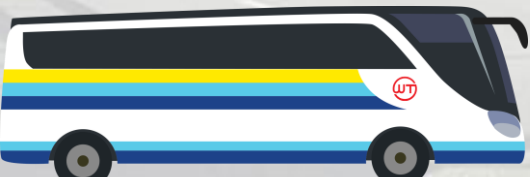




# School Bus Solutions

POWERED BY  Woodlands Transport®

Topic: IFS Transport Survey  
2021/22



# IFS Transport 2021/22 - Customer Satisfaction Survey Based on 183 Responses



Service Timeline



Service Rendered



Customer Service



User Experience

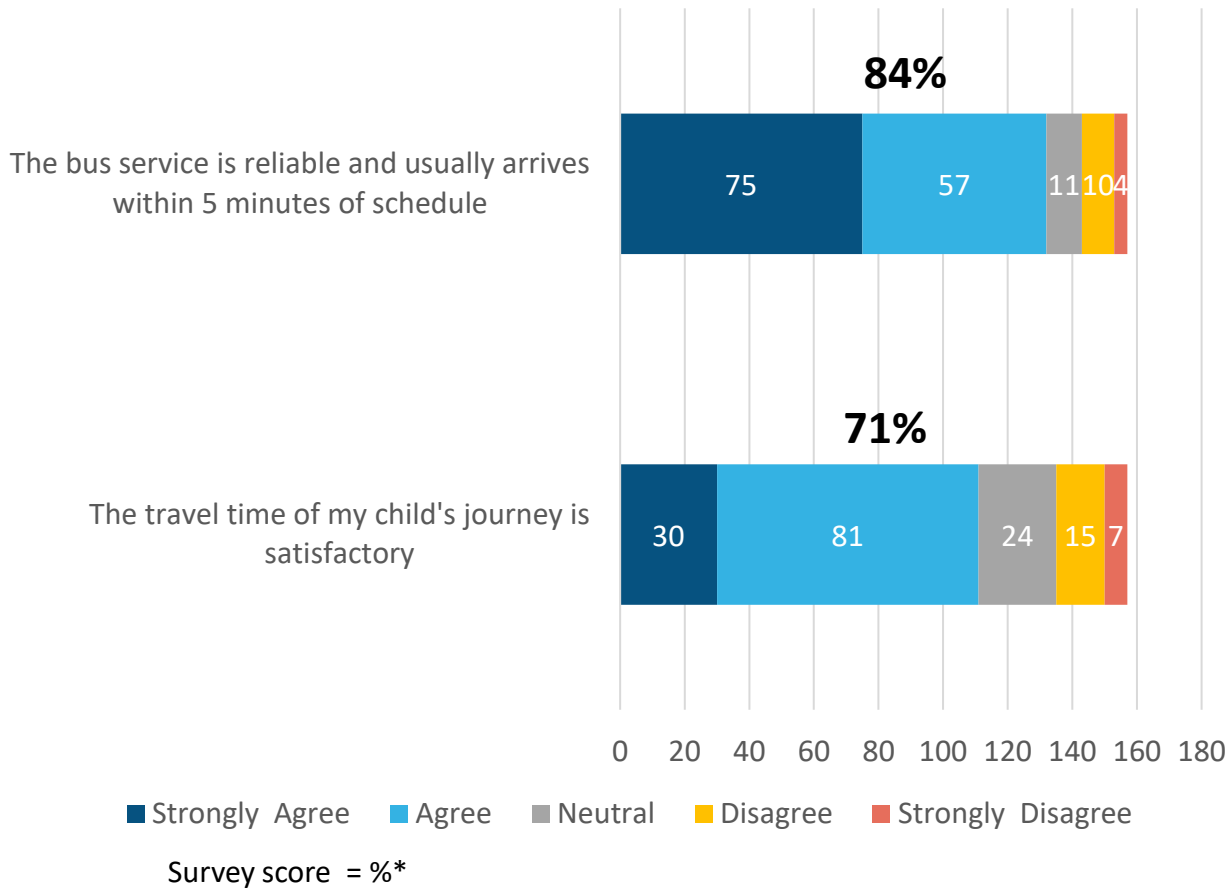


# Response distribution & score

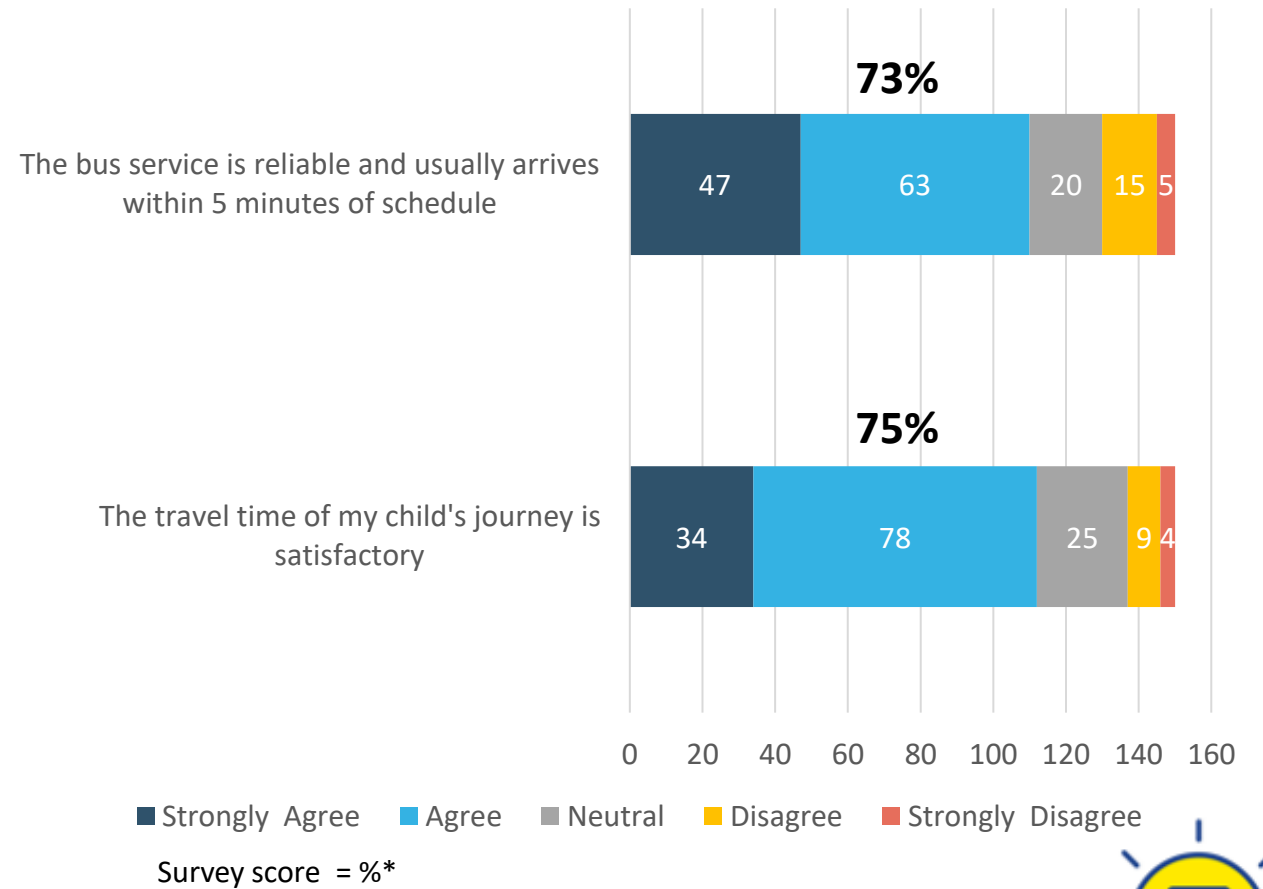
## Primary school – Service timeline



No. of responses for morning trip:  
**157**



No. of responses for afternoon trip:  
**150**

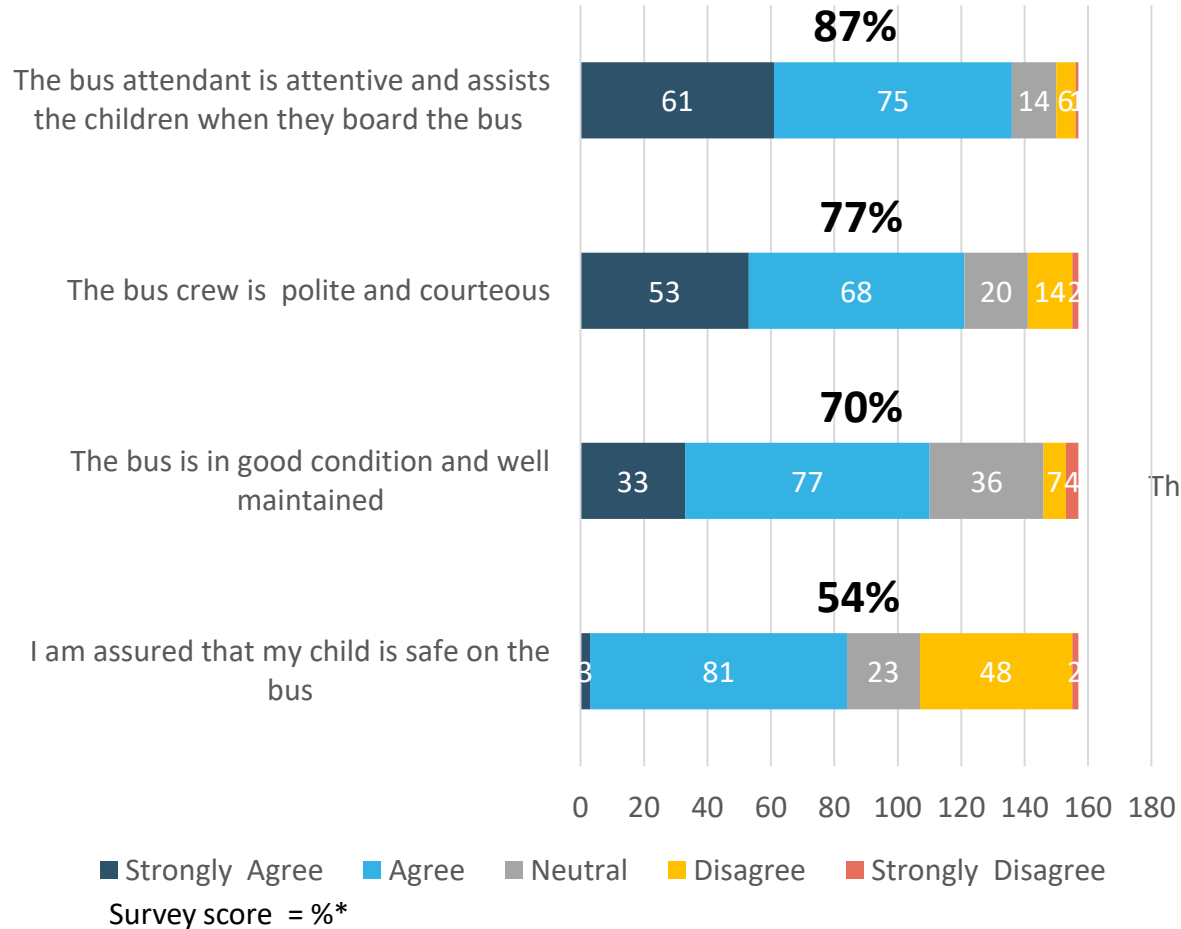


# Response distribution & score

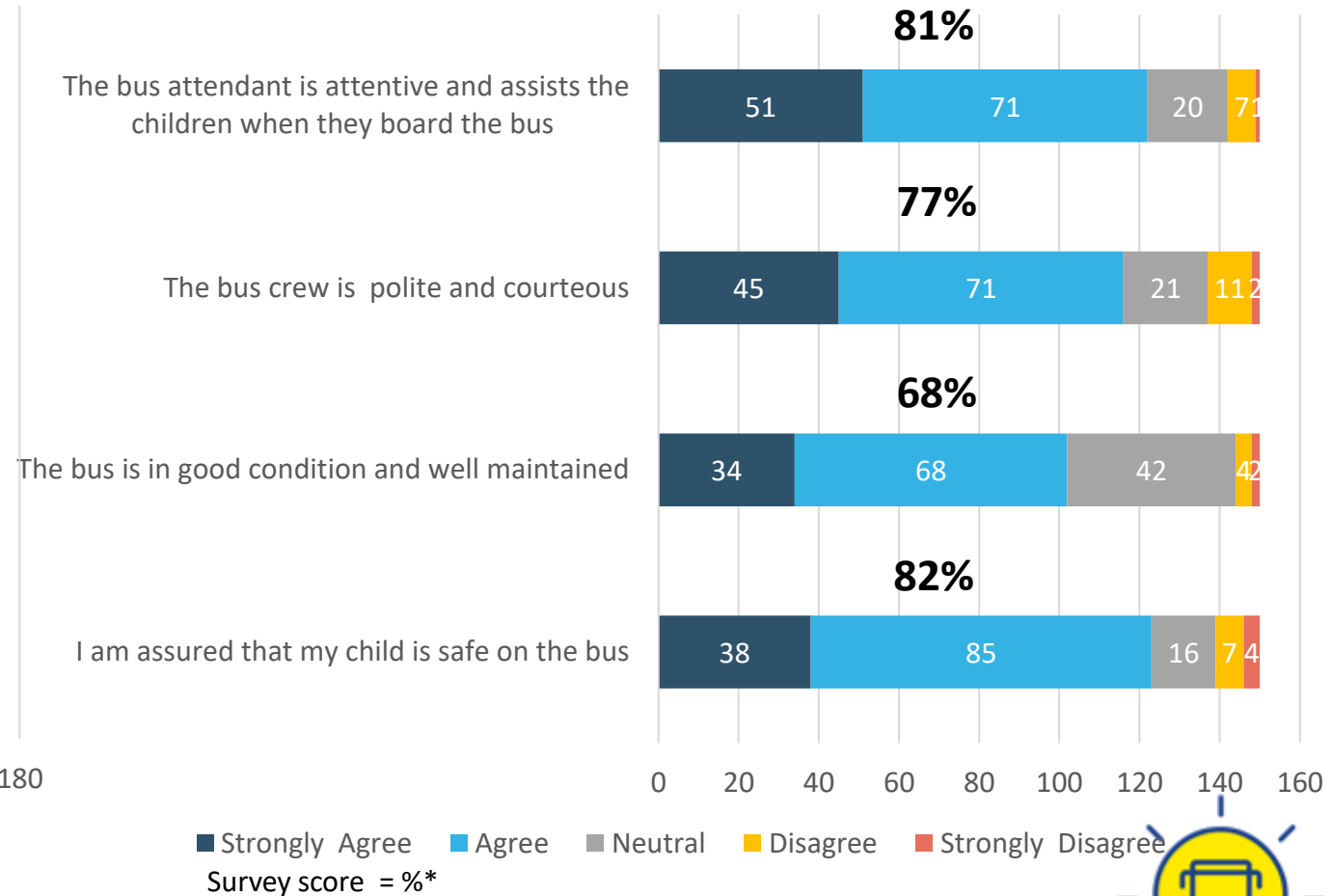
## Primary school – Service Rendered



No. of responses for morning trip:  
**157**



No. of responses for afternoon trip:  
**150**

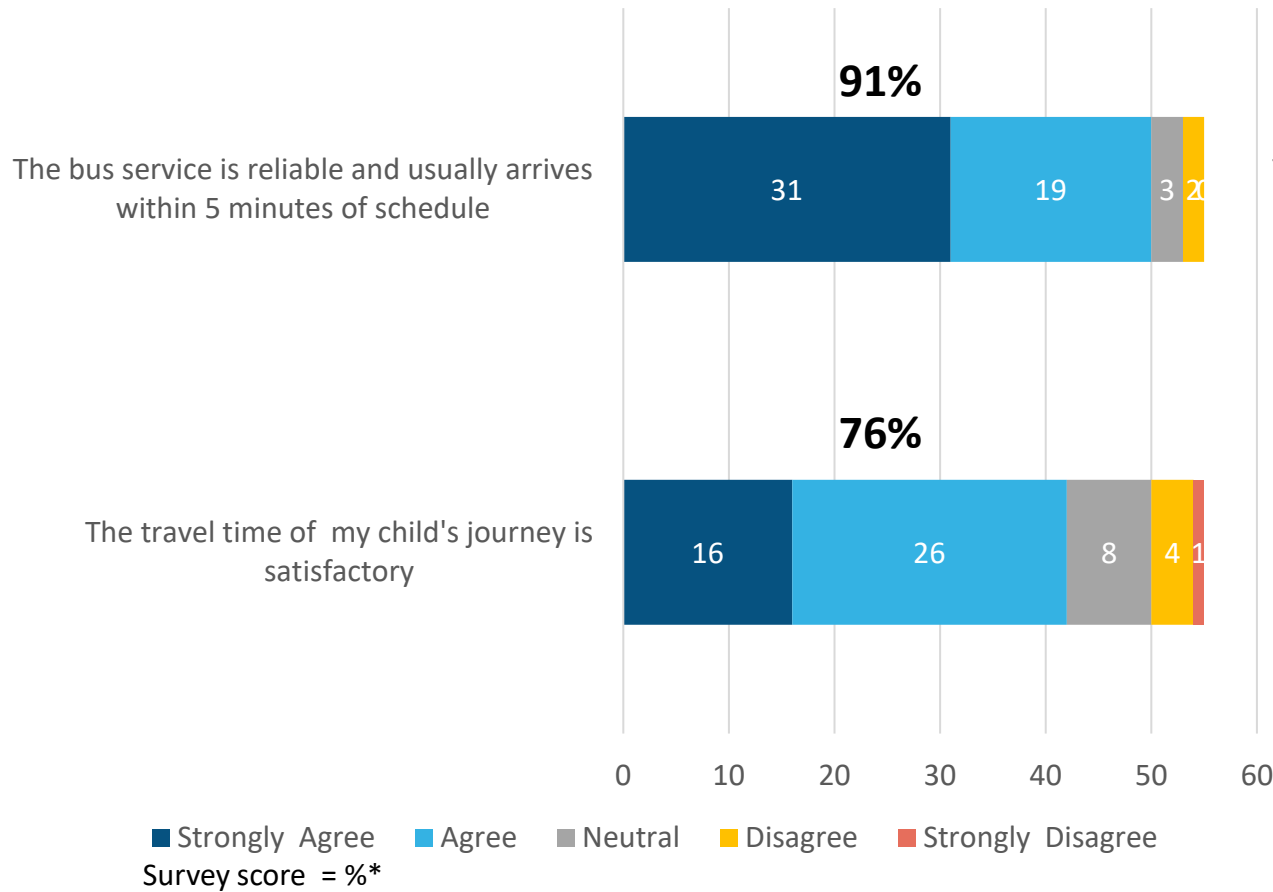


# Response distribution & score

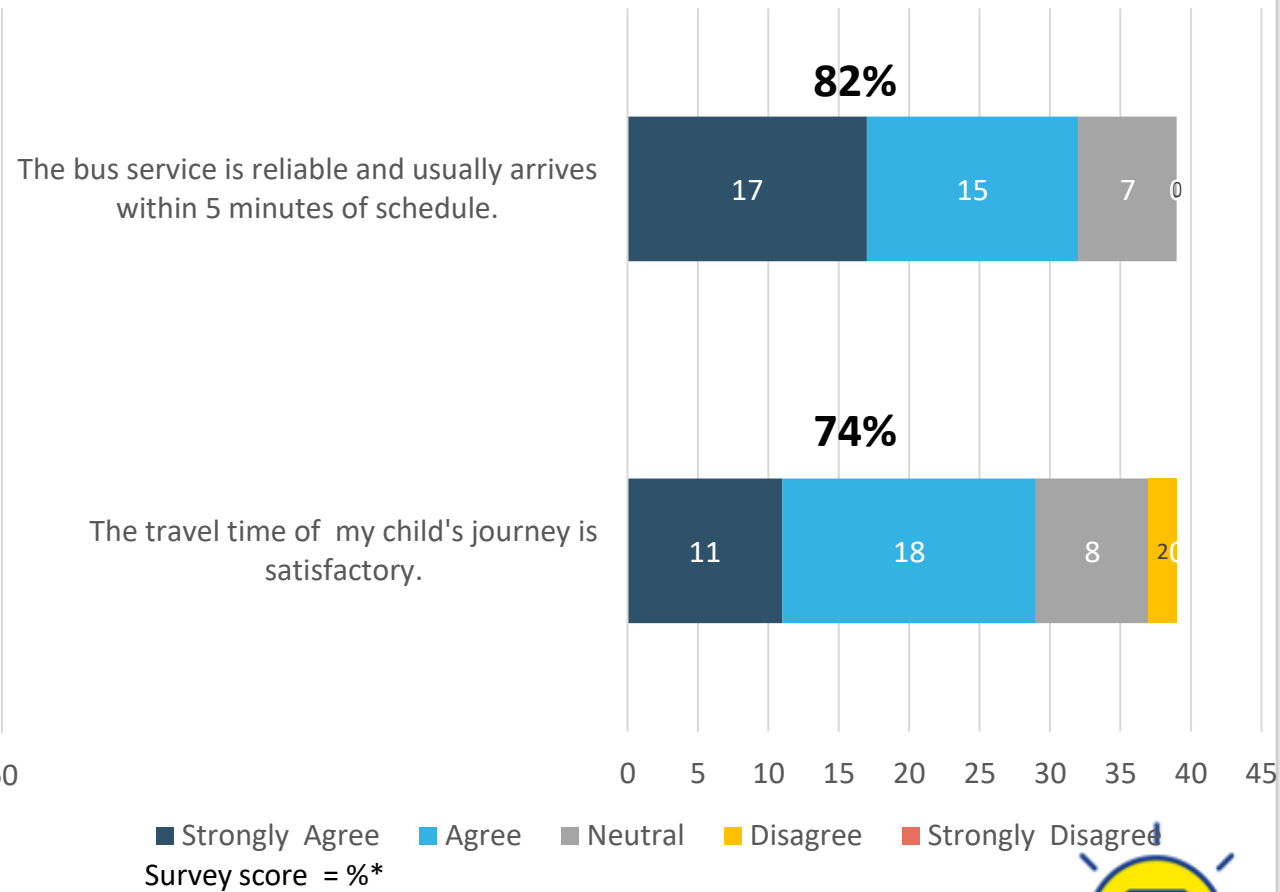
## College / High school – Service timeline



No. of responses for morning trip:  
**55**



No. of responses for afternoon trip:  
**39**



# Response distribution & score

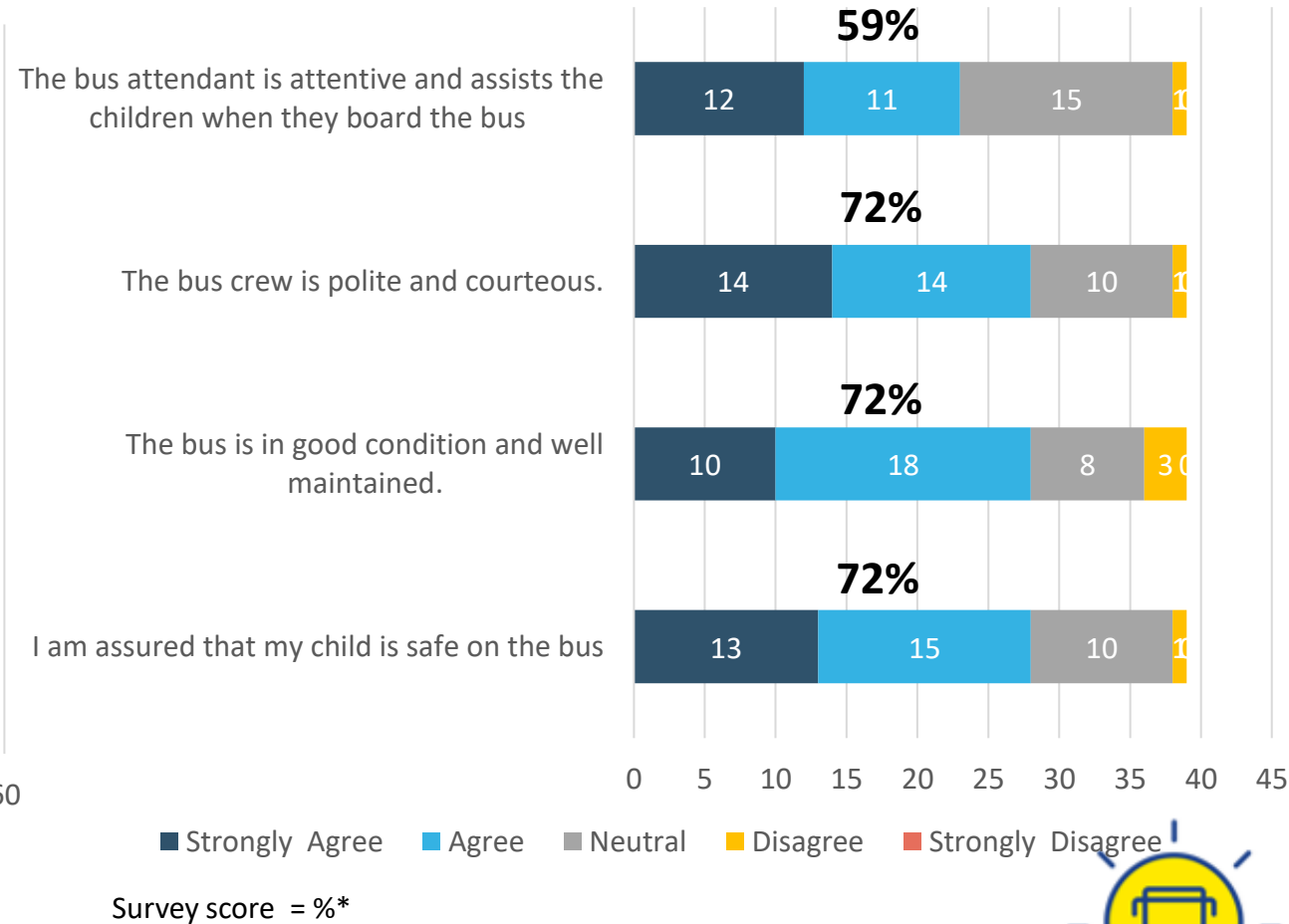
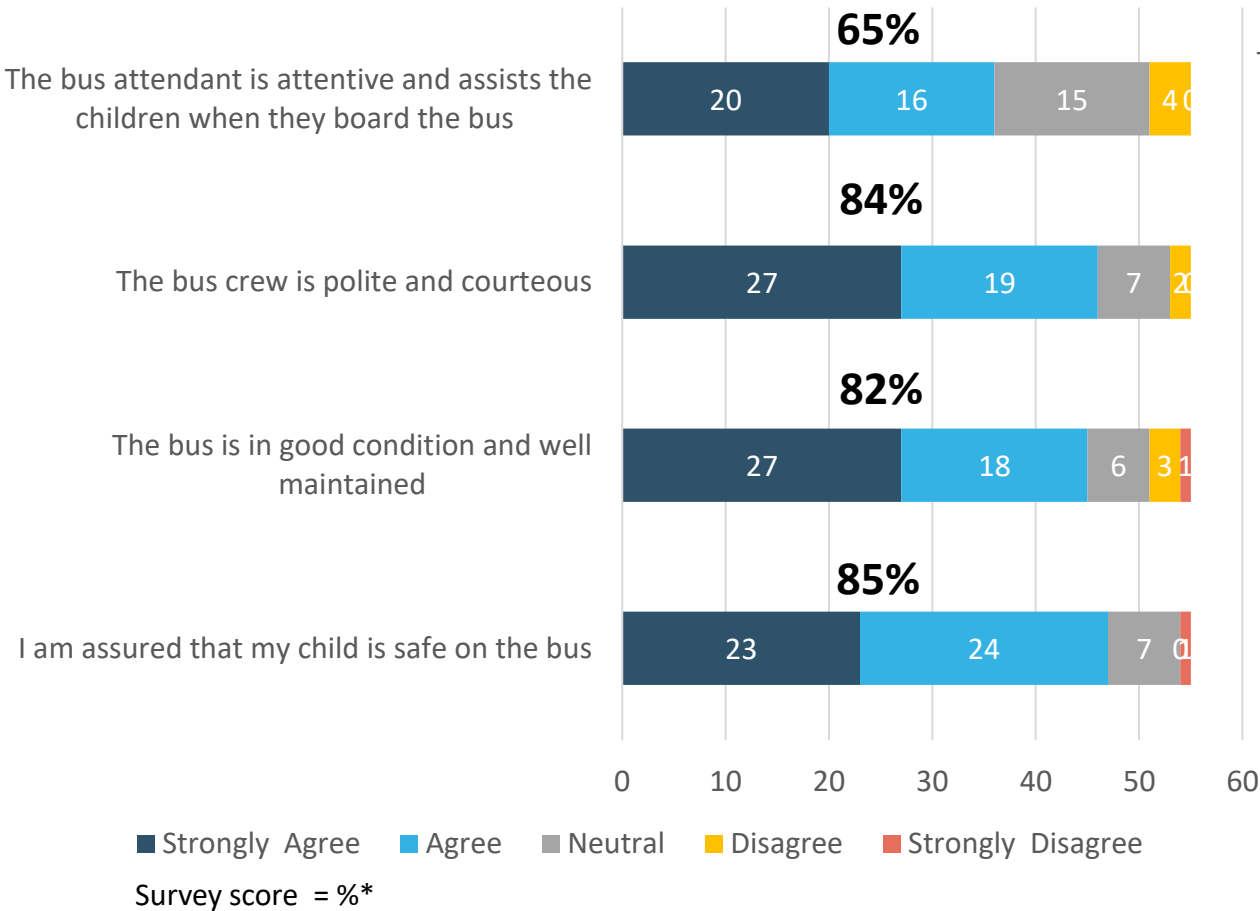
## College / High school – Service Rendered



No. of responses for morning trip:  
**55**



No. of responses for afternoon trip:  
**39**



# Response distribution & score College / High school – Shuttle Service



No. of responses for shuttle service:

5

80%

100%

100%

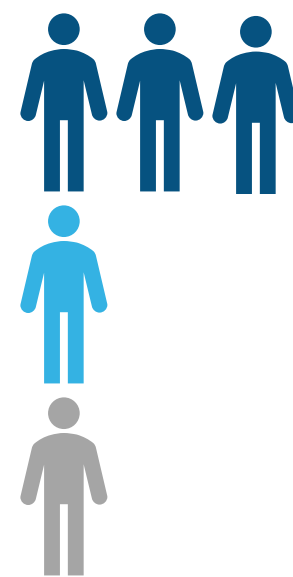
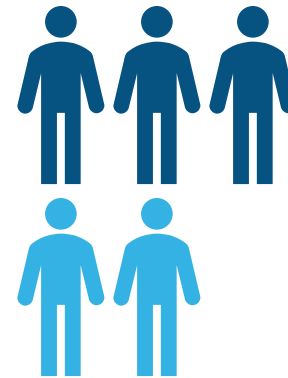
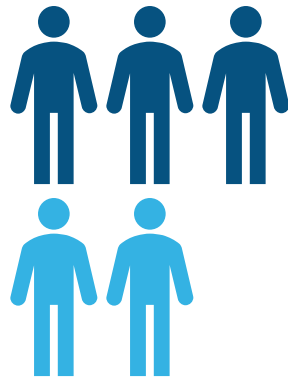
80%

Service Timeliness

I am assured that my child is safe on the bus

The bus is in good condition and well maintained

The bus driver is polite and courteous



■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree  
Survey score = %\*



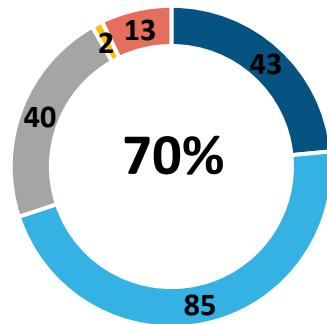
# Response distribution & score

## Customer Service

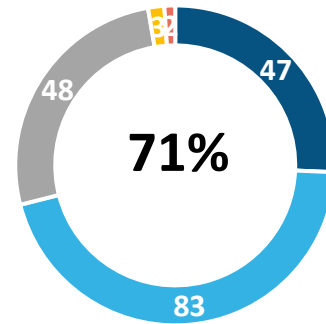


No. of responses : **183**

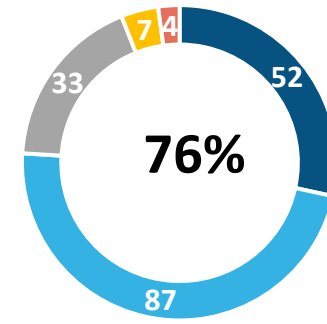
The quality of customer service satisfies my needs and expectations



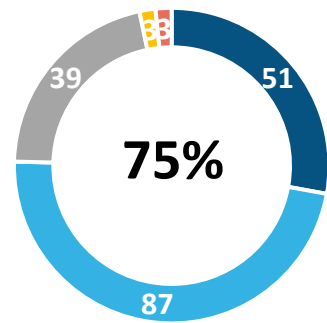
WTS Office Staff is knowledgeable and professional



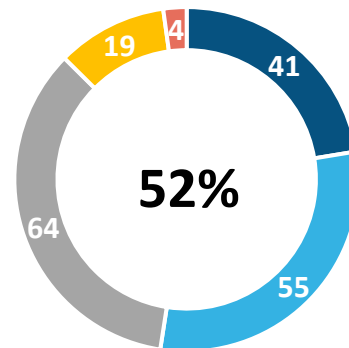
Replies are prompt and all my questions have been answered so far



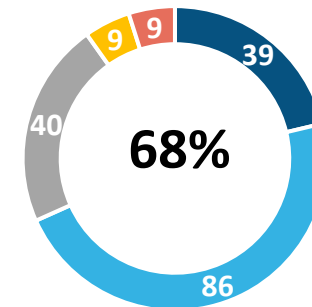
Replies are comprehensive and detailed



My feedbacks and complaints are taken seriously and follow ups are prompt and timely.



The communication we receive from the Transport Office is timely and reliable. (Notification of delays, replacement bus)



■ Strongly Agree  
 ■ Agree  
 ■ Neutral  
 ■ Disagree  
 ■ Strongly Disagree  
 Survey score = %\*

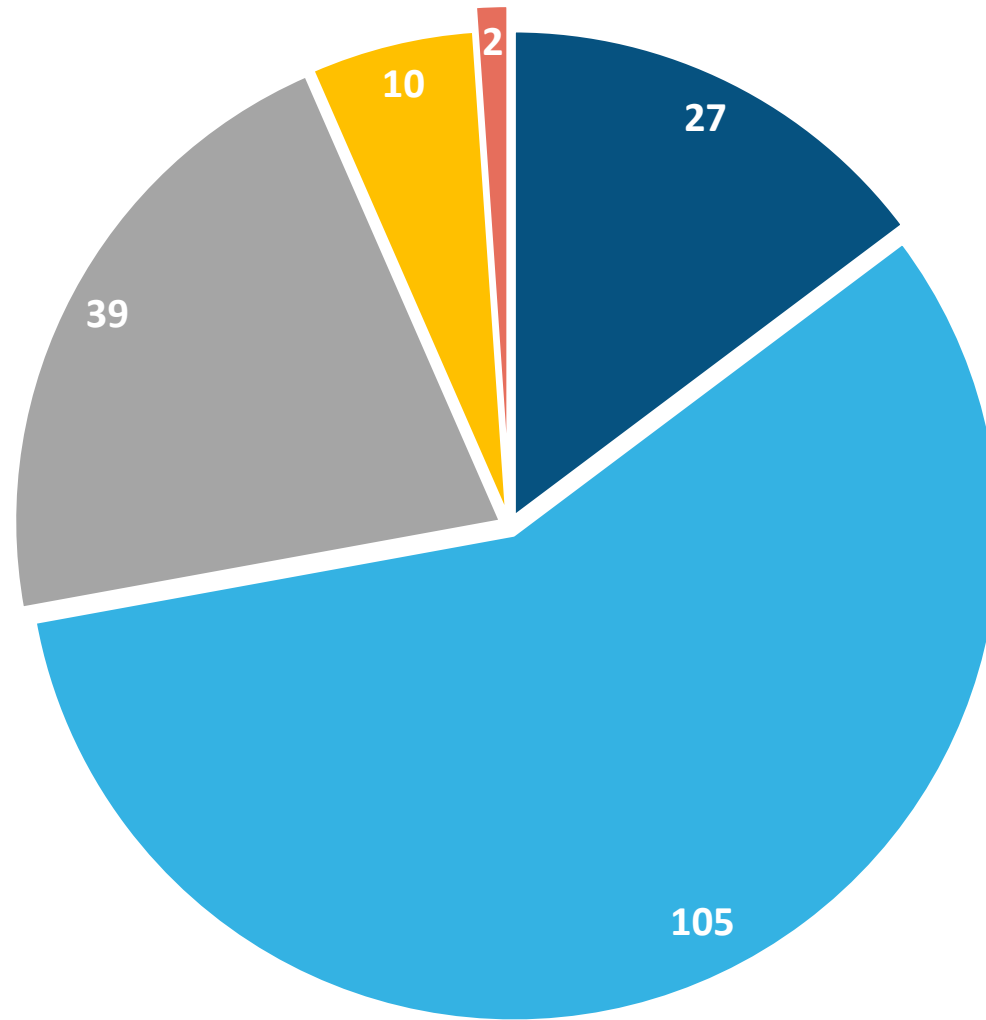




## Response distribution & Overall score



No. of responses: **183**



**Overall score:**

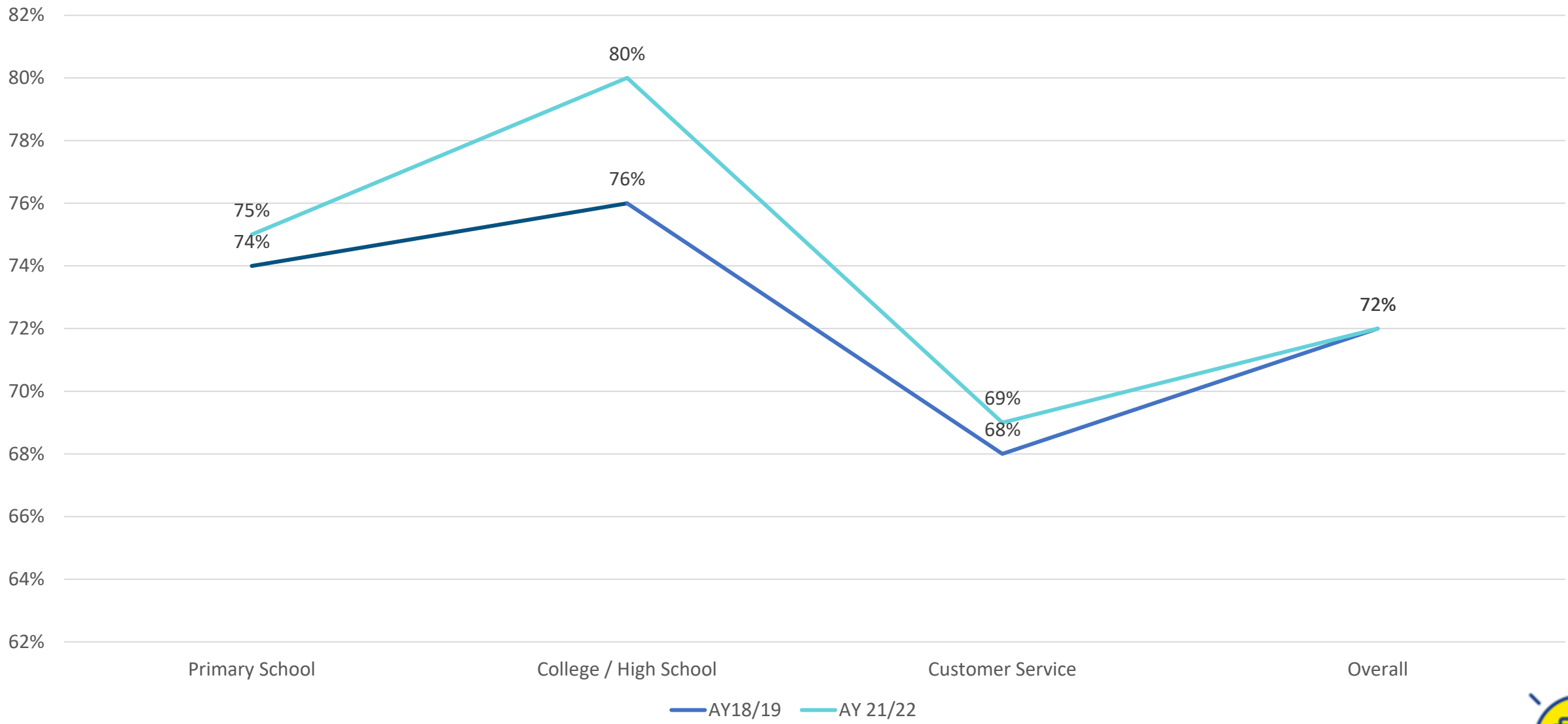
**72%**

■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

Survey score = %\*



# Comparison with past year result



### COMPLIMENTS

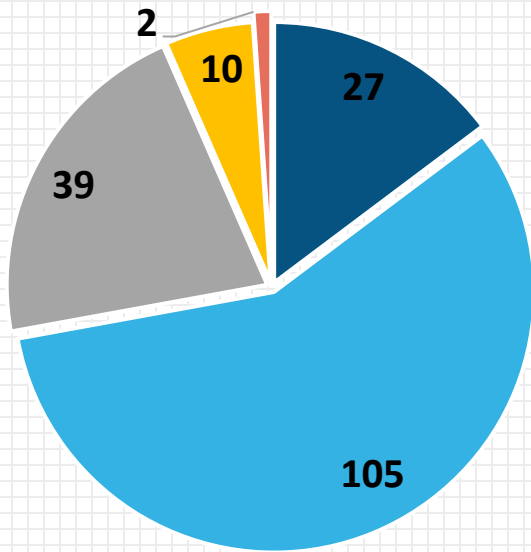
- *I would like to extend my appreciation to Alice who is always available to help with questions relating to my daughter's transport needs.*
- *Very good service, thanks*
- *The driver of the bus is very very good!*
- *Thank you for your service! Always efficient and very nice staff and office team*
- *A huge thank you to the IFS Woodlands Transpo team, Alice and Azlan. We had a complicated service issue with my Primary school son being on medical leave for many months and they responded quickly and accommodated us very graciously. Also our 738/308 and 805, 408 bus crews are lovely as well.*
- *All fine so far, including when some kids don't behave well, the driver talks about it, gives feed bck to the school, so we feel it's still a safe zone for all kids. Much appreciated ! Well done & thk U !*

### FEEDBACKS

- *it's freezing on the bus.*
- *1st day after long vacation, bus always late 10mins.. we feel worry but no number I can contact. And I almost late for work which is very stressful if we cannot know the bus status or location.*
- *It would be great if parents could keep track of bus routes/ ETA, similar to taxi booking apps.*
- *my daughter said that sometimes there's a specific smell in the bus*
- *Yesterday I received a SMS that suddenly afternoon bus was changed but no info of arrival time etc but confused. We are very happy for morning bus but afternoon bus are not stable.*



\*Survey score calculation



Overall score:  
**72%**

All percentages are based on Total No. of Strongly Agree responses + Agree responses divided by the Total No. of responses.

**Total responses: 183**

*Strongly Agree = 27 responses*

*Agree = 105 responses*

*Total % Score =  $\text{Strongly Agree} + \text{Agree} / \text{Total responses}$*

*Total % Score =  $(27 + 105) / 183 = 72\%$*



