



Comfort is more important for longer journeys

Reason for using public transport...



Top suggestion for public transport improvement was increasing frequency, 10% mentioned this

