

## PRESS RELEASE

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### The UITP Vice-President Nikolai Asaul: Nearly 90% of Moscow citizens are satisfied with the commodity and cleanliness of the Moscow surface public transport

«Nearly 90% of passengers are satisfied with the work of the surface public transport in Moscow», – said Nikolai Asaul, the General Director of the biggest surface public transport operator in Europe Mosgortrans at the UITP Eurasia Assembly meeting in Moscow within the Transport Week-2021. Mosgortrans CEO Nikolai Asaul has also been elected as the chairman of the Eurasia Division and the Vice-President of the UITP.

During the last three monitoring studies the level of satisfaction with the quality of surface public transport in Moscow has reached a consistently high level. Most of the respondents are satisfied with the work of buses and electric buses in general. About 90% of respondents have noted the novelty of transport, the cleanliness alongside the vehicle and sound information, as well as the work of validators. More than 80% of respondents have rated the convenience of transport and its speed. With the return of cool weather, the satisfaction with the temperature regime in the ground urban transport has also increased – more than 85% of passengers are satisfied with the work of climate control in buses and electric buses.

«We always pay attention to the public opinion and the procession of passengers' requests. Today more and more Moscow citizens highly appreciate the cleanliness, convenience and speed of buses and electric buses. Nowadays, more than 2/3 of Moscow residents are tend to choose public transport instead of cars. This means that passengers trust Moscow transport and consider buses and electric buses a worthy alternative to a personal car», – said Nikolai Asaul, the General Director of the Mosgortrans, the chairman of the Eurasia Division of the UITP.

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