

# TFI CUSTOMER SATISFACTION RESEARCH

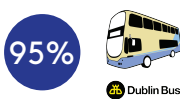
## FEEDBACK FROM OVER 2,500 PUBLIC TRANSPORT USERS IN 2018



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%**

