

TFI CUSTOMER SATISFACTION RESEARCH

FEEDBACK FROM OVER 2,500 PUBLIC TRANSPORT USERS IN 2018



More than **9** people in **10** are satisfied with public transport

93%
All Public Transport

↑
2% since 2017



↑
9% since 2017

Positive feedback on convenience and general service



Covenience 24%

General service 14%

Only 3% dissatisfied - the main issues around timing



A key driver of satisfaction overall is **punctuality** and **frequency**

Reason for using public transport...



1 in 5 say the service provided by public transport has improved over the past 12 months



Only 3% say it is worse than before

1 in 3 use public transport everyday/every weekday



Over **7 in 10** use a Leap Card



79% did not mention any issues for improvement

Top suggestion is frequency **6%**

