

Newspaper: The Straits Times

Date: 27 May 2006 (Online Forum)

Title: Where are the air-con control valves on buses?

I've complained, in writing, to SBS Transit several times about the missing circular air-con control valves on their buses.

However, the problem doesn't seem to have been solved. In fact, it has got worse.

On Tuesday, I boarded SBS 9492E and was aghast to find at least four air-con control valves missing.

As a result, many elderly people and young kids were shivering.

Besides lights that don't work and bells that don't ring, how many times have we seen buses breaking down after just moving off from interchanges?

Before SBS Transit starts increasing bus fares - again - could it please first ensure that its vehicles are in full working condition?

I understand that when complaints are made against a taxi, the vehicle in question is immediately hauled up for inspection.

Shouldn't the same rule apply to buses?

- Allan Zheng

Reply from SBS Transit

I refer to the letter 'Where are the air-con control valves on buses?' by Mr Allan Zheng (ST, May 27).

The problem of missing eyeballs in the air-conditioning vents in our buses is largely due to vandalism. To minimise vandalism, we have switched to a new type of eyeball vent that is more secure.

These new eyeball vents are installed in our new buses and they replace the missing ones in the old fleet. We have also replaced the missing eyeballs in the bus mentioned by Mr Zheng.

We assure Mr Zheng that our buses are sent for regular maintenance to ensure that they are in full working condition. However, we also seek the cooperation of all passengers to use the buses with care and report any case of vandalism to our bus captains.

We have guidelines to determine if the bus should be hauled up immediately for inspection when there are complaints on its condition.

For defects that do not affect the normal operation of the bus, we will send it for rectification or inspection after the operating hours to minimise any disruption to the service.

If the defect is severe, such as a complete breakdown of the air-conditioning, the bus will stop operating and it will be sent for servicing immediately. We thank Mr Zheng for his feedback.

Yours sincerely,
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