

Newspaper: The New Paper

Date: 4 July 2006

Title: Student forced to pay adult bus fare

ON 24 Jun at 6.30pm, I boarded SBS Bus No 138 at the Ang Mo Kio bus interchange to go to the zoo.

I am a 16-year-old student and am entitled to pay the student concession fare of 55 cents. Because I had forgotten to bring my student EZ-Link card, I wanted to pay with coins.

When I told the bus driver I was a student, he insisted I scan my student card. I was appalled at his attitude. In the end, I had no choice but to pay the adult fare of \$1.55.

If that is the case, what is the point of having a student concession fare?

I have taken other buses and paid the student fare without the drivers questioning my identity as a student.

- Fiona Ng Wen Ting

Reply from SBS Transit

We refer to Miss Fiona Ng Wen Ting's letter, "Student forced to pay adult bus fare" (The New Paper, 4 Jul).

The terms and conditions for the use of the School Smartcard specify that the concession card must be carried at all times as proof of eligibility when travelling and that school uniforms do not prove students' eligibility for travel concession.

The concession card must also be shown without demand to the bus captain.

We wish to highlight that our bus captain was right in asking for a full adult fare from Ms Ng as there was no available proof of eligibility to accord concessionary fares.

The eligibility accorded for issue of the School Smartcard is a privilege and not an entitlement as the cost of travel is cross-subsidised by other full paying customers.

We urge all students to adhere to the terms and conditions for the use of the School Smart card.

Yours sincerely,

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