

Results of 6-monthly Quality of Service Performances¹ Records

For the period June 2008 to November 2008

Operating Performance Standards (OPS)	Jun 08	Jul 08	Aug 08	Sep 08	Oct 08	Nov 08
Reliability						
Each service shall operate at least 96% of its trips per month. (Standard 1.1)	All passed	All passed	All passed	All passed	All passed	All passed
Daily, each service shall have at least 85% of its trips depart the bus interchanges and terminals not more than 5 minutes from its scheduled headway. (Standard 1.2)	99.5%* passed	All passed	All passed	98.9%* passed	All passed	All passed
Bus breakdown rate shall be less than 1.5% per month. (Standard 1.3)	Passed	Passed	Passed	Passed	Passed	Passed
Loading						
Daily, each service bus loading shall not exceed 95% during weekday peak hours. (Standard 2.1)	99.5%* passed	96.3%* passed	96.3%* passed	95.7%* passed	98.9%* passed	99.5%* passed
Safety						
Accident rate shall be less than 0.75 per 100,000 bus-km per month. (Standard 3.1)	Passed	Passed	Passed	Passed	Passed	Passed

* Refers to percentage of basic bus services that had complied with the standards. For penalty computation for the period June – November 2008, **SBS Transit Ltd** had 2 instances of non-compliance (1 for Standard 1.2 and 1 for Standard 2.1) in Jun 08, 15 instances (Standard 2.1) in Jul 08, 13 instances (Standard 2.1) in Aug 08, 12 instances (2 for Standard 1.2 and 10 for Standard 2.1) in Sep 08, 2 instances (Standard 2.1) in Oct 08 and 1 instance (Standard 2.1) in Nov 08.

¹ SBS Transit Ltd has complied with all the Service Provision Standards, except for Standard 4.4(b), for which it was given more time to comply in view of exceptional circumstance.