

GUIDELINES FOR COMMUTERS TO PAY THE CORRECT FARES

Commuters are advised to observe the following guidelines on paying fares correctly, and to avoid underpayment, non-payment and misuse of concessions:

Travelling on public bus

Paying cash fare

- Check ahead for the correct fare.
- Pay the correct fare.
- Retain the paper ticket throughout the bus ride as proof of payment.

Using ez-link card

- Tap card when boarding.
- Tap card when alighting at the destination bus stop.
(Green light and single beep tone (two beeps for concession card) means that the card has been correctly tapped on the card reader.)

Travelling on MRT/ LRT

- Tap card at card reader of entry fare gate.
- Tap card at card reader of exit fare gate.
(Green or orange light means it is clear to proceed.)

Using concession ez-link card

- Use the concession ez-link card that belongs to you. Please note that concession cards are not transferable.
- If you are paying concession fare in cash for bus rides, please let the bus driver know. Then tap your ez-link card at the reader for verification of the card's validity before you drop your cash into the farebox.
- If you forget to bring your concession card or if your concession ez-link card has expired, please pay adult cash fare or use a valid Adult ez-link card.

PENALTY FEE SYSTEM – Frequently-Asked-Questions (FAQs)

Preamble

The penalty fee regulation will come into effect on **1 July 2008**. These FAQs on the penalty fee system are intended for commuters' reference and will also be posted at TransitLink's website at www.transitlink.com.sg

Abbreviations:

AC	- Authority Card	TL	- Transit Link Pte Ltd
NOO	- Notice of Offence	LTA	- Land Transport Authority
PF	- Penalty Fee	PTC	- Public Transport Council
NTPF	- Notice to Pay Penalty Fee	RTS	- Rapid Transit Systems

Commonly used terms:

- **Correct or appropriate fares** - Generally refer to the approved basic bus and train fares and as gazetted by the PTC.
- **Basic bus services** - Generally refer to the trunk, feeder, intra-town and Jurong industrial bus services that charge basic bus fares approved by the PTC.
- **Train services** - Generally refer to MRT and LRT services licensed by the LTA under the Rapid Transit System Act.
- **Tickets** - Generally refer to a form of authorisation used in the payment of fares. E.g. ez-link cards, standard (or single-trip) tickets, bus tickets issued for cash payment of fares.
- **Concession cards or tickets** - Generally refer to the child, student, NS-man and senior citizen concession cards issued by TransitLink to such persons as entitled to enjoy discounted fares and subject to the Conditions of Use.

What are PFs and how does the system work?

- The purpose of PF is to deter fare evasion. This, in turn, safeguards the interests of commuters who pay the correct fares when using basic bus and /or RTS services (i.e. trunk/feeder/intra-town/Jurong industrial estate basic bus services, or MRT/LRT operated by either SMRT or SBS Transit).
- PFs are fees that you are required by law to pay if you travel on a basic bus service and/or RTS services without having paid the correct fare for your entire journey.
- PTC appoints trained Public Transport Officials who are employees (e.g. inspectors, bus captains, bus interchange and train station staff) of Operators to undertake the detection of fare evaders and enforcement of PF.
- **Public Transport Officials** have right to inspect your tickets (e.g. ez-link card, cash fare tickets, concession cards) when you travel on basic bus and/or RTS services.
- If you have not paid the appropriate fare (i.e. no payment, or under-payment, or misuse of concession card), then the Public Transport Official can impose a PF.
- Public Transport Officials may also retain concession cards if they are found invalid or believed to have been misused. Such retention right is exercised in accordance with the “**Conditions of Use**” of the concession cards issued by TL and/or Operators. SBS Transit’s SeasonPass and EZ-Link’s Singapore Tourist Pass are not concession cards. Please check directly with TL and/or Operators if you have queries about such conditions and retention right. (See the section on “where can I send my queries to?” below).
- You can pay a PF on-the-spot in cash or pay later (see the section on “How can I pay a PF?” below).
- If you choose to pay later, the Public Transport Official has power to ask for your personal details and issue with a NTPF that you must comply by law.
- If you do not provide your personal details, the Public Transport Official may then detain you until you do provide such details.
- You will be committing an offence if you fail to pay the PF within the prescribed time, or refuse to furnish your personal particulars or willfully provide inaccurate information to a Public Transport Official.

Who administers the system?

- **Operators** are the primary party to administer the system.
- **TL**, on behalf of the Operators, is the central party to co-ordinate the administration. It provides enquiries/feedback and PF collection services, manages their integrated back-end PF systems and ensures procedural control.
- **Public Transport Officials** have been trained by the Operators to detect and deal with fare evasion in their basic bus services and/or RTS. By law, they are appointed by PTC.
- **PTC** (or a PTC officer) considers and decides on any appeals made.
- **LTA** investigates and undertakes court prosecutions on behalf of PTC.

How can I identify a Public Transport Official?

- A Public Transport Official (e.g. an inspector, a bus captain, a bus interchange or station staff) on duty carries an AC issued by PTC. He/she is identifiable by the uniform of the Operator that he/she works for. You can ask for proof of identity.
- The AC shows the photo of the Public Transport Official, the employer (i.e. the Operators concerned), his/her name, NRIC, date of issue and card serial number.
- **A Public Transport Official must produce and show you his/her proof of identity** (i.e. the AC) if you request to see it. If the Public Transport Official refuses to do so, then you do not have to pay a PF and any NTPF issued is invalid.
- When in doubt on the identity of the Public Transport Official that you are dealing with, please **contact directly the Operators concerned** to clarify, at:

Public Transport Officials of SBS Transit:

Hotline: 1800-287-2727

Email: crc@sbstransit.com.sg

Fax: 6334-8051

Public Transport Officials of SMRT:

Hotline: 1800-336-8900

Email: corpcomms@smrt.com.sg

Fax: 6282-5204

How much is the PF?

- The PF amounts are:
 - **\$20** for non-payment or under-payment (about 10x more than single trip fare).
 - **\$50** for abuse of concession cards (about 25x more than single trip fare).
- The amounts of PF are prescribed in the PTC (Penalty Fees) Regulations as gazetted by PTC. You can also refer to them when they are posted at PTC's website at www.ptc.gov.sg.

Does PF apply to children, senior citizens?

- Yes. All commuters (except those who have been exempted from paying fares – e.g. children of height less than 0.9 meters) are subjected to penalty fee if they do not pay or refuses to pay the correct fares or they are found to misuse the concession cards.
- If a person carries a child (who is not exempted from paying fares) and does not or refuses to pay for the child's fare, a penalty fee of \$20 for non-payment will be imposed on the child.

How can I pay a PF?

- Public Transport Official uses a prescribed **3-in-1 document** that comprises (i) NTPF or receipt (white copy for recipient); (ii) pink copy for official use and (iii) blue envelope for processing the PF collected on-the-spot.
- You can pay PF on-the-spot (e.g. cash) to the Public Transport Official or within 14 days at places administered by TL or Operators.
- Places that you can pay the PF are at TL's ticket sales office, Add-Value Machines (located at various bus interchanges, bus stops, MRT stations), or send a cheque to TL. Details of payment mode and places are printed in the NTPF issued.
- If you pay PF on-the-spot, the Public Transport Official must put the cash into the blue envelope and seal it. He/she must then detach and issue you the white copy clearly marked as receipt. **Please do remember to request for it and retain it for proof of your payment made.**

What if I don't pay a PF immediately?

- If you do not pay PF on-the-spot, you will be issued with a NTPF (white copy for recipient).
- For issuance of the NTPF, the Public Transport Official may ask you for your name and address and show proof of your identity (e.g. your NRIC).
- **Once issued with an NTPF, you must pay your PF within 14 days.**

What if I don't provide my personal details to the Public Transport Official?

- If you do not provide your personal details (or if the Public Transport Official has reason to doubt the accuracy of details you have provided), then you may be detained by the Public Transport Official or referred to a police officer.
- You may be detained until your name and address have been correctly ascertained by the Public Transport Official.
- It is an offence to fail to provide information required by the Public Transport Official or to willfully misstate the information.

What if I don't pay the PF within the specified time?

- If you do not pay the PF within the specified time, you will be:
 - Guilty of an offence under the PTC Act and liable on conviction to a fine up to \$1,000 (or \$2,000 for 2nd or subsequent offence and/or imprisonment up to 6 months); and
 - Issued with an NOO (a computer generated notice) which will require you to pay a composition fine within a specified period, failing which, you may be taken to court.

Can I appeal against the imposition of a PF? How to do so?

- Yes, you have the right to appeal to PTC (not to the Operators) within 14 days of the issue of NTPF.
- You may also appeal against the imposition of an NOO.
- For your convenience, please use the **Penalty Fee Appeal e-Form** to lodge your appeal in writing. This can be conveniently done through e-services available at PTC's website at www.ptc.gov.sg.
- You should **state clearly your grounds of appeal**. This is so that your appeal can be processed quickly. Completed e-Form can be submitted electronically. If you wish, you may also download the e-Form and send or fax the completed e-Form to:

Head, Penalty Fee Section
c/o Vehicle & Transit Licensing Group
10, Sin Ming Drive #04-00
Singapore 575701
Fax: 6553-5443

- All appeals will be considered by the PTC. The decision of PTC is final.

Could I be committing an offence?

- You will be committing an offence if you:
 - Fail to pay a PF within the specified period; or
 - Fail to give a Public Transport Official your personal details when requested; or
 - Provide false details to a Public Transport Official.
- If found guilty, you could be liable to:
 - a fine up to \$1,000 (or \$2,000 for 2nd or subsequent offence and/or imprisonment up to 6 months) for failure to pay a PF; or
 - a fine up to \$1,000 (for failure to provide accurate information).

Can I pay a composition fine instead of going to Court? How to do so?

- Yes, a composition fine can be paid within 28 days (or other period given) of the issue of an NOO.
- The amounts of composition fine are:
 - **\$50** for no payment or underpayment offences; and
 - **\$100** for concession card misuse
- If you pay up the composition fines within the period stipulated in the NOO, your case is deemed closed and no further action will be taken against you.
- You can pay the composition fine via post offices, SAM and AXS machines, similar method used for payments of ERP offences. Details of payment mode and places are printed in the NOO issued.

Do Public Transport Officials have the power to arrest me?

- Yes. By law, a Public Transport Official or a police officer may detain you if you are suspected of having committed an offence and if you have not provided your name and/or address (or if they have reason to doubt accuracy of the details you have given).
- Therefore, please co-operate when the Public Transport Official requests you to produce your NRIC or other document you may have, so as to verify the details you have given.
- You can only be detained for so long as the Public Transport Official or the police officer does not have your name and address.

Where does the revenue from PFs and fines go?

- The aim of PF is to deter fare evasion. This, in turn, safeguards the interests of all commuters who pay the correct fares. By law, all PF collected go to PTC and are used to defray the regulatory costs incurred in implementing the PF system.
- PTC may use the PF collected to reimburse:
 - LTA for their share of administering the PF regime on PTC's behalf;
 - TL for the services rendered by them in collecting and processing the PF on PTC's behalf; and
 - Operators for only their share of fare loss. Operators will not receive anything if an appeal to the PTC is successful.
- By law, all composition fines collected go to PTC.
- By law, court fines go to LTA as prosecutions are undertaken by LTA on PTC's behalf.

Where can I send my queries and give feedback?

- For general enquiry or feedback about PF regime, you should **contact TL directly** via the usual feedback channel, at

Transit Link:

Hotline: 1800-2255-663

Email: tlpa@transitlink.com.sg

Fax: 6222-0220

- If you have specific feedback on the conduct of the Public Transport Official with whom you have encountered, you should contact directly (and give details like name, date, time, place, bus service number, etc) the Operators concerned at:

Public Transport Officials of SBS Transit:

Hotline: 1800-2872-727

Email: crc@sbstransit.com.sg

Fax: 6334-8051

Public Transport Officials of SMRT:

Hotline: 1800-3368-900

Email: corpcomms@smrt.com.sg

Fax: 6282-5204

- If you wish, you may extend a copy of your specific feedback to PTC at ptc@www.ptc.gov.sg

What is the relevant legislation?

- Part VA of the PTC (Amendment) Act.
- The PTC (Penalty Fees) Regulations 2008 will come into effect on 1 July 2008. A copy of this will be posted at the PTC's website at www.ptc.gov.sg nearer to 1 July 2008.