

CUSTOMER CHARTER
FOR BUS SERVICES



SBS Transit

SBS Transit Ltd
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Company Registration No: 199206653M

SBS Transit



INTRODUCTION

safe
affordable
reliable

This Customer Charter is a statement of our commitment to provide you with a safe, reliable and affordable bus journey. It sets out our quality of service standards which we are determined to achieve.

With this charter, you will have a clear understanding on the service you can expect from us and it will allow you to measure our service performance against the standards. It also suggests a few simple things you can contribute to help us serve you better.

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SERVICE STANDARDS

We aim to meet the following service standards:

RELIABILITY

- 85% of bus trips to depart from interchanges/ terminals not exceeding the scheduled frequency by 5 mins
- Number of buses breakdown while in service to be less than 2% per month

LOADING

- Average passenger loading in buses to be within 95% during the heaviest 1-hour peak period*

SAFETY

- Total number of accidents including traffic or on-board accidents to be less than 0.75 per 100,000km per month

AVAILABILITY

- Bus services to be accessible within a distance of 400m
- Availability of direct bus connection from HDB neighbourhoods and major employment and activity centres to interchanges or nearby MRT station
- Waiting time for 75% of bus services to be within 15 mins during peak period*
- Waiting time for 80% of bus services to be within 20 mins during off peak period*

INTEGRATION

- First bus to each HDB neighbourhood from interchange before 6am
- Last bus to each HDB neighbourhood from interchange after 12 midnight if demand is justifiable
- 100% of buses with integrated multi-modal through ticketing system

VEHICLE QUALITY

- 100% of buses comply with the mandatory vehicle standards set by Land Transport Authority (e.g. lower first step, wider doors, safety features)

INFORMATION

- Service information such as service number, routing, operating hours, fares etc. to be made available through operator hotline, internet website and at interchanges, terminals and major bus-stops in HDB towns and CBD area
- For services with headway of more than 20 mins, estimated bus arrival times will be displayed at bus-stops

CUSTOMER CARE

- Availability of Customer Charter and annual compliance statistics on internet website and other public medium

* Peak period

– in the direction where demand is highest excluding Sat, Sun & Public Holidays:

AM Peak – 0630 to 0830 hrs

PM Peak – 1700 to 1900 hrs

or

– any 2-hr period each in the morning and evening during which the demand is highest





OUR COMMITMENT TO YOU

RELIABILITY OF BUS SCHEDULES

- We monitor bus schedules and conduct regular checks on the level of demand for bus services to reflect traffic conditions and ensure the reliability of our bus services
- We work closely with the authorities to implement schemes such as “Give way to buses exiting” to help our buses move smoothly during peak hours. These measures include bus lanes and ‘B’ signals – a scheme that allows buses to move off from traffic lights before other motorists
- The Traffic Police helps us with the problem of illegal roadside parking which makes it hard for our Bus Captains to drive smoothly
- We conduct regular maintenance checks on our buses to ensure that they are in proper working condition, so as to minimise breakdown
- We maintain our vehicles in good condition, over and above that required by the authorities. In the unforeseeable event that our bus breaks down, we will refund customers the fare for the distance travelled and further offer complimentary ride tickets

LOADING

- We conduct regular surveys to gauge the demand for our bus services
- When necessary, schedules will be revised to better match the demand level including the use of bigger capacity buses, addition of more buses or provision of shortworking trips to cater to the heavier demand sectors

SAFETY

- Our Bus Captains are fully trained to drive safely and to comply with safety precautions
- To ensure the safety of our customers, we monitor closely the performance of our Bus Captains and send them for regular refresher courses when necessary
- For added safety and convenience to our customers, boarding and alighting can only be done within the bus bay or yellow box indicated
- Speed checks on the road are conducted regularly to enhance safety. Our buses are required to slow down on approaching bus-stops and junctions
- We have also added many safety features in our buses to ensure the safety of our customers. For example, our buses are equipped with speed limiters and the exit doors are installed with door closing signals which light up when the doors are closing to warn customers
- We look out for the safety of our elderly or less mobile customers by designating ‘green’ seats (seats that are nearer to the exit door) for them in our buses. We are also progressively introducing more low floor buses for easier access
- To enhance the security of our public transport, we have stationed Transit Security guards at interchanges and terminals to look out for suspicious characters or unattended articles



AVAILABILITY

- We provide trunk, feeder, Townlink, Express, Nite Owl, Jurong Industrial and CityBuzz services to cater to the different needs of our customers

Trunk services – long haul services that travel from town to town

Feeder services – short haul services that travel within neighbourhoods and connect passengers to trunk services at bus interchanges and the MRT

Express services – premium services that travel on the expressways that connect passengers to their destinations faster than trunk services

Townlink services – Merger of feeder services to provide direct links between neighbourhoods within the same town as well as to connect passengers to trunk services at bus interchanges and the MRT

Nite Owl services – premium one-directional services which operate after midnight from the city to housing estates

Jurong Industrial services – services that cater to high demand within the Jurong industrial estate

CityBuzz services – services that loop within the city area

- We also provide shortworking trips that cater to high demand sectors instead of the entire route of a service
- To meet the level of demand, some of our services start operating its first bus from the interchange as early as 0500hrs and the last bus as late as 0100hrs

VEHICLE QUALITY

- Our buses are replaced and improved regularly to provide optimal comfort and safety for our customers
- All our buses meet the stringent requirements of the authority and are installed with low emission engines, ozone-friendly refrigerant aircons and electronic air cleaners to purify the air inside the bus for a healthy and comfortable ride
- We keep our buses clean by frequently sweeping the buses in between trips and washing them at the end of each day
- We also give periodic fumigation and treatment to our buses to ensure that customers ride in a comfortable and clean environment






VALUE-ADDED SERVICES



INFORMATION

- Customers can obtain information on our bus services such as service number, routeing operating hours, fares etc. from bus interchanges, terminals, major bus-stops at HDB towns and CBD area and our website, **www.sbstransit.com.sg**
- More detailed information on specific services can be found in special websites such as **www.CityBuzz.com.sg**
- Information on our bus services can also be obtained by contacting our Customer Relations Centre at 1800-287-2727 (Mon to Fri: 8am to 5.30pm, Sat: 8am to 12pm) or email: **crc@sbstransit.com.sg**
- We have produced a SBS Transit Guide which is an integrated guide with information on the bus and rail services operated by SBS Transit. Besides providing a quick reference guide on bus and rail services, links to amenities and services such as places of general interest and government offices, it also features popular food outlets near our North East Line (NEL) stations. The SBS Transit Guide is available at all SBS Transit bus interchanges and NEL stations
- We provide estimated arrival timings of bus services that have headway of more than 20 mins at bus stops served by these services. An example is Service 200

CUSTOMER CARE

- We keep customers informed of our service standards and how we have performed by making the Customer Charter available at the bus interchanges and on our website
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- We care for customers by providing them with value-added services to serve them better. For example, we introduced SMS services like the *SEND 655 and *SEND 656 which allow customers to check out estimated bus arrival times and search for bus service information like bus route details respectively via mobile phones
- We have Route Group Managers and Route Masters stationed at interchanges to manage our bus services on the ground
- We train our frontline staff including Bus Captains to be polite, patient and helpful to customers. For example, our Bus Captains will urge customers to move to the rear if the front passage of the bus is blocked
- Our achievement of the ISO 9001 and 2000 standards is an evidence of a quality framework used to ensure customers' needs are met
- We have a Friends Club which customers can come together and share their feedback and suggestion on our services. If you are interested to join, you can obtain the application form from our website and click on Friends of SBS Transit





MAKING BUS RIDES PLEASANT FOR ALL

Even when we do our best, there are times when things are beyond our control, like road works, traffic jams and illegal roadside parking. This may result in a longer journey, longer waiting time and sometimes, a few buses arriving together at bus-stops. Inconsiderate passengers also leave behind food which attract cockroaches or draw graffiti on the seats.

The Bus Captain's job is not easy too. They have to report for work at four in the morning, or work past midnight. They have to take care of passengers' safety and make sure everyone pays the correct fare while concentrating on their driving. Therefore, we seek your understanding and cooperation to make bus rides more pleasant and enjoyable for all.

Your cooperation in any one of these ways will be greatly appreciated.

BOARDING AND ALIGHTING

- Do not stand in the bus bay
- Do not jaywalk at interchanges and terminals
- Do not stand on the door steps and staircase in the bus
- Do not rush to board the bus when it is about to drive off; wait for the next bus
- Queue to board the bus
- Flag the bus early. Move forward to board only when the bus has come to a complete stop
- If you flag the wrong bus, signal that you are not boarding
- Have the ez-link card or exact cash fare ready before boarding

- Ensure that the ez-link card has sufficient fund or pay the correct fare if paying by cash
- If ez-link card gives an error signal, try again or pay cash
- Show the Bus Captain your concessionary pass if you are paying concessionary fare
- Remember to collect tickets issued when paying cash
- If you have problem with mobility or vision, always travel with someone who can help you
- Avoid carrying bulky bags when travelling by bus during peak periods
- Do not bring food with pungent smell on board the bus
- Signal your intention to alight early by pressing the bell button
- Tap ez-link card at exit reader only when you are alighting



IN THE BUS

- Do not put your belongings on the seat; free up space for others to sit
- Do not litter, eat or drink in the bus
- Do not draw graffiti on the bus
- Inform the Bus Captain if you see anyone draw graffiti on the bus
- Move to the rear of the bus or upper deck to allow others to board and alight
- Give up your seat to someone who needs it more than you. The 'green' seats are reserved for the elderly or those who need it more
- Talking to the Bus Captain when bus is in motion distracts him. If necessary, do so when the bus has stopped at the bus-stop
- Hold onto grip handles or stanchion poles while sitting or standing in the bus in case of sudden brake due to emergency
- Be vigilant and inform our Bus Captain of any suspicious article left in the bus



CUSTOMER ENQUIRY AND FEEDBACK

We value our customers' feedback as we recognize that it will help us to improve our service. To send us your feedback, you can reach us at 1800-287-2727 (Mon to Fri: 8am to 5.30pm, Sat: 8am to 12pm) or email: crc@sbstransit.com.sg

If you lose your belongings in our premises or buses, you can contact our Lost and Found section at 6383-7211 (Mon-Fri: 8am to 5.30pm)

You can also call Transit Link's hotline at 1800-767-4333 if you need information on any of these services:

- General enquiries on bus and MRT services
- General enquiries on fares
- Sale of ez-link cards
- Issue of concessionary travel passes
- Filing of claims
- Report loss of concession ez-link Card and Giro-link ez-link Card
- Sales of Transittink guide

THANK YOU FOR TRAVELLING WITH **SBS Transit**