

BUS SERVICE CHARTER

- Availability of Service
- Accessibility to Service Information
- Reliability of Bus Services
- Safety & Comfort
- Security Matters
- Affordability in Travel
- Customer Partnership
- Customer Service

AVAILABILITY OF SERVICES

SBS Transit is committed to providing:

- Accessible bus services within 400m from any development.
- Direct bus connections from the HDB neighbourhoods, major employment and activity centres to interchanges and nearby MRT stations. Currently, we operate some 250 bus routes to cater to the diverse needs of our customers. This includes the 50 routes that serve the needs of passengers-in- wheelchairs.
- Short waiting time of 10 minutes or less for 90% of feeder services and 10 minutes or less for 80% of basic services during peak periods.
- Long operating hours with each HDB neighbourhood having at least 1 bus service departing from the bus interchange at 6.00am or earlier and at least 1 bus service departing past midnight.
- Number of new buses (2006 and onwards) currently close to 1,300

ACCESSIBILITY TO SERVICE INFORMATION

Information about our bus services is conveniently accessible on various channels including:

- Service information boards at bus stops and interchanges/terminals
- Our Passenger Service Centres at our Interchanges
- Websites : www.sbstransit.com.sg and www.transitlink.com.sg
- Our toll-free hotline at 1800 – 287 2727 (Mondays to Fridays from 8am to 6pm)

- Transitlink Guide

Commuters can also use our popular *iris* NextBus service to get real-time bus arrival information. *iris* NextBus is conveniently accessible on our website (www.sbstransit.com.sg), on mobile devices via GPRS and also via Short Message Service (sms) for handphone users. In fact, SBS Transit is the first in the world to introduce this information service via sms.

For journey planning, *iris* Journey Planner, offers travel solutions on how to get to destinations using our buses, Light Rail Transit system and the North East Line trains. With this journey planner, customers have the option of selecting the routes based on the cheapest fare, shortest walking distance or shortest traveling time.

To find out more about *iris*, please [click here](#)

RELIABILITY OF BUS SERVICES

We operate some 250 bus routes with our fleet of more than 3,000 buses and Bus Captain workforce of close to 5,500. Our performance in the delivery of our bus services is measured by the Public Transport Council's Quality of Service Standards which includes:

- **Trip adherence:** at least 96% of scheduled trips are operated every month
- **Headway adherence:** at least 85% of operated bus trips not exceeding scheduled headway by 5 minutes every day
- **Bus breakdown** while in service: less than 1.5% of operated bus fleet every month
- **Loading on buses:** does not exceed 95% during peak periods on weekdays (averaged over peak 1-hour)
- **Safety:** less than 0.75 accident per 100,000 bus-km every month

Our six-monthly service performance records:

- [June 2009 to November 2009](#)
- [December 2009 to May 2010](#)

- Harnessing Technology for Effectiveness

Every day, our buses carry more than 2.3 million passenger trips and call at some 1.4 million destination stops. This is no mean feat indeed and we have harnessed technology to help us enhance efficiency and effectiveness in our operations. In so doing, we are also better able to deliver a higher standard of customer satisfaction.

We operate a technologically advanced Automated Vehicle Management System that allows for automatic vehicle location monitoring and communication between buses and our Operations Control Centres. For instance, if there is a major accident on the road that has brought traffic to a standstill, our Operations Control Centre will quickly swing into action to guide Bus Captains to travel by an alternative route before resuming the regular route further downstream. As a result, our customers on board do not have to spend hours stuck in a jam while those at bus stops further down the route are not kept waiting unnecessarily for the bus to arrive.

If there are incidents which occur on board where our Bus Captains require assistance, this system allows the Operations Control Centre to communicate directly with the Bus Captain concerned and provide the required help. In some cases, it will deploy traffic inspectors on motorcycles to assist the Bus Captain on the ground while the Authorities are being alerted.

- Bus Maintenance for Roadworthiness

Our buses run more than 29,000 trips daily and travel a distance that is tantamount to circling the globe 14 times over every day. To make matters worse, the buses have to call at bus stops every 300-400 metres, putting even more stress on the engines. To ensure that our buses remain in good working condition, we undertake regular preventive and scheduled maintenance works to ensure their roadworthiness.

Unfortunately, breakdowns are still sometimes unavoidable and we apologise for any such incidents. In such circumstances, our Bus Captains will void the card fare for affected customers and issue complimentary bus vouchers which can be used on subsequent bus rides.

- Working with the Authorities for Smoother Journeys

We also work closely with the Land Transport Authority (LTA) through its various initiatives and schemes to improve road conditions for a smoother journey for our

customers. These include full-day bus lanes and the mandatory give way to buses exiting at bus stops schemes which have improved travel time and made bus services more reliable. We have also installed closed-circuit television cameras (CCTVs) on some of our buses to deter motorists from straying into bus lanes.

- Factors affecting bus arrivals

As we share the road space with other motorists, bus journeys can sometimes be delayed by adverse traffic conditions and accidents resulting in slow-moving traffic. Poor weather conditions also affect bus traveling speeds as well as slower than-normal boarding and alighting activities at bus stops along the route. These are external factors that are beyond our control which can result in buses being delayed. They also may lead to bus bunching where buses of the same service arrive together. On such occasions, we sincerely seek your understanding.

SAFETY AND COMFORT

Over the past four years, SBS Transit has bought more than 1,100 new buses that are low floor and wheelchair-accessible. Another 350 buses are being delivered and by the end of 2010, we would have 1,450 new buses comprising 50% of our fleet. In all, we would have invested \$586 million in these new buses.

About 97% of our buses are air-conditioned today and by 2012, all our buses will be fully air-conditioned ones.

Our newer buses are fitted with Euro V engines and are Asia's first European Enhanced Environmentally Friendly vehicles which have better emission performance than standard Euro V models. For instance, the emission of unburnt hydrocarbons, which produce ozone that irritates the eyes and lungs and cause breathing difficulties, is effectively reduced by some 46% or from 0.46g/kWh to 0.25g/kWh when compared to traditional Euro IV and V engines.

These new buses are also designed with the safety and comfort of our customers in mind – with more headroom and legroom spaces, low floor for easier boarding by senior citizens and wheelchair lots.

- for Senior Citizens

For our elderly and less mobile customers, we have designated seats at the front of the bus, just before the exit doors, that are reserved for them.

- for Passengers-in-wheelchairs

We offer wheelchair accessible bus services on our wheelchair-friendly buses. With special buzzers and a dedicated wheelchair lot on board (some buses have two lots), passenger-in-wheelchairs can enjoy the convenience of getting around on their own on our 50 wheelchair accessible routes. We will continue to roll out more wheelchair-accessible routes as the Authorities make more ground infrastructure wheelchair-friendly.

Although we have some 1,100 wheelchair-friendly buses, not all of them are able to ferry passengers-in-wheelchairs at this point as not all run on designated wheelchair-accessible bus routes. This is because the ground infrastructure, example bus stops, is not always ready, making it dangerous for wheelchair-bound persons to board or alight. For safety reasons, our Bus Captains will not allow wheelchair-bound persons on board non-wheelchair accessible bus routes, even if the bus is a new one which is wheelchair-friendly. Here, we seek the understanding and cooperation of our customers in wheelchairs.

- Cleanliness on Board

Our buses are equipped with electronic air-cleaners to purify the air on board. Buses are also cleaned regularly - Bus Captains sweep the bus after every shift, and buses are washed at the end of each day.

- Safety on Board

For our customers' safety, our buses travel at no more than 50km/h on most roads, depending on travel conditions. Equipped with speed limiters that cap the traveling speed, our buses are also installed with motion sensors at the exit doors to prevent them from closing on alighting customers. Our interiors are also well-lit for the safety of customers.

- Safe Driving Protocol

We cannot stress enough the emphasis that we place on our customers' safety. For this reason, all our Bus Captains are trained in safe driving protocols and assessed on their

driving competency. We also provide them with reminders on safe driving guidelines at regular briefing sessions. For instance, for passenger safety, they can allow passengers to board and alight only when their buses are within the bus bay or in the yellow box at the bus stops. They also drive within stipulated speed limits and observe safety routines such as slowing down when approaching traffic lights and bus stops. To ensure standards are maintained, random checks and mystery rider programmes are conducted.

SECURITY MATTERS

As part of our security measures, we have Transit Security Officers who are stationed at bus interchanges to keep a look-out for suspicious characters and unattended articles. Sometimes, they may also require our customers' cooperation when they are conducting random bag checks. Together with our staff at the interchanges, they are trained to assist our customers in emergencies and when required.

We have also installed closed-circuit television systems on more than 1,400 of our buses to enable our Bus Captains to keep a lookout for unusual situations on board. We continue to equip more of our buses with this system.

Keeping alert to security threats in the landscape, we work closely with the Authorities to enhance the security of our public transport system for the safety of our customers.

AFFORDABILITY IN TRAVEL

Bus fares for basic bus services are approved and regulated by the Public Transport Council. The Fare Review formula is based on the state of the country's economy, inflation, wages of the workforce and the performance of the public transport operators. In the final analysis, realistic and affordable fares have been in place for commuters.

Concessionary fares are provided to children above 0.9m tall, students in schools and tertiary institutions, NS Men and senior citizens. As concessionary fare is a privilege that we give to these special groups of commuters, concession card holders are required to produce valid concession passes without demand to enjoy this benefit.

To cap the transport cost of adult customers, we introduced a monthly SeasonPass in November 2006 which provides unlimited bus rides on all basic services and selected non-basic services at just \$98.00 a month.

CUSTOMER PARTNERSHIP

Our customers can play an important part in ensuring a pleasant journey. Here are some tips that make for a safe and pleasant traveling experience:

- At the interchanges/terminal

- Do not jaywalk at the bus interchanges and terminals
- Do not cycle in the bus interchanges and terminals
- Please join the queue to wait for your bus

- Boarding

- Always stand behind the yellow line at the bus-stop
- Flag the bus early. Move forward to board only when the bus has come to a complete stop
- Have your ez-link card or exact cash fare ready before boarding
- If you are travelling with a child, please fold your pram before boarding
- Avoid carrying bulky items during peak periods
- Show your concession pass or SeasonPass to the bus captain without demand. Concessionary travel is accorded only when a valid concession card is produced
- Do not run after the bus as this is dangerous

- While On Board

- Be considerate. Move to the rear of the bus or to the upper deck to allow other customers to board
- Be gracious and do not put your belongings on empty seats
- Please offer your seat to other customers who may need it
- Do not engage the Bus Captain in conversation when he/she is driving as this is unsafe as his/her attention must be on the road. Please approach the Bus Captain when the bus reaches the next bus stop

- Please hold on to the grip handles and stanchion poles while standing in the bus as a moving bus does not offer a stable platform for moving about without assistance
- Do not stand on steps or on the upper deck of a bus
- Do not eat, drink or litter in the bus as this attracts pests
- Do not smoke
- Do not bring pets onboard for hygiene reasons and for the comfort of other customers. However, guide dogs are allowed
- Please alert the Bus Captain if you notice anyone committing acts of vandalism such as cutting seat cushions or drawing on the seat/seat support
- Be vigilant and inform the Bus Captain if you spot any unattended items

- Alighting

- Please indicate your intention to alight by pressing the bell early
- For elderly customers, please remain seated until the bus comes to a stop at the bus stop
- Tap your ezlink card at the exit reader only when you are alighting

- Passenger-in-Wheelchairs

Although we have some 1,100 wheelchair-friendly buses, not all of them are able to ferry passengers-in-wheelchairs at this point as not all run on designated wheelchair-accessible bus routes. This is because the ground infrastructure, example bus stops, is not always ready, making it dangerous for wheelchair-bound persons to board or alight. For safety reasons, our Bus Captains will not allow wheelchair-bound persons on board non-wheelchair accessible bus routes, even if the bus is a new one which is wheelchair-friendly. Here, we seek the understanding and cooperation of our customers in wheelchairs.

- Parents with Prams

For parents traveling with young children in prams, our safety policy does not allow unfolded prams on board. This is a matter of safety as the child within and the passengers around can be hurt when the emergency brake is applied and the pram is thrown forward.

CUSTOMER SERVICE

- Feedback

We value our customers' feedback. If you are pleased with the service and assistance provided by us, please let us know. This will encourage us to continue to serve you well. As a service-orientated organization, we value our people who put their best foot forward in delivering service that delights our customers. We would appreciate knowing how they have made your day.

Similarly, if we have not met your expectations, please also let us know so that we can improve in areas that we have not done well. Your feedback will enable us to serve you better.

Our feedback channels are:

- **Hotline:** 1800 287 2727 – Mondays to Fridays from 8:00am to 6.00pm
- [Online feedback form](http://www.sbstransit.com.sg) at www.sbstransit.com.sg
- Feedback Forms at bus interchanges
- Letter which can be faxed to 6286 0632 or sent to 205 Braddell Road, Singapore 579701

- Lost & Found

Customers who have lost their belongings on our premises or buses may call our Lost and Found hotline at 6383 7211 which operates daily from 8.00am to the end of our bus operation hours.

- Enquiries

Customers may call our Hotline at 1800 287 2727 (Mondays to Fridays from 8am to 6pm) for enquiries.

They may also call the TransitLink Hotline at 1800 225 5663 for information on the following services:

- General enquiries on bus and train services and fares
- Sale of stored value cards
- Issue of concessionary travel passes
- Filing of claims for wrongly charged fares
- Reporting loss of concession /GIRO-linked ezlink cards
- Sale of TransitLink Guide

Thank you for travelling with SBS Transit!