

# COVID-19

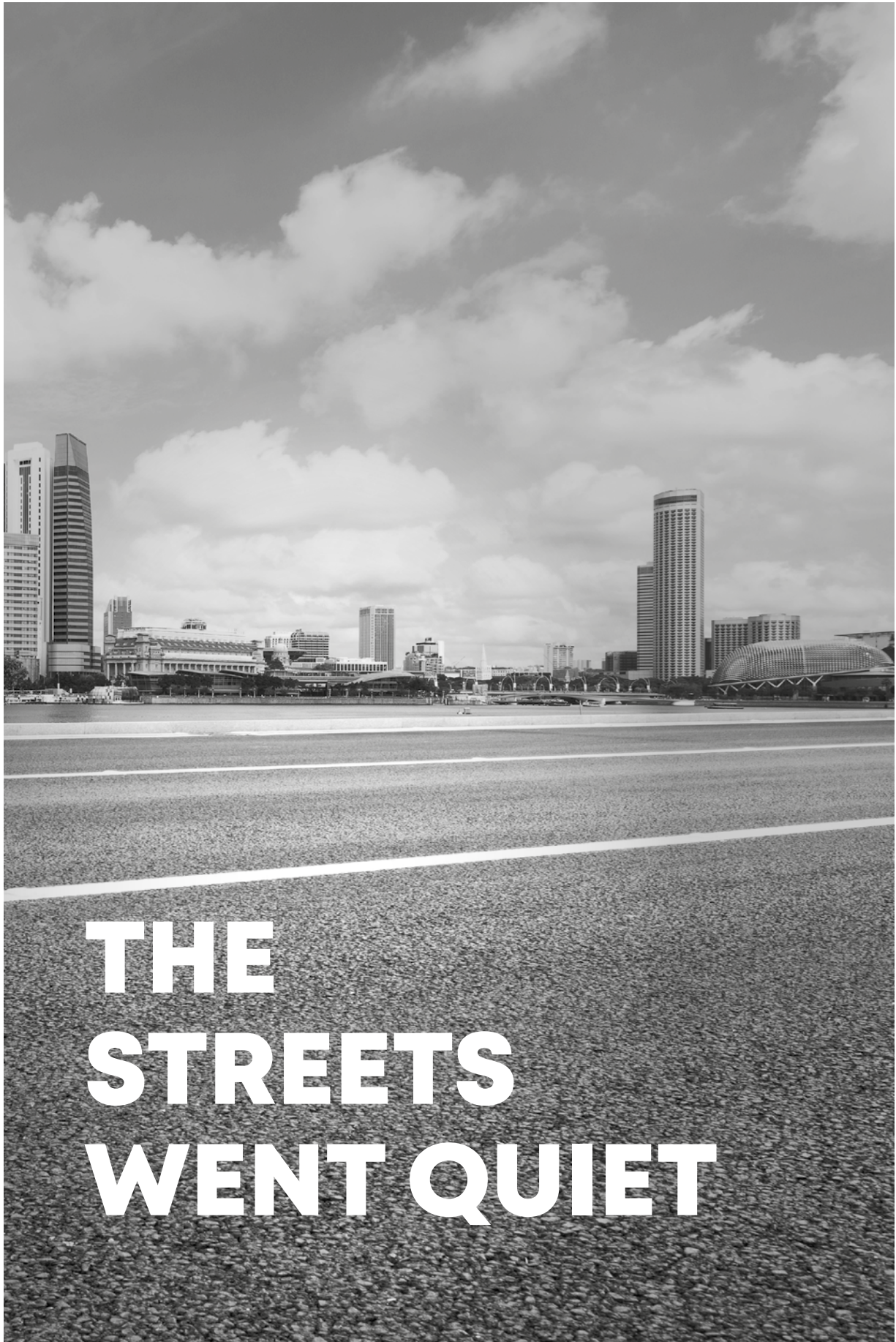
THE PANDEMIC HALTED  
US IN OUR TRACKS  
AND SENT THE NATION  
INTO A TAILSPIN.



# FOOTFALL FELL



# SEATS EMPTIED



# THE STREETS WENT QUIET



# SOCIAL DISTANCING



**BECAME THE  
BUZZWORD DURING  
THIS PANDEMIC**

**SBS TRANSIT'  
HAS BEEN ON  
EMPLOYEES, CU  
OTHER STAKEHO  
THIS UNPRECE  
IN THE SAFEST**

**S KEY FOCUS  
HELPING OUR  
STOMERS AND  
LDERS WEATHER  
DENTED STORM  
WAY POSSIBLE**



**THE  
CLEANLINESS  
OF OUR  
VEHICLES AND  
PREMISES  
BECAME A  
KEY PRIORITY**







**WE KEPT  
OUR STAFF  
MORALE  
HIGH**



# KEEPING COMMUTERS INFORMED

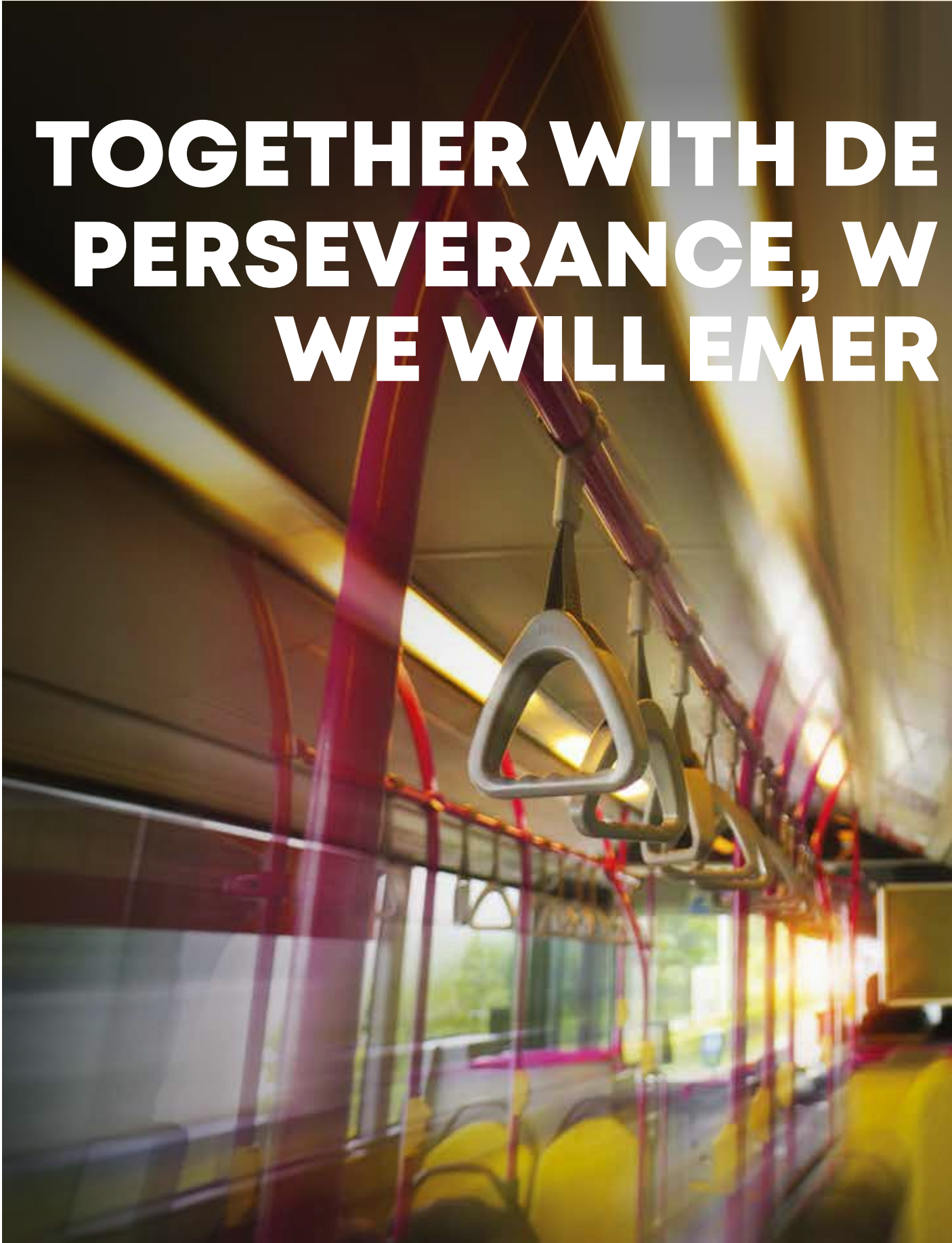


**SAFE**



**AND  
ENCOURAGED**

**TOGETHER WITH DE  
PERSEVERANCE, W  
WE WILL EMER**



# TERMINATION AND E ARE CONFIDENT GE STRONGER





## **COVID-19**

**As a public transport operator offering an essential service, we continued to run our bus and train services despite the lockdown. Ridership, however, was severely hit as strict social distancing measures were implemented including the work-from-home advisory. For the whole of 2020, the Land Transport Authority (LTA) reported that average daily ridership for buses and trains fell by 34.5% to 5.04 million – marking an 11-year low.**

**At the peak of the crisis, during the Circuit Breaker (CB) period from 7 April to 1 June 2020, we worked with the LTA to operate our buses and trains at reduced frequency.**

## BUS AND TRAIN SERVICES

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Selected bus routes were suspended including the two Chinatown Direct and six Nite Owl services as well as 12 Express and six City Direct bus services that serve the Central Business District. In all, 29 bus services were suspended during the CB period with the Express and City Direct bus services resuming operations from 1 June 2020.

The two cross-border services – 160 and 170 – have also ceased operating across the Causeway due to the border closure.

During the CB period, trains on the North East Line (NEL), Downtown Line (DTL) and Sengkang-Punggol Light Rail Transit (SPLRT) systems ended service earlier by about half-an-hour every day. To better match demand with supply and optimise resources given the fall in ridership, train intervals on the DTL also increased from 2½ to 3½ minutes during peak periods.

In spite of the border closure which prevented the daily commute of our employees across the Causeway, our bus and train services were not affected. We were able to operate without any disruption as close to 1,800 staff, who were residents of Johor Bahru, chose to stay on in Singapore while we helped to secure their accommodation at local hotels.



# COVID-19

## ENHANCED CLEANING AND DISINFECTION

The health and safety of our commuters and staff took on new significance. We stepped up the cleaning and disinfection of our buses and trains, bus interchanges and MRT stations as well as our depots and offices.

We also piloted the use of Electrostatic Disinfectant Spray (EDS) technology on our buses and trains that could keep the virus at bay for about six months.

Meanwhile, hand sanitisers were also made available at our bus interchanges and MRT stations for commuters' use.

## MASKING UP

The donning of masks outside of the home became mandatory. For this purpose, the LTA deployed Transport Ambassadors to bus interchanges and MRT stations. The Transport Ambassadors worked closely with our frontline staff to ensure commuters observed the strict rules. Enforcement was not always easy and there were several instances where our Bus Captains (BCs) were abused as they carried out mask enforcement activities. We did not take this lightly and put our support fully behind our people if they chose to take civil action against the perpetrators, including engaging lawyers and paying their fees.





**TRIAL OF PROTECTIVE SHIELD**

A trial using a protective transparent shield at the Bus Captain's cabin was undertaken on six buses over a two-week period in July 2020. Based on Bus Captains' (BCs) feedback, a further study is in progress on the different types of anti-reflective materials to ensure that our BCs are not distracted while driving.

**SAFE DISTANCING MEASURES**

Working with the Authorities, we implemented Safe Distancing Measures (SDM) throughout our premises. During the Circuit Breaker period from 7 April to 1 June 2020, we marked up the requisite one-metre distance guideline on our entire fleet of vehicles too.



**CARE FOR PUBLIC TRANSPORT WORKERS' WELL-BEING**

We supported our frontline employees by providing them with masks, personal hand sanitisers, vitamin C tablets, a constant supply of fresh fruits and care packs to help them stay healthy and maintain morale. Temperature checks were also conducted twice a day.

In August 2020, our bus employees were tested for the COVID-19 virus and from January 2021, many of our employees from both the bus and rail divisions opted to be vaccinated against the COVID-19 virus under the national vaccination programme.

**SUPPORTING NATIONAL PROGRAMMES**

At the national level, we lent our support by operating five dedicated buses (COMET MAXI) that have been specially retrofitted to facilitate the mass transfer of COVID-19 related persons between facilities. At our interchanges, we provided free space to the Temasek Foundation to place vending machines where Singaporeans and residents can collect their free masks periodically.

