

**Newspaper: The Straits Times (Online Forum)**

**Date: 10 February 2006**

**Title: CCTV on public buses: Provide sockets so commuters can bring their own earphones**

I refer to media reports about closed-circuit television (CCTV) to be installed in public buses.

Currently, some buses already have CCTV and it is very noisy compared to the more peaceful atmosphere on other buses.

It used to be that radios and other music players were not allowed on public transport and commuters used earphones so as not to disturb other commuters. But with overhead speakers on buses with CCTV, everyone is subject to the non-stop noise.

The following are some reasons why I feel CCTV should not be installed on buses:

Most commuters either read, work on a laptop, catch a nap or listen to their own sound device so a quiet setting is more conducive

Fewer than 20 people can watch CCTV as other seats have no view of the TV screen. On a crowded bus, with commuters standing, even fewer can see the screen. On top of that, many of those in the 'best' seats don't bother to watch. In fact, less than a handful of people bother to watch at all

Not everyone understands the language in the programme or is interested in what is shown

The bus driver cannot hear if anyone calls for help in an emergency

If CCTVs must be installed on public buses, there should be sound sockets at each seat. Commuters who wish to watch CCTV can bring their own earphones and plug them in.

Let the majority of commuters enjoy a quiet ride. As it is nowadays, we already have to put up with the sudden ring of cellphones and commuters who engage in long cellphone conversations. We really do not want any more noise.

Loh Kwok Yeng

**Reply from SBS Transit**

I refer to the letter "CCTV on public buses: Provide sockets so commuters can bring their own earphones" by Ms Loh Kwok Yeng dated 10 February 2006.

Firstly, we would like to point out the difference between CCTV and TVMobile. CCTV is part of a surveillance system that is used to capture images to detect any unlawful acts. It is not a device to receive TV transmission.

I believed that in her letter, Ms Loh is referring to TVMobile, which is a broadcast television service currently installed in many SBS Transit buses. SBS Transit worked

with MediaCorp to install TVMobile in air-con buses since 2001. The purpose of TVMobile is to provide infotainment to commuters so as to enhance their travel experience. MediaCorp looks after the programming and maintenance of the television sets while SBS Transit rents out the space in the buses. This is another source of revenue for us to help defray costs and maintain the affordability of fares for our commuters. As for the positioning of the television sets, actual physical survey was conducted on the buses to determine the best position before installation.

According to the latest ACNielsen survey, in 2005, 76% of the commuters surveyed agreed that TV Mobile make their bus journeys more pleasant. Moreover, 72% felt that the volume is just right.

Ms Loh's suggestion to install sound sockets at each seat may not be feasible as not all commuters have earphones and the sound sockets may become targets of vandalism. However, TVMobile does offer commuters an option to tune into TVMobile's radio channel, for personal listening, on 89.3FM.

Thank you for your concern and valued feedback.

Yours sincerely,

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