

**Newspaper: Berita Harian**

**Date: 1 April 2006**

**Title: Bus looks crowded but its not**

I am one of the commuters who commute with service 285 and 78 everyday to Clementi Bus Interchange.

Everyday when I waited for the service after 6pm, I'm facing problems where the bus will not stop at the bus stop because it seems to be crowded.

But in actual fact, it was not actually crowded as the rear of the bus is always empty – it is just because passengers refused to move to the rear.

Sometimes when the door opened, we have to squeeze ourselves to board and I ever voiced it to the bus captain to request him to inform other passengers to move to the rear but he just shrugged his shoulders.

May I take this opportunity to request the bus operators to instruct their bus drivers to be more proactive in dealing this type of situations by requesting those passengers to move to the rear?

To other passengers who often take these services, please do not to be selfish as there are many passengers who want to go home after a hard days work.

Zahara Md Yusof

**Reply from SBS Transit**

I refer to the letter, "Bus looks crowded but it's not" by Mr Zahara Md Yusof in Berita Harian dated 1 April 2005.

We thank Mr Zahara for raising an issue that we have been highlighting to our passengers for many years - that is to move to the rear to allow other passengers to board. Most of the time, our buses seem to be very crowded especially when in fact there is ample space at the rear of the buses. Indeed, the average utilisation rate of our buses during the peak period is only 46%.

In a bid to encourage passengers to move to the rear, notices have been put up near the drivers' seats. Very often, our Bus Captains also have to stand up from their seats to ask the passengers to move to the rear. Passengers who fail to move to the rear will not only prevent other passengers from boarding the bus, they are also inadvertently inconveniencing themselves as incoming passengers who take longer time to board the bus will slow down the entire boarding process.

With regard to Mr Zahara's comment about the Bus Captain who just shrugged his shoulders when requested to ask passengers to move to the rear, we hope Mr Zahara can contact us at our hotline 1800-287-2727 to provide us with more details to help us locate the Bus Captain. Notwithstanding, we will continue to remind all our Bus Captains to request passengers to move to the rear when the situation requires.

Once again, we seek our passengers understanding to move to the rear so as to allow other passengers to board and ensure that the buses can stay as close to the scheduled time as possible.

We thank Mr Zahara for his feedback.

Yours sincerely,  
TAMMY TAN (MS)  
DIRECTOR  
CORPORATE COMMUNICATIONS  
SBS TRANSIT