



2021 Q2 SCORES LAND TRANSPORT

↔ **74.1 Land Transport**

↔ **74.4 Public Buses**

↔ **74.5** SBS Transit

↔ **74.3** SMRT

↔ **74.1** Other bus operators

↔ **74.2 Mass Rapid Transit System**

↔ **78.2** SBS Transit*

↔ **72.1** SMRT

↔ **73.1 Point-to-Point Transport**

↔ **84.6** SMRT*

↔ **76.4** Gojek*

↔ **71.6** ComfortDelGro

↔ **70.4** Grab

• **77.2** Other Ride Hailing Apps

This chart summarises the results of the CSiSG 2021 satisfaction scores in the Land Transport sectors at the sector, sub-sector and company levels.

The sector scores (in gold) represents a weighted average of their respective sub-sector scores (in blue). Satisfaction scores for sub-sectors with individual company scores are weighted averages of these individual company scores.

All scores displayed are accurate to one-decimal place. Entities are presented in decreasing levels of satisfaction.

Companies indicated with an asterisk() are companies that have performed significantly above their sub-sector average at 90% confidence.

* Sub-sectors indicated with an asterisk(*) are sub-sectors that have performed significantly above their sector average at 90% confidence.

Entities shown in this scorecard have samples of $N \geq 50$.