

# RIDING THE STORM SAFELY

**STAYING ADAPTABLE | REMAINING COMMITTED | ALWAYS RESILIENT**

ANNUAL REPORT FY2020/2021







## Mission

To work in collaboration with commuters, transport operators and government agencies to improve our public transport system by:

- Keeping public transport fares affordable while ensuring the sustainability of the public transport system; and
- Providing objective, evidence-based advice to the Minister for Transport to improve the service quality of public transport and commuters' travel experience.

## Vision

A sustainable public transport system, the preferred choice for all.

## Values

### PROFESSIONALISM

Strive for service excellence in what we do and how we do it

### INTEGRITY

Uphold high standards of moral and ethical principles

### OBJECTIVITY

Be fair and open to differing views with the aim of achieving an optimal balance

### INNOVATION

Seek new ways to improve public transport

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# About the Public Transport Council

**The Public Transport Council (PTC)**, established in 1987 under the Public Transport Council Act (CAP 259B), regulates public transport fares and ticket payment services. We also undertake the role of advisor to the Minister for Transport on public transport matters.

The Council includes representatives from academia, labour unions, industry and the people sector. The multiplicity of representation and experience of the Council members allows PTC to objectively and holistically weigh views and concerns from commuters, public agencies and public transport operators, to improve the public transport system.

The key statutory powers of PTC include:

- Regulating fares for bus, train, and point-to-point transport services;
- Regulating ticket payment services for buses and trains;
- Regulating penalty fees to deter fare evasion; and
- Advising the Minister for Transport on public transport matters.

## Milestones for FY 2020/2021



\* Union Internationale des Transports Publics (UITP)

# Council Members



**MR RICHARD MAGNUS**  
Chairman



**MR TAN KIM HONG**  
Chief Executive



**MR ABDULLAH SHAFIE BIN MOHAMED SIDIK**  
Honorary Chairman,  
Siglap South Community Centre  
and District Councillor,  
South East CDC



**MR ADRIAN CHUA**  
Deputy Secretary (Industry),  
Ministry of Trade and Industry



**MS ANNE CHUA TAI HUA**  
Chief Financial Officer,  
Daiva House Asset  
Management Asia Pte Ltd



**MS CHUA LEE HOONG**  
Senior Director, Resilience  
Policy and Research Centre,  
and Senior Director, National  
Security Research Centre,  
Prime Minister's Office



**MR FANG CHIN POH**  
General Secretary,  
National Transport Workers'  
Union\*



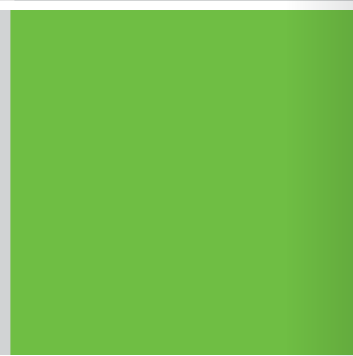
**DR KWOH CHEE KEONG**  
Chairman, Keat Hong  
Citizens' Consultative  
Committee



**MS LEE HUAY LENG**  
Head, Chinese Media Group,  
Singapore Press Holdings



**MR LIM BOK NGAM**  
Retired Public Servant  
Former Deputy Chief Executive,  
Land Transport Authority



**MR LIM BOON WEE**  
Deputy Secretary  
(Services),  
Ministry of Education



**DR LYNETTE CHEAH**  
Associate Professor,  
Engineering Systems,  
Singapore University of  
Technology and Design



**MS NADIA AHMAD SAMDIN**  
Associate Director,  
TSMP Law Corporation  
Advisor, Ang Mo Kio GRC  
Grassroots Organisation  
Member of Parliament,  
Ang Mo Kio GRC \*\*



**ASSOCIATE PROFESSOR PATRICIA TAN MUI SIANG**  
Head of the Division of  
Accounting, Nanyang  
Business School,  
Nanyang Technological  
University



**MS RAHAYU MAHZAM**  
Parliamentary Secretary,  
Ministry of Communications  
and Information &  
Ministry of Health\*\*\*



**MR THUVINDER SINGH S/O BACHAN SINGH**  
NTUC Central Committee  
Member  
General Secretary, Union  
of Telecoms Employees of  
Singapore



**ASSOCIATE PROFESSOR VINCENT CHUA CHENG HUAT**  
Office of the President,  
Singapore University of  
Social Sciences



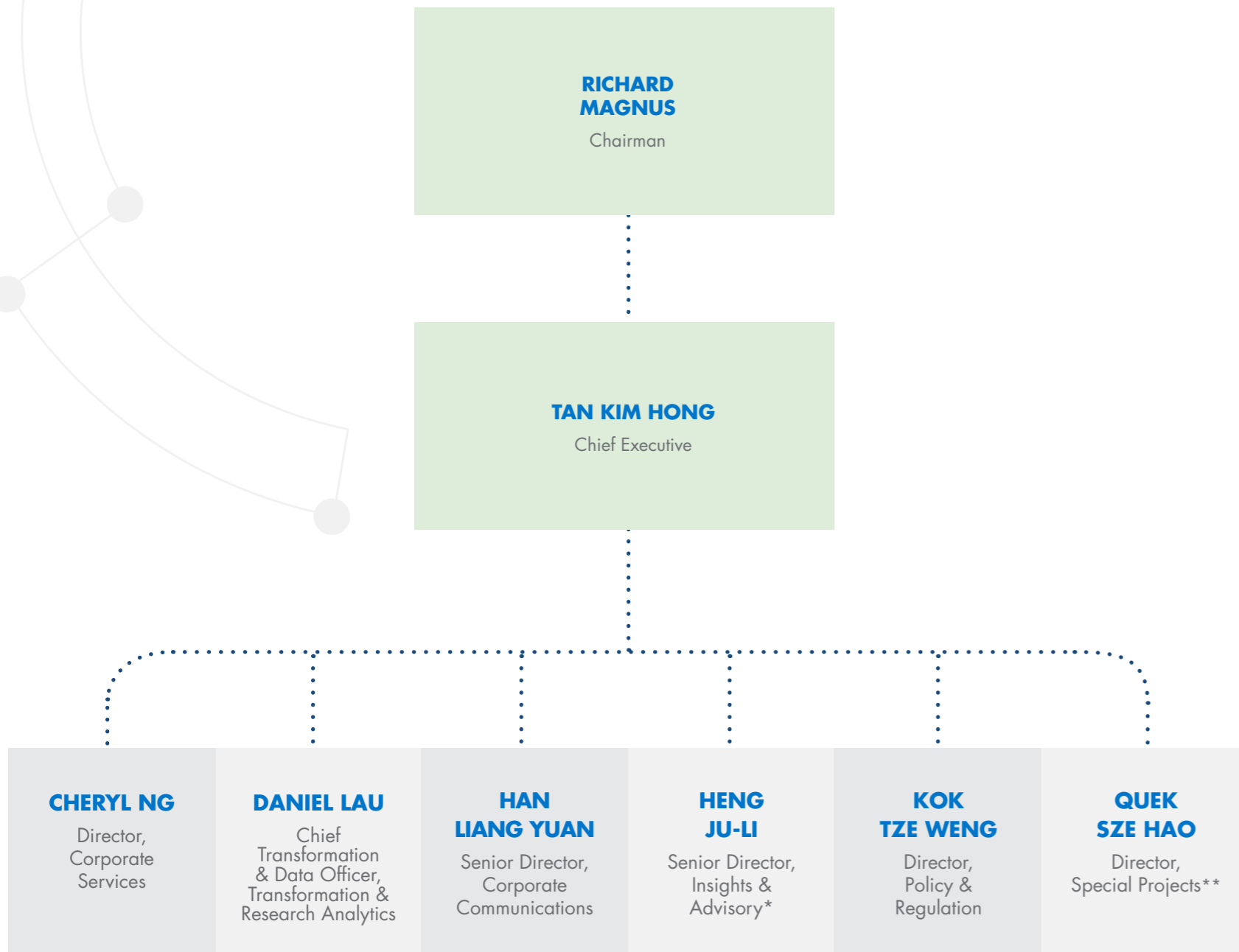
**MR YEO TECK GUAN**  
Senior Group Director,  
Public Transport, Land Transport  
Authority



\* Relinquishes post at NTWU on 16 September 2021, remains in PTC Council.  
\*\* Council member from 26 October 2020  
\*\*\* Council member from 1 May 2019 till 31 August 2020. Ms Rahayu is serving as Parliamentary Secretary in the Ministry of Health since 1 September 2020 and Ministry of Communications and Information since 15 May 2021.



# Organisational Structure



\* Senior Director from 1 August 2021

\*\* From 15 March 2021

# Joint Message from Chairman, Mr Richard Magnus and Chief Executive, Mr Tan Kim Hong

Unprecedented. Challenging. Uncertain. These are some of the words used to describe 2020.

At the Public Transport Council (PTC), we believe in being – Adaptable, Committed and Resilient. The world has been fighting a global pandemic, but our dedication towards ensuring affordable fares and better rides never faltered. In fact, it gave us new impetus to be nimble, and to look for innovative ways to continue working with commuters, transport operators and government agencies to enhance the commuting experience.



**MR RICHARD MAGNUS**  
Chairman

**MR TAN KIM HONG**  
Chief Executive

## ADAPTING TO THE NEW NORMAL

One of the key decisions we made in 2020 was to not have any change to public transport fares for commuters, despite rising costs for operators and a drastic fall in commuter ridership during the pandemic. We understand that COVID-19 had hit Singaporeans hard, so despite a maximum fare adjustment quantum of 4.4%, we decided against an increase in fares. In addition, we also announced that PTC will conduct a mid-term review of the Network Capacity Factor (NCF) component given the sharp and sustained drop in ridership due to the pandemic. This marked the first time a mid-term review was conducted on our fare adjustment formula due to exceptional circumstances.





## Joint Message

from Chairman, Mr Richard Magnus and  
Chief Executive, Mr Tan Kim Hong (Con't)

To help the public transport operators manage rising operating costs, the Government continued to work closely with them on measures to ensure that the public transport system remains sustainable, while looking out for low income families and subsidising their fares in the form of Public Transport Vouchers.

Another key shift we made was in the way we carried out our research and surveys, and organised Focus Group Discussions (FGDs), to better understand the commuting experiences of our commuters and the views of other stakeholders in the transport sector.

PTC's annual surveys, the Public Transport Customer Satisfaction Survey (PTCSS) and Point-to-Point Customer Satisfaction Survey (PCSS) were conducted online in the past year due to safe distancing guidelines. We are grateful for our public transport and Point-to-Point (P2P) operators' support in our attempt to introduce digital methods to reach out to commuters for views, which not only ensured that their sentiments continued to be heard, but also enabled their

voices to be heard in a safer, and more convenient way.

This financial year also saw us switching to different online platforms when engaging with our commuters. PTC conducted a variety of engagement sessions on the WhatsApp and Zoom platforms, including 47 FGDs and 17 interview sessions, to better understand our commuters' experience.

### COMMITMENT TO BETTER RIDES

The commitment to ensure better rides for our commuters is omnipresent in all we do. The P2P industry, comprising taxis and private hire cars, is one example. A new P2P regulatory framework policy was introduced last year to provide better protection for both P2P commuters and drivers. Under the new P2P regulatory framework, the requirement for taxi operators to ensure that fares are transparent and clearly communicated was extended to all P2P operators. This will enable commuters to continue to be able to make an informed choice of commute based on their needs.

On top of that, the new framework also saw PTC expand our role of enforcing against fare evasion and overcharging, from street-hail services to cover trips booked through licensed ride-hail service operators, to better safeguard the interests of P2P drivers and commuters. In the past financial year, PTC has been leveraging technology to improve processes and provide insights on the data behind fare evasion. A Robotic Process Automation (RPA) system was introduced in PTC's penalty fee process, and we are proud to share that the efforts to streamline processes in the public transport industry was recognised with a Minister's Innovation Award in March this year.

Furthermore, PTC conducted two new academic studies in 2020 to understand specific topics in public transport. They are a study about seniors who take public transport that was undertaken with the Singapore University of Social Sciences (SUSS), as well as a study about commuters' views on the use of Autonomous Vehicles (AV) in public transport that was jointly conducted with the Singapore University of Technology and Design (SUTD). Insights gathered from

both studies allow PTC to advise the Minister for Transport on policy development, service design, delivery needs and expectations from citizens, supporting our mission to constantly ensure better rides for all.

### BUILDING A RESILIENT CULTURE OF CARE

While the public transport hardware undergoes expansions and improvements, we at PTC also want to focus on the "heart ware", as a resilient mind and a caring heart are crucial elements to move our public transport culture forward especially in times of crisis.

In the past year, PTC worked with students at the National University of Singapore, who saw much potential in encouraging a culture of care at Kent Ridge MRT station and designed an appreciation wall for frontline workers at the station. The wall was launched by then Minister for Transport Mr Ong Ye Kung in August 2020. As part of showing care to frontline workers working in the vicinity,





the public submitted notes of encouragement online and the students would then pin them up on a large mural wall at the MRT station. These initiatives are heartening to all of us at PTC and we are glad to see the next generation take the initiative to foster a culture of care.

Together with the Caring SG Commuters Committee and our public transport operators, PTC also launched two new Heart Zones in the past financial year; Heart Zone @ Jurong East Bus Interchange and Heart Zone @ Kent Ridge. We also started to explore working with schools on the design of the Heart Zones to involve the younger generation in the move towards showing more care and consideration for vulnerable commuters on public transport, such as through Heart Zone @ Jurong East Bus Interchange. We hope that these Heart Zones will encourage more commuters to help fellow commuters that may need help heading to and from Ng Teng Fong General Hospital and National University Hospital.

Stories of care on public transport continued to pour in over the past year. Despite the pandemic, commuters continued to treat fellow commuters with care, which reflected the spirit of Singaporeans and their willingness to help one another despite uncertain times. Many of these stories were shared with us over digital means, on the new Caring SG Commuters Portal that was introduced in September 2020, as well as the Caring SG Commuters Facebook and Instagram accounts which were set up alongside the portal to encourage engagement and interactions between commuters and the Caring SG Commuters Committee.

Out of the stories shared, eight individuals won the Caring Commuter Award. In its second year, the Caring Commuter Award continues to recognise commuters who have gone out of the way to show care for fellow commuters, at an award ceremony held in conjunction with the Singapore Kindness Movement. Some of these heartwarming stories include a commuter who helped a child reunite with the mother, and a commuter who volunteers at Heart Zones to readily assist anyone who may be in need while on their commute.

## APPRECIATION

These stories keep us encouraged and motivated to continue working towards building a caring public transport system for all of you. Commuters like you are at the heart of why we do what we do.

In the spirit of appreciation, we would also like to put on record our appreciation to Ms Rahayu Mahzam, who has stepped down from PTC's Council, for her contributions in co-chairing the Research sub-committee, as well as being one of the judges for the Caring Commuter Award. We wish her well.

We also like to welcome into the Council, Ms Nadia Ahmad Samdin, Associate Director of TSMP Law Corporation and Member of Parliament for Ang Mo Kio GRC. We are confident that she will be an asset to the Council, with her experience and expertise.

## LOOKING AHEAD

We have braved the storm through a year with the global pandemic, and while the storm has not eased, we wish to thank our Council, our staff, and all our stakeholders, including our public transport operators and commuters, for working with us to make sure that we can continue to ensure better rides. This is a journey that has not ended, but we have faith that, together, we can create a better public transport system for all.

”

  
**Richard Magnus**  
 Chairman, PTC

  
**Tan Kim Hong**  
 Chief Executive, PTC





# ADAPTING TO THE NEW NORMAL

2020 was an unforgettable year, with the COVID-19 outbreak turning into a pandemic. Singaporeans faced many challenges including those to their health, livelihoods, and their ability to commute safely.



# Our Commuters



One of Public Transport Council's roles is to ensure a sustainable and affordable public transport system for our commuters. A fare adjustment formula guides us to determine the maximum allowable fare adjustment. This caps the adjustment and ensures that public transport operators do not pass all costs to commuters to bear. PTC also works on ways to assist those most affected, especially concession groups and financially needy commuters.

In 2020, the Council made the decision to roll over the maximum fare adjustment of 4.4% based on the formula, and not grant any fare increase for 2020 to help commuters mitigate the impact of COVID-19 and the economic downturn. Commuters hence saw no change to their bus and train fares in 2020.

Our priority will be to safeguard commuters' interests, while ensuring a financially sustainable public transport system that continues to meet the needs of Singaporeans in the years to come.



Adhering to safe distancing measures, the outcome of the FRE was announced virtually, a deviation from the usual press conference held in the office.

**NO CHANGE TO BUS AND TRAIN FARES**

**WORKING ADULT**  
Fred has been taking the MRT to get to his office. He takes the train before 7.45am and gets a \$0.50 discount off his fare. He will see no change to his MRT fare.

**POLYTECHNIC STUDENT**  
Emily is a Polytechnic Student who takes the bus and MRT to class. She is entitled to student concessionary fares - discounts of up to 70% off adult fares. She will see no change to her student concessionary fare.

**SENIOR CITIZEN**  
Mary takes the bus to her neighbourhood market every morning. She pays senior citizen concessionary fares - discounts of up to 55% off adult fares. She will see no change to her bus fare.

**LOWER-WAGE WORKER**  
Robert is a lower-wage worker who relies on the bus and MRT for his daily travel. Being on the Workfare Transport Concession Scheme, he gets discounts of up to 25% off adult fares when travelling on public transport. He may also qualify for the Public Transport Voucher, and now has more time until 31 January 2021 to apply at his local community centre/club. He will see no change to his public transport fare.

**Public Transport Workers - keeping us safe during our commutes**

Despite the outbreak of COVID-19, our public transport workforce has continued to provide public transport service for our daily travel. They have also stepped up the cleaning regimes at bus interchanges and MRT stations as well as on buses and trains to ensure a safe journey for commuters.

**TRANSPORT AMBASSADOR**  
Kate took up the role as a Transport Ambassador to help keep commuters safe during their travel on public transport.

**BUS CAPTAIN**  
John has continued to drive the morning bus, starting work at around 4am and serving commuters from 5.30am, throughout this difficult period, even as many stayed home.

**RAILWAY MAINTENANCE STAFF**  
Henry works for the Railway Maintenance team and has been working tirelessly to keep the public transport system running smoothly throughout the pandemic.

**THANK YOU**

For more information on the Fare Review Exercise 2020, please visit [www.ptc.gov.sg](http://www.ptc.gov.sg).

Reassurance of our commitment to assist lower income families and commuters communicated through informative and well illustrated collaterals.

While PTC took a considered decision not to increase fares, we recognise that the pandemic has affected ridership. Whole-day ridership numbers fell by around 75% during the Circuit Breaker from April to June 2020. Notwithstanding this, public transport operators had continued to run trains and buses largely at pre-COVID-19 frequencies, to help commuters reach their destinations safely and smoothly. Public transport operators had also stepped up cleaning regimes. All these measures come at a significant cost to the public transport operators amidst the sharp drop in fare revenue.

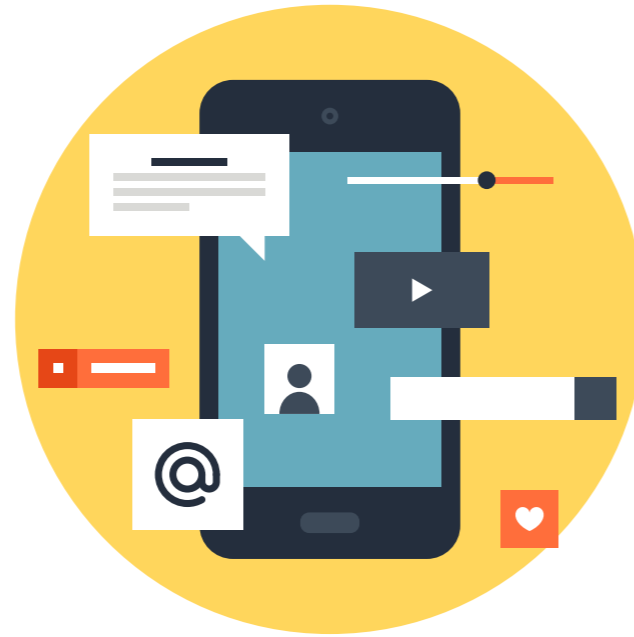
"The COVID-19 pandemic is an unprecedented crisis. We recognise the exceptional economic circumstances faced by Singaporeans and have decided to keep bus and train fares unchanged to help ease the financial burden on commuters during this challenging period. Beyond the immediate fare freeze for this year, we will also closely monitor how the COVID-19 crisis develops and its impact on Singaporeans. Our priority will be to safeguard commuters' interests, while ensuring a financially sustainable public transport system that continues to meet the needs of Singaporeans in the years to come," said Mr Richard Magnus, Chairman, Public Transport Council.



## STAYING COMMITTED TO LISTENING TO OUR COMMUTERS

To measure commuters' satisfaction with the public transport system, PTC conducts two annual customer satisfaction surveys: the Public Transport Customer Satisfaction Survey (PTCSS) which measures commuters' satisfaction with our public transport services, and the Point-to-Point Transport Services Customer Satisfaction Survey (PCSS) which looks at public sentiments on Point-to-Point (P2P) services.

In 2020, taking into account the ongoing pandemic, both surveys saw a change in format. The PTCSS, which had traditionally been conducted face-to-face by surveyors at public transport nodes, took on a digital format. QR codes were placed at MRT stations, bus interchanges and bus stops between early October and late November 2020, for commuters to participate in the self-administered survey online. This ensured that commuters could adhere to safe management measures, while still being equally able to voice their feedback about their levels of satisfaction with public transport. For PCSS, respondents shared their views online to minimise physical contact. The online survey was shared with taxi and private hire car (PHC) commuters via publicity in-app, in-vehicle, SMS, emailers, and social media posts.

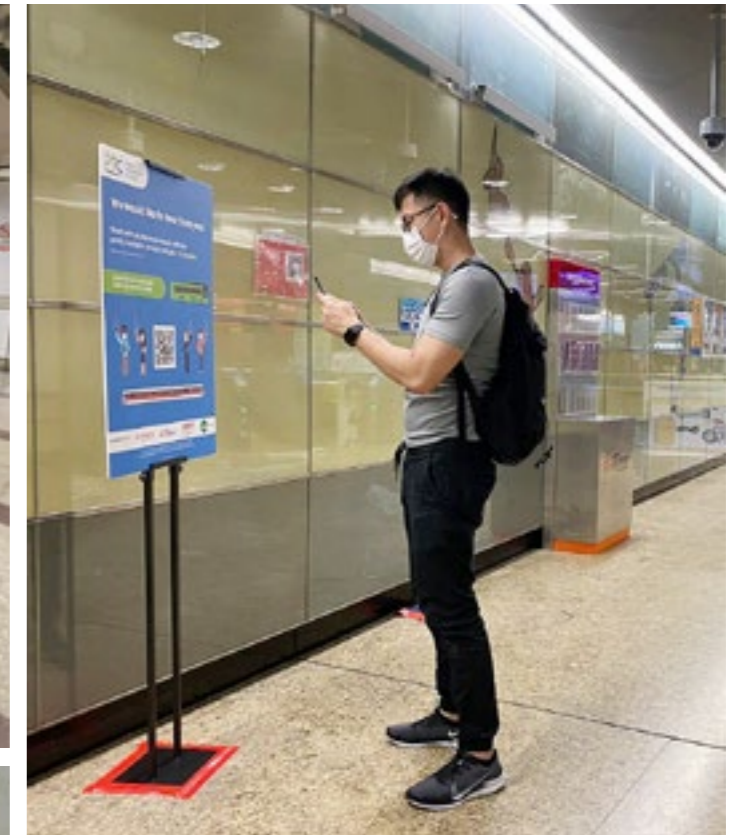


**We would like to hear from you.**  
**Share with us your experiences on point-to-point transport services and enjoy a \$5 voucher.**  
(For the first 1,500 respondents only)\*

**TAKE THE SURVEY NOW**

\*Terms and conditions apply. First 1,500 respondents will receive a \$5 NTJC voucher, or a \$5 ride credit (for those participating via ComfortDelgro and Grab apps only). For enquiries, please contact PTC at 6345 8020 or email [ptc\\_office@ptc.gov.sg](mailto:ptc_office@ptc.gov.sg).  
[www.ptc.gov.sg](http://www.ptc.gov.sg)

PTC and the P2P companies shared the link to the survey on social media platforms and apps for commuters to participate the survey.



Commuters were able to share their feedback by scanning the QR code on the posters placed at train stations and bus interchanges.



# Our Partnerships

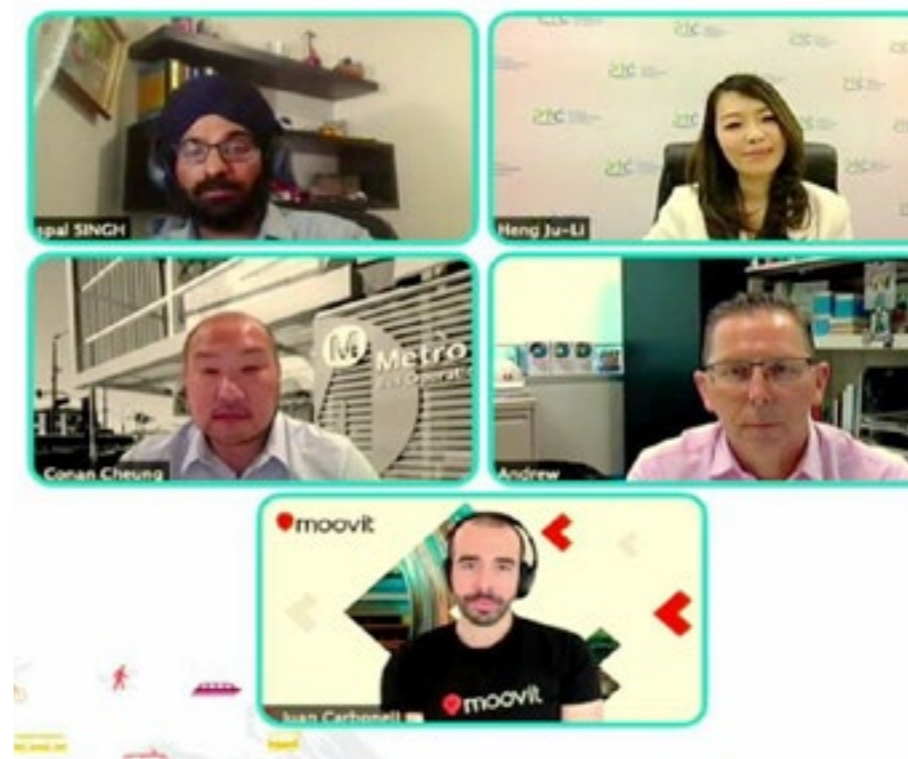
## STAYING CONNECTED REGIONALLY, GLOBALLY

PTC continues to participate actively in international fora, exchanging knowledge and experiences with our counterparts, even in these unprecedented times.

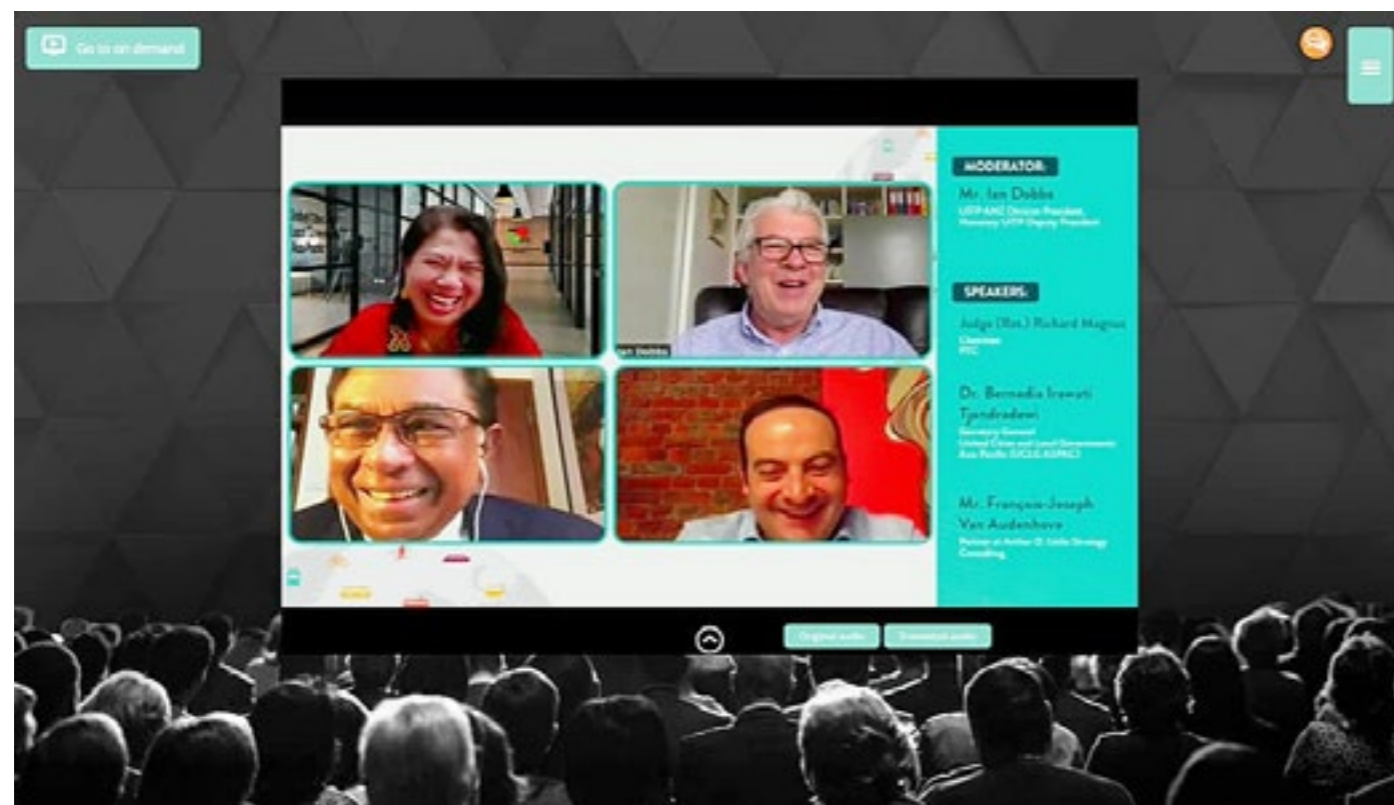
### UITP'S DIGITAL ASIA-PACIFIC CONFERENCE

At the 2020 UITP (Union Internationale des Transports Publics) digital Asia-Pacific Conference, PTC Chairman Mr Richard Magnus, shared insights on how Singapore's land transport has been impacted by COVID-19, as well as how the pandemic presented opportunities for transformation.

Mr Magnus also shared how Singapore is striving to make the land transport system more inclusive, and emphasised the importance of the collective effort among commuters, transport operators, and the Government. He underscored PTC's commitment to continuously listen to commuters' voices as the experience of commuters is important in shaping an inclusive and sustainable land transport system.



Ms Heng Ju-Li, PTC's Director of Insights & Advisory, sharing about Singapore's move towards a caring commuting culture, and how commuters can transform from customers to value contributors.



The UITP's digital Asia-Pacific Conference was held on 22-23 October 2020 via ZOOM.

At the same conference, Ms Heng Ju-Li, PTC's Director of Insights & Advisory, shared about Singapore's efforts to build a caring commuting culture, and how commuters can transform from customers to value contributors. She shared about the pilot projects that encouraged commuters to help bridge the gaps in the commuting experience of vulnerable commuters. These pilots aimed to encourage caring behaviour and improve public understanding of the needs of Singapore's diverse commuter profiles, which in turn, can help re-position public transport nodes as welcoming and caring spaces.

### UITP APAC ORGANISING AUTHORITIES PLATFORM

Established in 2017, the UITP Asia-Pacific Organising Authorities Platform (AP OAP) gathers transport authorities in the Asia-Pacific to facilitate the exchange of knowledge on urban public transport policies, operations, planning and technologies. Since its inception, PTC Chairman Mr Richard Magnus has served as the Chair of the Platform, working in collaboration with the UITP AP OAP to bring about better rides for commuters across AP. In October 2020, the Chairmanship baton was handed over to the Seoul Metropolitan Government's Deputy Mayor for City Transportation, Mr Boyoun Hwang.




PTC will continue to work closely with UITP AP OAP. This is especially relevant given that globally, public transport has been impacted significantly by the COVID-19 pandemic. In this regard, UITP has been playing an important role to facilitate the sharing of experiences between public transport authorities, to address the global challenges of restoring trust in public transport and to balance the financial sustainability of the public transport system.



## ENGAGING COMMUTERS: FGDS

PTC conducted a variety of engagement sessions on WhatsApp and Zoom platforms, including 47 FGDs and 17 interview sessions to better understand our commuters' travel experience.

As part of the work of the Caring SG Commuters Committee, PTC engaged 216 commuters over 36 FGDs for the past financial year. The participant profiles comprised:

-  Commuters in general (youth and adults),
-  Seniors (and some caregivers), and
-  Visually impaired commuters (and some caregivers).



While unable to meet face to face, PTC continues to play a key role in the international arena, exchanging knowledge and experiences with our counterparts, especially in these unprecedented times.



The PTC conducted a variety of engagement sessions on WhatsApp and ZOOM platforms, including 47 FGDs and 17 interview sessions to better understand our commuters' travel experience.



# Looking after our Staff & Council Members



Online staff bonding sessions during National Day 2020 and "It's TGIF" in October 2020.

## WORKING DIFFERENTLY: STAYING UNITED

With the implementation of Work-from-Home (WFH) measures and the temporary office closure in 2020, PTC remained fully operational online. To keep morale high during this period of uncertainty, PTC organised online staff bonding events. Through lunchtime talks and online games, staff were encouraged to interact with one another as an alternative to face-to-face interactions.

## MOVING TO OUR NEW HOME IN MTOWER

PTC has been working towards co-locating our different divisions under the same roof. An internal Reinstatement, Renovation and Relocation (RRR) Committee was set up to oversee the office relocation and the interior design of our new workplace. The RRR Committee had the challenge of not only ensuring an office design that would encourage collaboration, teamwork, green practices and staff well-being, but also creating a flexible space that adheres to safe management measures as we adapt to the new normal.

All the hard work was brought to fruition with our move to mTower in January 2021. With this move, our Penalty Fee division, which used to operate from a separate office at Sin Ming Road, is now located with the rest of the PTC family.

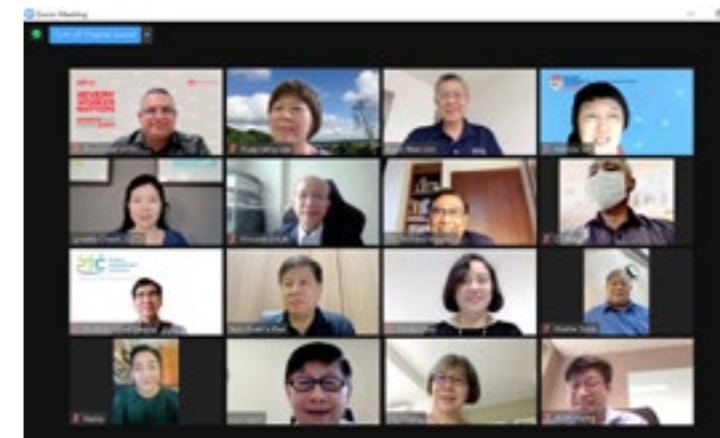


PTC's new premises boast of a design that would encourage collaboration, teamwork and staff well-being. The new space was also impressively optimised to adhere to COVID-19 measures, kudos to the determination, creativity and ingenuity of the RRR Committee.

The new office features additional meeting facilities and dedicated eating spaces for breaks. It also included green features like maximise daylighting, movement sensor activated light switches and light zoning to save energy. Some of the designs made with the current pandemic in mind included the office layout, contactless exit buttons at common entrances and a better video conferencing system to support the higher reliance on teleconferencing. Different spaces were made available to promote recycling, active living, healthier eating and staff mental well-being, such as the staff lounge area and a multi-purpose room for different staff needs.

## COUNCIL MEETINGS

PTC's regular Council Meetings were held using video conferencing tools to facilitate discussion. The Council members were very supportive of the transition and were equally prepared to take on this new form of meetings in the new normal. They were also able to continue to provide valuable guidance via digital resources.



Council members continued to conduct business using video conference tool.





# ENSURING BETTER RIDES FOR COMMUTERS

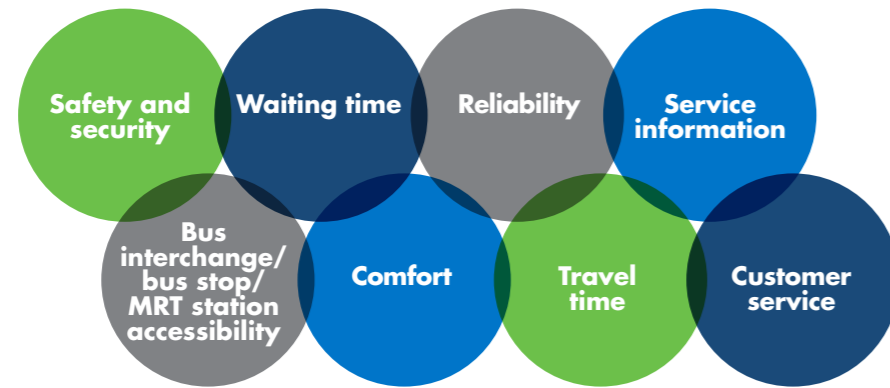
Engaging Commuters, Delivering a Better Commuting Experience



# Listening to Our Commuters

To continue understanding commuters' satisfaction with the public transport system, PTC conducts two annual customer satisfaction surveys – the Public Transport Customer Satisfaction Survey (PTCSS) which measures commuters' satisfaction with our public transport services, and the Point-to-Point Transport Services Customer Satisfaction Survey (PCSS) which looks at the sentiments with regard to P2P services.

The PTCSS 2020 was conducted from October to November. The key attributes surveyed include:



The survey results showed that commuters' satisfaction with public transport remained high in 2020.

## PTCSS SURVEY RESULTS

Commuter satisfaction with **public transport** in 2020 remains consistent with the past few years with a mean satisfaction score of **7.8** out of 10





The table below shows the three most important service attributes for public transport commuters.

MODE	MOST IMPORTANT SERVICE ATTRIBUTES	
	2019	2020
Public Transport	1. Reliability	1. Reliability
	2. Travel Time	2. Travel Time
	3. Comfort	3. Waiting Time
Bus	1. Travel Time	1. Reliability
	2. Safety/Security	2. Waiting Time
	3. Comfort	3. Travel Time
MRT	1. Reliability	1. Reliability
	2. Stop/Station Accessibility	2. Travel Time
	3. Comfort	3. Safety/Security

The PCSS 2020 was conducted in August. The key service attributes surveyed are:



The survey results showed that commuters were generally more satisfied with P2P services in 2020, compared to previous years. P2P services, on the whole, received a mean satisfaction score of 8.4 (out of 10) in 2020, up from 8.1 in 2019 and 7.9 in 2018.

Commuters' satisfaction with taxi services improved in 2020 with a mean satisfaction score of 8.5, compared to 8.1 in 2019. The mean satisfaction scores also improved across most service attributes measured through the survey, with service information and ride comfort seeing the biggest improvements. Meanwhile, PHC services also saw an improvement in commuters' mean satisfaction score, from 8.2 in 2019 to 8.3 in 2020. The mean satisfaction scores for service attributes such as ease of booking, service information and ride comfort increased, while the score for waiting time dropped slightly to 7.8 in 2020, from 8.0 in 2019. Scores for other PHC service attributes measured through the survey remained consistent between 2019 and 2020.

## PCSS SURVEY RESULTS

Commuter gave **taxi services** a mean satisfaction score of **8.5** and **private hire car services** with a mean satisfaction score of **8.3** in 2020.







# Engaging Commuters, Delivering a Better Commuting Experience

## COMMUTERS' SAY: AUTONOMOUS VEHICLES FOR PUBLIC TRANSPORT

In Singapore's drive to be a smart nation, digital technology will be employed to grow the economy and improve the delivery of government services. One such project is the development of autonomous vehicles (AVs).

PTC, together with the Singapore University of Technology and Design, embarked on a study from September 2020 to May 2021 to gather commuters' views on the use of AVs in public transport. As public acceptability of AVs will be key in determining the success of implementation, the insights gathered from the survey will be used to guide policy development, communication strategies, service design and delivery, when the Government reviews the use of AVs as a public transport option.

To supplement the survey, PTC developed an online publicity campaign on PTC's website and social media channels to improve awareness and engagement. The online campaign achieved more than 3.8 million impressions and about 45,000 clicks to the survey.



## RESEARCH ON EXPERIENCES OF SENIORS ON PUBLIC TRANSPORT

In line with our continual efforts to develop a socially inclusive public transport system, PTC commissioned the Singapore University of Social Sciences to conduct a study on the travel experiences of seniors on public transport in Singapore. The research adopted a qualitative approach to understand the travel behaviour and preferences of seniors aged 60 years and above. Data was gathered through travel diaries, go-along interviews, FGDs, and a survey. The research offered insights on the diverse mobility needs of seniors that will facilitate a senior-friendly public transport system.



Council members and staff visited the Bulim Bus Depot on 15 December 2020 to better understand the financial and operational aspects of deploying fully electric public buses.

## VISIT TO BULIM BUS DEPOT: UNDERSTANDING THE USE OF ELECTRIC VEHICLES

Bulim Bus Depot hosted PTC's Council Members and staff on 15 December 2020. The visit, which came after the deployment of the first fleet of fully electric double-decker buses in October 2020, provided a better understanding into the financial and operational aspects of such a deployment. Through this visit, our Council Members and staff were able to learn about the features of the new electric buses, its operations and the long-term plan to deploy electric buses on our roads.



## PROMOTING A CARING, WELCOMING AND INCLUSIVE COMMUTING CULTURE

The Caring SG Commuters Committee was formed in January 2020 to partner commuters and the community to transform Singapore's public transport system into one that is more caring, welcoming and inclusive. The committee is chaired by Mr Richard Magnus, PTC's Chairman, and comprises key industry players, as well as the relevant government agencies.



The Caring Commuters Award recipients received their awards from then-Minister for Transport, Mr Ong Ye Kung at the ceremony held at the LTA Auditorium on 27 January 2021.

### THE CARING COMMUTER AWARD

The Caring SG Commuters Committee organises an annual Caring Commuter Award to recognise and celebrate everyday heroes on public transport who have made a positive impact with acts of care to others in need during their daily commutes.

In 2020, eight Caring Commuters received recognition for their acts of care on public transport at the Kindness Awards – Transport Gold award ceremony; an increase from the five winners the year before. The 21st Kindness Awards - Transport Gold also recognised a record number of 530 service staff in the Transport Industry, for going the extra mile in their work to help others in need. Then Minister for Transport, Mr Ong Ye Kung was the Guest of Honour for the event, which was held at the LTA Auditorium on 27 January 2021.

## CELEBRATING OUR EVERYDAY HEROES ON PUBLIC TRANSPORT

### MR CLEMENT TAN ZHI HAO, FINANCIAL CONSULTANT AND MR MUHAMMAD MU'TASIM BIN KASSIM, UNDERGRADUATE



Mr Clement Tan Zhi Hao and Mr Muhammad Mu'tasim bin Kassim were waiting separately at the same bus stop when they saw a commuter having an altercation with the bus captain in a stationery bus. Both not only called the police, but also assisted in subduing the unruly commuter until the police arrived. The timely actions of Mr Tan and Mr Mu'tasim helped to prevent further harm to the bus captain and the other commuters.

### DR LEE JING KUN, DOCTOR



Ms Chew Jing Si and Ms Chin Li Lin noticed a commuter slumping onto another on the train. Unable to wake him up, some commuters helped to carry him off the train so that the two nurses could perform CPR on him. As the man regained consciousness, Dr Lee Jing Kun who was on the platform stepped forward to assess the man's condition. He noticed that he was displaying signs of a seizure, and worked with the nurses to support the man when he was undergoing seizures. Through their proactive and quick-thinking actions, the three medical staff helped to save this commuter's life.

### MR RYAN CH'NG WEI HAN, UNDERGRADUATE



Mr Ryan Ch'ng Wei Han was on his way out of campus when he received notification about a Circle Line disruption. As he manages a Telegram channel which provides updates on the internal campus shuttle bus service, he immediately broadcasted updates on the disruption and advised on alternative bus routes. He also stationed himself at public transport nodes in the area to personally guide other commuters. His timely intervention allowed commuters to continue their journeys during a train service disruption.

### MS SITI RAFA'AH OMER, PUBLIC OFFICER



Ms Siti Rafe'ah Omer would wait at the Heart Zone @ Outram Park to render assistance to commuters on her days off and free time. One day, a lady in her late twenties who was hyperventilating approached Ms Rafe'ah for help. She hailed a taxi for the lady as she was unable to walk safely, and accompanied her to Outram Polyclinic where Ms Rafe'ah ensured that the lady received immediate and adequate medical attention.

### MS UVARANI D/O GOVINDARAJOO, FULL-TIME HOME TUTOR



Ms Uvarani D/O Govindarajoo was onboard a train when she noticed a mother being separated from her baby who was in a pram by the closing door. As the train pulled away, Ms Uvarani used the intercom to alert the station staff about the incident and alighted at the next station with the pram. The mother, accompanied by another station staff, arrived shortly and was reunited with her child.



## SETTING UP OF A CARING SG COMMUTERS PORTAL AND RELATED SOCIAL MEDIA PAGE

PTC, on behalf of the Caring SG Commuters Committee, introduced an online portal in September 2020 ([caringcommuters.gov.sg](http://caringcommuters.gov.sg)), to provide commuters a platform to share inspiring stories of care that they have witnessed or received during their commutes. Accounts on Facebook and Instagram were also set up to increase engagement with commuters and the community.



## FOSTERING A CARING COMMUTING CULTURE

### Appreciation wall at Kent Ridge MRT

Then Minister for Transport, Mr Ong Ye Kung, unveiled the new Kent Ridge Appreciation Wall at Kent Ridge MRT station in a virtual event on 29 August 2020. Created by students from the National University of Singapore Students' Union (NUSSU), in partnership with the Caring SG Commuters Committee, the appreciation wall served as a convenient platform for commuters to pen messages of appreciation to frontline workers, including public transport and healthcare workers, for their contributions during the COVID-19 outbreak.

Mr Shaun Tan, internal vice-president of NUSSU, said during the event that NUSSU "...wanted to work with the Public Transport Council to see how we can create this caring culture towards our front-line heroes, not only amongst our students but amongst public commuters as well."



The Appreciation wall at Kent Ridge MRT station.

During the event, Minister Ong also participated in a virtual discussion with the students, as well as the public transport workers and staff from the National University Hospital who had earlier received our care packs filled with hand sanitisers, F&B vouchers and light snacks.

### Working with SPS Baey Yam Keng to champion Caring SG Commuters movement

On 22 February 2021, Senior Parliamentary Secretary, Ministry of Transport, Mr Baey Yam Keng surprised commuters by greeting commuters warmly over the train intercom, from the train captain's cabin, in English and Mandarin. In his message, he wished commuters a happy Chinese New Year and reminded them to look out for other commuters.



Senior Parliamentary Secretary for the Ministry of Transport Mr Baey Yam Keng surprises commuters by boarding and sending commuters Chinese New Year greetings.  
Photo Credit: Baey Yam Keng (Facebook)

### Heart Zones

Two new Heart Zones were launched at Jurong East Bus Interchange and Kent Ridge MRT Station in January 2021 and February 2021 respectively. Heart Zones are designated areas at public transport nodes where commuters who require assistance can connect with fellow commuters who are willing to help. Launched in 2017, Heart Zone is part of a wider initiative by PTC, LTA and public transport operators to instil a more caring commuting culture.

To ensure a strong and consistent look and feel across all Heart Zones so that commuters can easily identify and locate them, PTC developed a conceptualisation guide.



Heart Zones were launched as an initiative by PTC, LTA and public transport operators to instil and promote a more caring commuting culture.



## PROTECTING COMMUTERS AND PUBLIC TRANSPORT PROVIDERS

### REGULATING FARE STRUCTURE OF P2P SERVICES

Under the new Point-to-Point (P2P) regulatory framework implemented in October 2020, the requirement of a standardised fare structure for street-hail services is extended to metered ride-hail services. For fixed-fare ride-hail services, operators are required to clearly state the fare that will be charged for the trip to commuters at the point of booking, and publish the quantum for any additional fees or charges that may be levied (e.g. fee for unplanned additional stops).

These requirements ensure that P2P fares are transparent and clearly communicated to help commuters make informed choices that best suit their needs from the available options.

The new P2P regulatory framework will also extend the regulations against fare evasion and overcharging from street-hail services to cover trips booked through licensed ride-hail service operators. This will better safeguard the interests of drivers and commuters.



The P2P regulatory framework will enable PTC to enforce against fare evasion and overcharging by drivers.

### REGULATING FARE PRICING POLICIES FOR NON-PUBLIC BUSES

To protect commuters' interest in the area of non-public buses, PTC requires non-public bus service operators to submit their fare pricing policies for approval before implementation. In line with Singapore's Smart Nation drive, bus operators are able to submit a single application to PTC for fare pricing and LTA for licence issuance via GoBusiness Licensing portal since February 2020.

### REGULATING TICKET PAYMENT SERVICES

Most daily public transport trips are made using contactless CEPAS cards, which include EZ-Link and NETS Flashpay cards. To protect commuters' interest, PTC regulates matters related to fees and charges of these cards, including top-ups and refunds.

To provide commuters with more fare payment options, SimplyGo was launched in April 2019 to enable commuters to pay their public transport fares using their Mastercard, Visa, or NETS Tap contactless bankcards or mobile wallets. Following this, in September 2020, the Land Transport Authority launched a pilot programme to expand SimplyGo to include adult EZ-Link CEPAS cards.



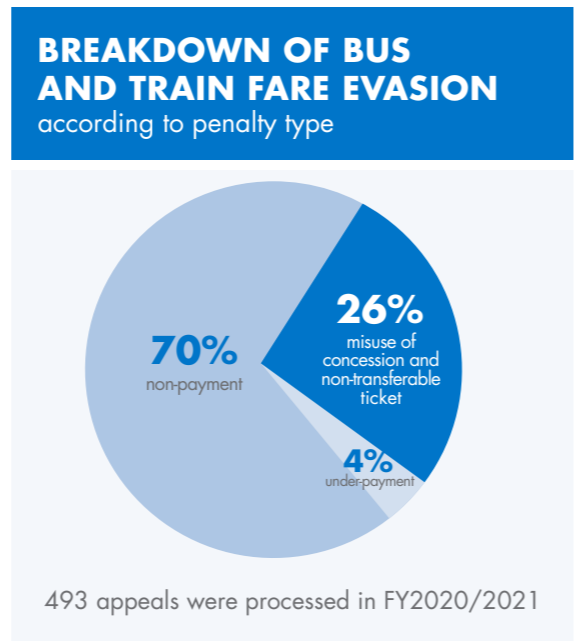
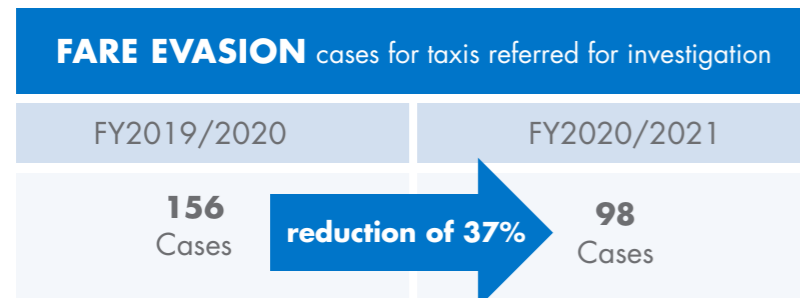
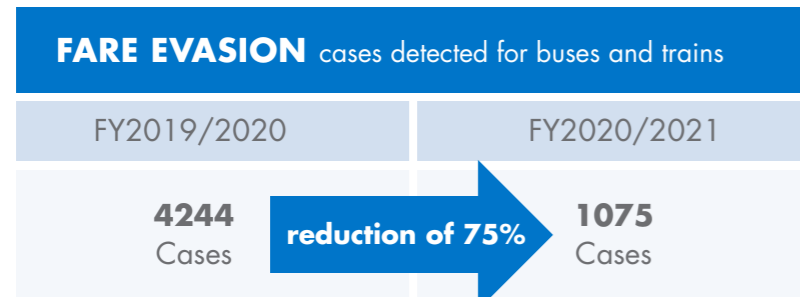
- Most daily public transport trips are made using contactless CEPAS cards, which include EZ-Link and NETS Flashpay. To protect commuters' interest, PTC regulates matters related to fees and charges of these cards, including top-ups and refunds.



## REPORT AND KEY STATISTICS ON FARE EVASION IN 2020

Fare evasion has a significant impact on the financial sustainability of our transport system over the long term. To safeguard the interest of the industry and commuters who pay the correct fares, PTC has put in place a penalty fee regime to deter fare evasion on our transport system since 2008. Under the regime, a penalty fee will be imposed on commuters found not paying the appropriate fares.

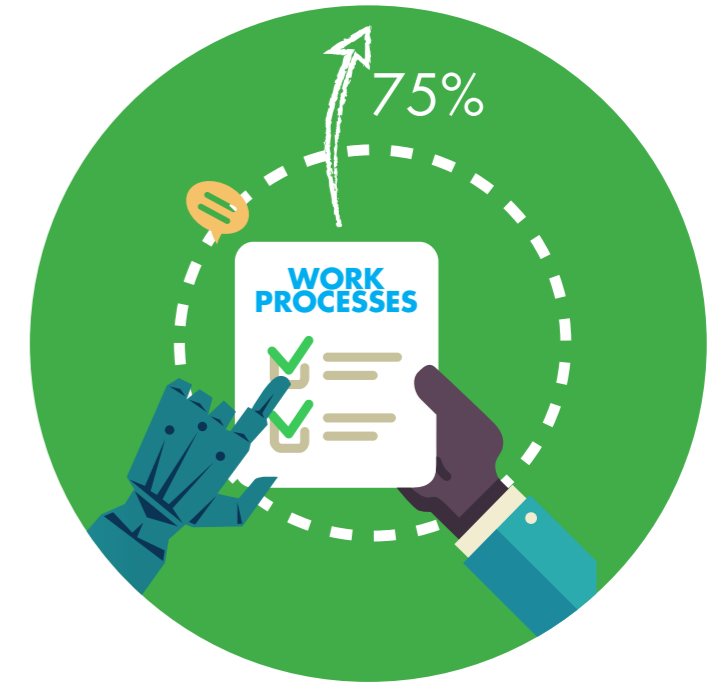
With the pandemic, daily public transport ridership declined sharply, and fewer commuters were found not paying the appropriate fares.



## AUTOMATION OF PENALTY FEE PROCESSES

As part of PTC's transformation journey to optimise processes, the penalty fee appeal case management process was redesigned for automation to improve productivity and customer service delivery with a shorter turnaround time. To meet these objectives while working within a keenly resource-constrained environment, the cross-functional team adopted a Robotic Process Automation (RPA) tool which is well suited for this task.

With the implementation of RPA, work processes have since been streamlined, resulting in the reduction in total time taken to perform similar work by 75%. This has led to a timelier response to appellants.



## AWARD FOR INNOVATION

PTC won the Minister's Innovation Award in March 2021 under the merit category for its process improvement project using RPA. This award is presented by the Ministry of Transport to recognise initiatives within the transport sector. PTC was commended for its efforts in leveraging technology to improve service delivery. In the transformation process, the cross-functional team has put together an effective solution for appeal case management.



PTC staff, Regine Lim receiving the Minister's Innovation Award from then Minister of Transport Ong Ye Kung for the automation of penalty fee processes.





# FINANCIAL STATEMENTS

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# Financial Statements

## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

## STATEMENT BY THE MEMBERS OF PUBLIC TRANSPORT COUNCIL

For the financial year ended 31 March 2021

In our opinion,

- (a) the accompanying financial statements of the Public Transport Council (hereafter to be called "Council") as set out on pages 49 to 84 are properly drawn up in accordance with the provisions of the Public Sector (Governance) Act 2018, Act 5 of 2018 (the "Public Sector (Governance) Act"), the Public Transport Council Act, Chapter 259B (the "Act") and Statutory Board Financial Reporting Standards ("SB-FRSs"), so as to present fairly, in all material respects, the financial position of the Council as at **31 March 2021** and the results, changes in equity and cash flows of the Council for the financial year then ended;
- (b) the receipts, expenditure, investment of moneys and the acquisition and disposal of assets by the Council during the financial year have been, in all material respects, in accordance with the provisions of the Public Sector (Governance) Act and the Act; and
- (c) proper accounting and other records have been kept, including records of all assets of the Council whether purchased, donated or otherwise.

On behalf of the Council,



Richard Magnus  
Chairman

Singapore

Date: 25 June 2021



Tan Kim Hong  
Chief Executive

## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

For the financial year ended 31 March 2021

### REPORT ON THE AUDIT OF THE FINANCIAL STATEMENTS

#### Opinion

We have audited the financial statements of the Public Transport Council (the "Council") which comprise the statement of financial position as at **31 March 2021**, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the financial year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements are properly drawn up in accordance with the provisions of the Public Sector (Governance) Act 2018, Act 5 of 2018 (the "Public Sector (Governance) Act"), the Public Transport Council Act, Chapter 259B (the "Act") and Statutory Board Financial Reporting Standards ("SB-FRSs") so as to present fairly, in all material respects, the state of affairs of the Council as at **31 March 2021** and the results, changes in equity and cash flows of the Council for the year ended on that date.

#### Basis for Opinion

We conducted our audit in accordance with Singapore Standards on Auditing ("SSAs"). Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Council in accordance with the Accounting and Corporate Regulatory Authority ("ACRA") *Code of Professional Conduct and Ethics for Public Accountants and Accounting Entities* ("ACRA Code") together with the ethical requirements that are relevant to our audit of the financial statements in Singapore, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the ACRA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Other Matter

The financial statements of the Council for the year ended 31 March 2020 were audited by another firm of auditors who expressed an unmodified opinion on those statements on 13 August 2020.

#### Other Information

Management is responsible for other information. The other information comprises the Statement by the Members of Public Transport Council set out on page 1.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.



## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)  
For the financial year ended 31 March 2021

### *Responsibilities of Management and Those Charged with Governance for the Financial Statements*

Management is responsible for the preparation and fair presentation of the financial statements in accordance with the provisions of the Public Sector (Governance) Act, the Act and SB-FRSs, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

A statutory board is constituted based on its constitutional act and its dissolution requires Parliament's approval. In preparing the financial statements, management is responsible for assessing the Council's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless there is intention to wind up the Council or for the Council to cease operations.

Those charged with governance are responsible for overseeing the Council's financial reporting process.

### *Auditor's Responsibilities for the Audit of the Financial Statements*

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with SSAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with SSAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Council's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.

## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)  
For the financial year ended 31 March 2021

### *Auditor's Responsibilities for the Audit of the Financial Statements (Continued)*

- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Council's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Council to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

### *Report on Other Legal and Regulatory Requirement*

#### *Opinion*

In our opinion:

- (a) the receipts, expenditure, investment of moneys and the acquisition and disposal of assets by the Council during the financial year are, in all material respects, in accordance with the provisions of the Public Sector (Governance) Act, the Act and the requirements of any other written law applicable to moneys of or managed by the Council; and
- (b) proper accounting and other records have been kept, including records of all assets of the Council whether purchased, donated or otherwise.

#### *Basis for Opinion*

We conducted our audit in accordance with SSAs. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Compliance Audit* section of our report. We are independent of the Council in accordance with the ACRA Code together with the ethical requirements that are relevant to our audit of the financial statements in Singapore, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the ACRA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion on management's compliance.



## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

For the financial year ended 31 March 2021

### Responsibilities of Management for Compliance with Legal and Regulatory Requirements

Management is responsible for ensuring that the receipts, expenditure, investment of moneys and the acquisition and disposal of assets, are in accordance with the provisions of the Public Sector (Governance) Act, the Act and the requirements of any other written law applicable to moneys of or managed by the Council. This responsibility includes implementing accounting and internal controls as management determines are necessary to enable compliance with the provisions of the Act.

### Auditor's Responsibilities for the Compliance Audit

Our responsibility is to express an opinion on management's compliance based on our audit of the financial statements. We planned and performed the compliance audit to obtain reasonable assurance about whether the receipts, expenditure, investment of moneys and the acquisition and disposal of assets, are in accordance with the provisions of the Public Sector (Governance) Act, the Act and the requirements of any other written law applicable to moneys of or managed by the Council.

Our compliance audit includes obtaining an understanding of the internal control relevant to the receipts, expenditure, investment of moneys and the acquisition and disposal of assets; and assessing the risks of material misstatement of the financial statements from non-compliance, if any, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Because of the inherent limitations in any accounting and internal control system, non-compliances may nevertheless occur and not be detected.

**Audit Alliance LLP**

Public Accountants and Chartered Accountants

Singapore

Date: 25 June 2021

## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

## STATEMENT OF COMPREHENSIVE INCOME

For the financial year ended 31 March 2021

	Note	2020/2021 S\$	2019/2020 S\$
<b>Revenue</b>			
Penalty fee		29,050	101,600
Interest income		16,045	5,444
Others		6,229	1,000
Rental Income		36,351	-
	4	87,675	108,044
<b>Less: Expenditure</b>			
Council members' allowance		106,388	107,269
Depreciation of property, plant and equipment	6	440,030	343,329
Entertainment and refreshments		643	7,672
Finance cost	5	24,783	15,164
General administration		105,121	41,083
IT expenditure/maintenance		1,414,831	861,060
Loss on disposal of fixed assets		42,365	-
Others		59,037	58,910
Publicity		443,311	223,858
Professional fees		65,198	53,431
Staff costs			
- Salaries, allowances and benefits		4,557,686	4,451,925
- Central Provident Fund contributions		600,377	571,332
Staff training		85,200	192,871
Survey and research fee		769,976	723,359
Transport		2,919	15,388
Total operating expenses		8,717,865	7,666,651
Operating deficit before government grants and contributions to consolidated fund		(8,630,190)	(7,558,607)
<b>Grants</b>			
Operating grants	8	8,835,587	8,034,979
Deferred capital grant amortised	13	9,870	37,090
Surplus for the financial year before statutory contributions to consolidated fund		215,267	513,462
Statutory contributions to consolidated fund	11	(36,595)	(84,553)
<b>Surplus for the year, representing to total comprehensive income for the financial year</b>		<b>178,672</b>	<b>428,909</b>

The accompanying notes form an integral part of these financial statements.



## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### STATEMENT OF FINANCIAL POSITION

As at 31 March 2021

	Note	2020/2021 S\$	2019/2020 S\$
<b>Non-current assets</b>			
Property, plant and equipment	6	<u>2,362,442</u>	<u>396,388</u>
<b>Current assets</b>			
Prepayments		12,466	37,087
Other receivables	7	161,785	87,710
Cash and cash equivalents	9	<u>3,001,365</u>	<u>2,399,641</u>
		<u>3,175,616</u>	<u>2,524,438</u>
<b>Less:</b>			
<b>Current liabilities</b>			
Other payables	10	908,214	623,250
Contributions to consolidated fund	11	36,595	84,553
Lease liabilities	12	573,885	190,877
Provision for reinstatement costs	14	-	56,731
		<u>1,518,694</u>	<u>955,411</u>
<b>Net current assets</b>		<u>1,656,922</u>	<u>1,569,027</u>
<b>Non-current liabilities</b>			
Deferred capital grant	13	10,850	15,043
Lease liabilities	12	<u>1,075,849</u>	-
<b>NET ASSETS</b>		<u>2,932,665</u>	<u>1,950,372</u>
<b>EQUITY</b>			
Share capital	15	1,139,503	335,882
Accumulated surplus	16	<u>1,793,162</u>	<u>1,614,490</u>
		<u>2,932,665</u>	<u>1,950,372</u>

The accompanying notes form an integral part of these financial statements.

## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### STATEMENT OF CHANGES IN EQUITY

For the financial year ended 31 March 2021

	Note	Share Capital S\$	Accumulated Surplus S\$	Total S\$
<b>2021</b>				
Balance as at 1 April 2020		335,882	1,614,490	1,950,372
Surplus for the financial year, representing to total comprehensive income for the financial year		-	178,672	178,672
Total capital injection for the financial year	15	803,621	-	803,621
<b>Balance as at 31 March 2021</b>	15, 16	<u>1,139,503</u>	<u>1,793,162</u>	<u>2,932,665</u>
<b>2020</b>				
Balance as at 1 April 2019		232,418	1,201,671	1,434,089
Effect of adopting SB-FRS 116		-	(16,090)	(16,090)
Balance as at 1 April 2019 (restated)		232,418	1,185,581	1,417,999
Surplus for the financial year, representing to total comprehensive income for the financial year		-	428,909	428,909
Total capital injection for the financial year	15	103,464	-	103,464
<b>Balance as at 31 March 2020</b>	15, 16	<u>335,882</u>	<u>1,614,490</u>	<u>1,950,372</u>

The accompanying notes form an integral part of these financial statements.



## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### STATEMENT OF CASH FLOWS

For the financial year ended 31 March 2021

	Note	2020/2021 S\$	2019/2020 S\$
<b>Cash flows from operating activities</b>			
Operating deficit before government grants and contributions to consolidated fund		(8,630,190)	(7,558,607)
Adjustments for:			
Depreciation of property, plant and equipment	6	440,030	343,329
Loss on disposal of fixed assets		42,365	-
IT expenditure/maintenance reimbursed by government grants	22	261,723	161,041
Interest income		(16,045)	(5,444)
Interest expense	5	24,783	15,164
Operating deficit before working capital changes		(7,877,334)	(7,044,517)
Change in operating assets and liabilities:			
Prepayments		24,621	12,027
Other receivables		(69,931)	(10,636)
Other payables		284,435	(142,181)
Cash used in operations		(7,638,209)	(7,185,307)
Contributions to consolidated fund		(84,553)	(121,178)
Interest paid		(24,783)	(15,164)
Interest received		11,900	226
<b>Net cash used in operating activities</b>		<b>(7,735,645)</b>	<b>(7,321,423)</b>
<b>Cash flows from investing activities</b>			
Purchase of property, plant and equipment	A	(716,064)	(103,464)
Proceeds from disposal of property, plant and equipment		200	-
<b>Net cash used in investing activities</b>		<b>(715,864)</b>	<b>(103,464)</b>
<b>Cash flows from financing activities</b>			
Additions to share capital	15	803,621	103,464
Payment of principal portion of lease liabilities		(329,929)	(244,230)
Government operating grants received	8	8,579,541	8,140,334
<b>Net cash generated from financing activities</b>		<b>9,053,233</b>	<b>7,999,568</b>
<b>Net increase in cash and cash equivalents</b>		<b>601,724</b>	<b>574,681</b>
<b>Cash and cash equivalents at beginning of the year</b>		<b>2,399,641</b>	<b>1,824,960</b>
<b>Cash and cash equivalents at end of the year</b>	9	<b>3,001,365</b>	<b>2,399,641</b>

The accompanying notes form an integral part of these financial statements.

## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### STATEMENT OF CASH FLOWS

For the financial year ended 31 March 2021

#### Note to the statement of cash flows

##### A. Purchase of property, plant and equipment

	2020/2021 S\$	2019/2020 S\$
Aggregate cost of property, plant and equipment acquired (Note 6)	659,862	173,237
Provision for reinstatement costs (Note 6)	56,731	(56,731)
Accrued expenses (Note 10)	(529)	(13,042)
<b>Purchase of property, plant and equipment</b>	<b>716,064</b>	<b>103,464</b>
Capital injection received to acquire property, plant and equipment	710,387	103,464
Cash payment made to acquire property, plant and equipment	5,677	-
<b>Purchase of property, plant and equipment</b>	<b>716,064</b>	<b>103,464</b>

The accompanying notes form an integral part of these financial statements.

## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

These notes form an integral part of and should be read in conjunction with the accompanying financial statements.

#### 1. GENERAL

The Public Transport Council (the "Council") was constituted under the Public Transport Council Act, Chapter 259B.

The registered office and principal place of operations of the Council is located at 460 Alexandra Road, mTower #05-01A, Singapore 119963.

The principal activities of the Council under the Public Transport Council Act, Chapter 259B are:

- (a) to set or approve fares and fare pricing policies for bus services, train services and street-hail services and ride-hail services in Singapore;
- (b) to promote and facilitate the integration of bus fares and train fares to ensure the provision of efficient public passenger transport services and facilities;
- (c) to evaluate and recommend to the Government improvements to, or otherwise advise the Government in respect of, bus services, train services and street-hail services and ride-hail services in Singapore so that they-
  - (i) may satisfy all reasonable passenger demands in Singapore for bus services, train services and street-hail services and ride-hail services;
  - (ii) may offer an attractive alternative to private motor vehicle transport, and the extent of such travel, in Singapore;
  - (iii) are effectively and efficiently integrated so as to facilitate seamless travel for passengers within and between different modes of land transport and greater mobility within communities in Singapore; and
  - (iv) provide viable public passenger transport services at a reasonable cost to the community and the Government;
- (d) to undertake surveys or other arrangements to obtain public feedback on any matter relating to the provision of bus services, train services and street-hail services and ride-hail services in Singapore;
- (e) to exercise licensing and regulatory functions in respect of the provision of ticket payment services in Singapore; and
- (f) to perform such functions as the Minister may, by order published in the Gazette, assign.

## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

##### (a) Basis of preparation

The financial statements have been prepared in accordance with the Act and Statutory Board Singapore Financial Reporting Standards ("SB-FRS") including related interpretations ("INT SB-FRS") and Guidance Notes. The financial statements have been prepared under the historical cost convention, except as disclosed in the accounting policies below.

##### (b) Adoption of new and amended standards and interpretations

The accounting policies adopted are consistent with those of the previous financial year except that in the current financial year, the Council has adopted all the new and amended standards which are relevant to the Council and are effective for annual financial periods beginning on or after 1 April 2020. The adoption of these standards did not have any material effect on the financial performance or position of the Council.

##### (c) Standards issued but not yet effective

Certain new accounting standards and interpretations have been published that are mandatory for accounting years after 1 April 2021.

The Council is currently assessing the impact on the adoption of the new standards in the period of initial application.

##### (d) Revenue recognition

Revenue is measured based on the consideration to which the Council expects to be entitled in exchange for transferring promised goods or services to a customer, excluding amounts collected on behalf of third parties.

Revenue is recognised when the Council satisfies a performance obligation by transferring a promised goods or services to the customer, which is when the customer obtains control of the good or service. A performance obligation may be satisfied at a point in time or over time. The amount of revenue recognised is the amount allocated to the satisfied performance obligation.

The following specific recognition criteria must also be met before revenue is recognised:

##### (i) Penalty fee

Penalty fee is recognised at the point of collection of the settlement.

##### (ii) Interest income

Interest income is accrued on a time basis, by reference to the principal outstanding and at the effective interest rate applicable.



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(Constituted under the Public Transport Council Act, Chapter 259B)

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

##### (e) Government grants

Government grants are recognised at their fair value where there is reasonable assurance that the grant will be received and all attaching conditions will be complied with.

Government grants to meet the current period's operating expenses are recognised as income in the financial period in which the operating expenses are incurred.

Grants received from the Ministry of Transport for capital expenditure are taken to the deferred capital grants account upon the utilisation of the grants for purchase of property, plant and equipment, which are capitalised, or to income or expenditure for purchase of property, plant and equipment which are written off in the year of purchase.

Deferred capital grants are recognised as income over the periods necessary to match the depreciation, amortisation, write-off and/or impairment loss of the property, plant and equipment purchased with the related grants. Upon the amortisation or disposal of property, plant and equipment, the balance of the related deferred capital grants is recognised as income to match the carrying amount of the property, plant and equipment disposed of.

##### (f) Foreign currency

###### (i) Functional and presentation currency

Items included in the financial statements of the Council are measured using the currency of the primary economic environment in which the entity operates (functional currency). The financial statements are presented in Singapore Dollar, which is the Council's functional currency.

###### (ii) Transactions and balances

Transactions in foreign currencies are measured in the functional currency of the Council and are recorded on initial recognition in the functional currency at exchange rates approximating those ruling at the transaction dates. Monetary assets and liabilities denominated in foreign currencies are translated at the rate of exchange ruling at the reporting date. Non-monetary items that are measured in terms of historical cost in a foreign currency are translated using the exchange rates as at the dates of the initial transactions.

Exchange differences arising on the settlement of monetary items or on translating monetary items at the end of the reporting period are recognised in statement of comprehensive income.

## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

##### (g) Property, plant and equipment

All items of property, plant and equipment are initially recorded at cost. Subsequent to recognition, property, plant and equipment are measured at cost less accumulated depreciation and any accumulated impairment losses. The cost of property, plant and equipment includes its purchase price and any costs directly attributable to bringing the asset to the location and condition necessary for it to be capable of operating in the manner intended by management. Dismantlement, removal or restoration costs are included as part of the cost of property, plant and equipment if the obligation for dismantlement, removal or restoration is incurred as a consequence of acquiring or using the property, plant and equipment.

Depreciation is calculated using the straight-line method to allocate depreciable amounts over their estimated useful lives. The estimated useful lives are as follows:

	Useful lives
Renovation	5 years
Furniture and fittings	5 years
Computer equipment	3 years
Computer software	5 years
Office equipment	5 years
Leasehold property	Over lease period of 3 to 4 years
Provision for reinstatement costs	Over lease period of 1 to 2 years

Work-in-progress included in property, plant and equipment is not depreciated as these assets are not available for use.

Property, plant and equipment costing below S\$1,000 per item are charged to the statement of comprehensive income during the financial year.

The residual value, useful lives and depreciation method are reviewed at the end of each reporting period, and adjusted prospectively, if appropriate.

An item of property, plant and equipment is derecognised upon disposal or when no future economic benefits are expected from its use or disposal. Any gain or loss on derecognition of the asset is included in statement of comprehensive income in the year the asset is derecognised.

## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

##### (h) Impairment of non-financial assets

The Council assesses at each reporting date whether there is an indication that an asset may be impaired. If any indication exists, (or, where applicable, when an annual impairment testing for an asset is required), the Council makes an estimate of the asset's recoverable amount.

An asset's recoverable amount is the higher of an asset's or cash-generating unit's fair value less costs of disposal and its value in use and is determined for an individual asset, unless the asset does not generate cash inflows that are largely independent of those from other assets or group of assets. Where the carrying amount of an asset or cash-generating unit exceeds its recoverable amount, the asset is considered impaired and is written down to its recoverable amount.

Impairment losses are recognised in statement of comprehensive income.

A previously recognised impairment loss is reversed only if there has been a change in the estimates used to determine the asset's recoverable amount since the last impairment loss was recognised. If that is the case, the carrying amount of the asset is increased to its recoverable amount. That increase cannot exceed the carrying amount that would have been determined, net of depreciation, had no impairment loss been recognised previously. Such reversal is recognised in statement of comprehensive income.

##### (i) Financial instruments

###### (i) Financial assets

###### *Initial recognition and measurement*

Financial assets are recognised when, and only when the entity becomes party to the contractual provisions of the instruments.

At initial recognition, the Council measures a financial asset at its fair value plus, in the case of a financial asset not at FVPL, transaction costs that are directly attributable to the acquisition of the financial asset. Transaction costs of financial assets carried at FVPL are expensed in statement of comprehensive income.

## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

##### (i) Financial instruments (continued)

###### (i) Financial assets (continued)

###### *Subsequent measurement*

###### • Investment in debt instruments

Subsequent measurement of debt instruments depends on the Council's business model for managing the asset and the contractual cash flow characteristics of the asset. The three measurement categories for classification of debt instruments are amortised cost, FVOCI and FVPL. The Council only has debt instruments at amortised cost.

Financial assets that are held for the collection of contractual cash flows where those cash flows represent solely payments of principal and interest are measured at amortised cost. Financial assets are measured at amortised cost using the effective interest method, less impairment. Gains and losses are recognised in statement of comprehensive income when the assets are derecognised or impaired, and through the amortisation process.

###### *Derecognition*

A financial asset is derecognised where the contractual right to receive cash flows from the asset has expired. On derecognition of a financial asset in its entirety, the difference between the carrying amount and the sum of the consideration received and any cumulative gain or loss that had been recognised in other comprehensive income for debt instruments is recognised in statement of comprehensive income.

###### (ii) Financial liabilities

###### *Initial recognition and measurement*

Financial liabilities are recognised when, and only when, the Council becomes a party to the contractual provisions of the financial instrument. The Council determines the classification of its financial liabilities at initial recognition.

All financial liabilities are recognised initially at fair value plus in the case of financial liabilities not at FVPL, directly attributable transaction costs.

###### *Subsequent measurement*

After initial recognition, financial liabilities that are not carried at FVPL are subsequently measured at amortised cost using the effective interest method. Gains and losses are recognised in statement of comprehensive income when the liabilities are derecognised, and through the amortisation process.



## PUBLIC TRANSPORT COUNCIL

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### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(i) Financial instruments (continued)

(ii) Financial liabilities (continued)

*Derecognition*

A financial liability is derecognised when the obligation under the liability is discharged or cancelled or expired. On derecognition, the difference between the carrying amounts and the consideration paid is recognised in statement of comprehensive income.

(iii) Offsetting of financial instruments

A financial asset and a financial liability shall be offset and the net amount presented in the statement of financial position when, and only when, an entity:

- (a) currently has a legally enforceable right to set off the recognised amounts; and
- (b) intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

(j) Impairment of financial assets

The Council recognises an allowance for expected credit losses (ECLs) for all debt instruments not held at FVPL. ECLs are based on the difference between the contractual cash flows due in accordance with the contract and all the cash flows that the Council expects to receive, discounted at an approximation of the original effective interest rate. The expected cash flows will include cash flows from the sale of collateral held or other credit enhancements that are integral to the contractual terms.

ECLs are recognised in two stages. For credit exposures for which there has not been a significant increase in credit risk since initial recognition, ECLs are provided for credit losses that result from default events that are possible within the next 12-months (a 12-month ECL). For those credit exposures for which there has been a significant increase in credit risk since initial recognition, a loss allowance is recognised for credit losses expected over the remaining life of the exposure, irrespective of timing of the default (a lifetime ECL).

## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(j) Impairment of financial assets (continued)

The Council considers a financial asset in default when contractual payments are 90 days past due. However, in certain cases, the Council may also consider a financial asset to be in default when internal or external information indicates that the Council is unlikely to receive the outstanding contractual amounts in full before taking into account any credit enhancements held by the Council. A financial asset is written off when there is no reasonable expectation of recovering the contractual cash flows.

(k) Cash and cash equivalents

Cash and cash equivalents comprise cash at banks and cash deposits with the Accountant General's Department (AGD) which are subject to an insignificant risk of changes in value.

(l) Provisions

Provisions are recognised when the Council has a present obligation (legal or constructive) as a result of a past event, it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation and the amount of the obligation can be estimated reliably.

Provisions are reviewed at the end of each reporting period and adjusted to reflect the current best estimate. If it is no longer probable that an outflow of economic resources will be required to settle the obligation, the provision is reversed. If the effect of the time value of money is material, provisions are discounted using a current pre-tax rate that reflects, where appropriate, the risks specific to the liability. When discounting is used, the increase in the provision due to the passage of time is recognised as a finance cost.

(m) Employee benefits

(i) Defined contribution plans

The Council makes contributions to the Central Provident Fund scheme in Singapore, a defined contribution pension scheme. Contributions to defined contribution pension schemes are recognised as an expense in the period in which the related service is performed.

(ii) Short-term employee benefits

Short-term employee benefit obligations are measured on an undiscounted basis and are expensed as the related service is provided. A liability is recognised for the amount expected to be paid if the Council has a present legal or constructive obligation to pay this amount as a result of past service provided by the employee, and the obligation can be estimated reliably.

## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

##### (n) Leases

The Council assesses at contract inception whether a contract is, or contains, a lease. That is, if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration.

##### (i) As lessee

The Council applies a single recognition and measurement approach for all leases, except for short-term leases and leases of low-value assets. The Council recognises lease liabilities representing the obligations to make lease payments and right-of-use assets representing the right to use the underlying leased assets.

##### *Right-of-use assets*

The Council recognises right-of-use assets at the commencement date of the leases (i.e. the date of underlying asset is available for use). Right-of-use assets are measured at cost, less any accumulated depreciation and impairment losses, and adjusted for any remeasurement of lease liabilities. The cost of right-of-use assets includes the amount of lease liabilities recognised, initial direct costs incurred, and lease payments made at or before the commencement date less any lease incentives received. Right-of-use assets are depreciated on a straight-line basis over the shorter of the lease term and the estimated useful lives of the assets.

If ownership of the leased asset transfer to the Council at the end of the lease term or the cost reflects the exercise of a purchase option, depreciation is calculated using the estimated useful life of the asset. The right-of-use assets are also subject to impairment. The accounting policy for impairment is disclosed in Note 2(h).

The Council's right-of-use assets are presented within property, plant and equipment (Note 6).

## PUBLIC TRANSPORT COUNCIL

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### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

##### (n) Leases (continued)

##### (i) As lessee (continued)

##### *Lease liabilities*

At the commencement date of the lease, the Council recognises lease liabilities measured at the present value of lease payments to be made over the lease term. The lease payments include fixed payments (including in-substance fixed payments) less any lease incentives receivable, variable lease payments that depend on an index or a rate, and amounts expected to be paid under residual value guarantees. The lease payments also include the exercise price of a purchase option reasonably certain to be exercised by the Council and payments of penalties for terminating the lease, if the lease term reflects the Council exercising the option to terminate. Variable lease payments that do not depend on an index or a rate are recognised as expenses (unless they are incurred to produce inventories) in the period in which the event or condition that triggers the payment occurs.

In calculating the present value of lease payments, the Council uses its incremental borrowing rate at the lease commencement date because the interest rate implicit in the lease is not readily determinable. After the commencement date, the amount of lease liabilities is increased to reflect the accretion of interest and reduced for the lease payments made. In addition, the carrying amount of lease liabilities is remeasured if there is a modification, a change in the lease term, a change in the lease payments (e.g. changes to future payments resulting from a change in an index or rate used to determine such lease payments) or a change in the assessment of an option to purchase the underlying asset.

##### (ii) As lessor

Leases in which the Council does not transfer substantially all the risks and rewards incidental to ownership of an asset are classified as operating leases. Rental income arising from operating leases on the Council's investment properties is accounted for on a straight-line basis over the lease terms. Initial direct costs incurred in negotiating and arranging an operating lease are added to the carrying amount of the leased asset and recognised over the lease term on the same basis as rental income. Contingent rents are recognised as revenue in the period in which they are earned.



## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(o) Goods and services tax ("GST")

Revenues, expenses and assets are recognised net of the amount of GST except:

- where the GST incurred on a purchase of assets or services is not recoverable from the taxation authority, in which case the GST is recognised as part of the cost of acquisition of the asset or as an expense in the income or expenditure as applicable; and
- receivables and payables that are stated with the amount of GST included.

The net amount of GST recoverable from, or payable to, the taxation authority is included as part of receivables or payables in the statement of financial position.

(p) Related parties

A related party is defined as follows:

- A. A person or a close member of that person's family is related to the Council if that person:
- (i) has control or joint control of the Council;
  - (ii) has significant influence over the Council; or
  - (iii) is a member of the key management personnel of the Council or of a parent of the Council.

## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(p) Related parties (continued)

B. An entity is related to the Council if any of the following conditions applies:

- (i) The entity and the Council are members of the same group (which means that each parent, subsidiary and fellow subsidiary is related to the others);
- (ii) One entity is an associate or joint venture of the other entity (or an associate or joint venture of a member of a group of which the other entity is a member)
- (iii) Both entities are joint ventures of the same third party.
- (iv) One entity is a joint venture of a third entity and the other entity is an associate of the third entity.
- (v) The entity is a post-employment benefit plan for the benefit of employees of either the Council or an entity related to the Council. If the Council is itself such a plan, the sponsoring employers are also related to the Council.
- (vi) The entity is controlled or jointly controlled by a person identified in (A).
- (vii) A person identified in (A) (i) has significant influence over the entity or is a member of the key management personnel of the entity (or of a parent of the entity).
- (viii) The entity, or any member of a group of which it is a part, provides key management personnel services to the Council or to the parent of the Council.

**Key management personnel**

Key management personnel are those persons having authority and responsibility for planning, directing and controlling the activities of the Council, directly or indirectly.

(q) Share capital

Under the Minister for Finance's Capital Management Framework for Statutory Boards (Finance Circular Minutes No. M26/2008), proceeds received from Ministry of Finance are capital injections recognised as share capital in equity.

## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

(r) Contributions to consolidated fund

The contributions to the consolidated fund is required under Section 3(a) of the Statutory Corporations (Contributions to Consolidated Fund) Act, Chapter 319A. The contribution is pegged at the prevailing statutory income tax rate for corporate bodies. Accounting surplus would be used for the purpose of computing the contribution and this is accounted for on an accrual basis.

(s) Contingencies

A contingent liability is:

- (i) a possible obligation that arises from past events and whose existence will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of the Council; or
- (ii) a present obligation that arises from past events but is not recognised because:
  - it is not probable that an outflow of resources embodying economic benefits will be required to settle the obligation; or
  - the amount of the obligation cannot be measured with sufficient reliability.

A contingent asset is a possible asset that arises from past events and whose existence will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of the Council.

Contingent liabilities and assets are not recognised on the statement of financial position of the Council, except for contingent liabilities assumed in a business combination that are present obligations and which the fair values can be reliably determined.

#### 3. SIGNIFICANT ACCOUNTING JUDGEMENTS AND ESTIMATES

The preparation of the Council's financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts of revenues, expenses, assets and liabilities, and the disclosure of contingent liabilities at the end of each reporting period. Uncertainty about these assumptions and estimates could result in outcomes that require a material adjustment to the carrying amount of the asset or liability affected in the future periods.

##### 3.1 Judgements made in applying accounting policies

Management is of the opinion that there are no significant judgements made in applying accounting policies that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 3. SIGNIFICANT ACCOUNTING JUDGEMENTS AND ESTIMATES (CONTINUED)

##### 3.2 Key sources of estimation uncertainty

The key assumptions concerning the future and other key sources of estimation uncertainty at the end of the reporting period are discussed below. The Council based its assumptions and estimates on parameters available when the financial statements were prepared. Existing circumstances and assumptions about future developments, however, may change due to market changes or circumstances arising beyond the control of the Council. Such changes are reflected in the assumptions when they occur.

(a) Provision for expected credit losses (ECLs) of other receivables

The Council uses a probability of default method to calculate ECLs for other receivables. The probability of default is based on probability of default events that are possible within the next 12-months (a 12-month ECL) for other receivables which there has not been a significant increase in credit risk since initial recognition or probability of default events that are possible over the remaining life of the exposure (a lifetime ECL) for other receivables which there has been a significant increase in credit risk since initial recognition.

The probability of default is initially based on the Council's historical observed default rates. The Council will calibrate the probability to adjust historical credit loss experience with forward-looking information. At every reporting date, historical default rates are updated and changes in the forward-looking estimates are analysed.

The assessment of the correlation between historical observed default rates, forecast economic conditions and ECLs is a significant estimate. The amount of ECLs is sensitive to changes in circumstances and of forecast economic conditions. The Council's historical credit loss experience and forecast of economic conditions may also not be representative of debtor's actual default in the future. The information about the ECLs on the Council's other receivables is disclosed in Note 21(a) to the financial statements.

The carrying amount of the Council's other receivables is disclosed in Note 7 to the financial statements.



## PUBLIC TRANSPORT COUNCIL

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### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 3. SIGNIFICANT ACCOUNTING JUDGEMENTS AND ESTIMATES (CONTINUED)

##### 3.2 Key sources of estimation uncertainty (continued)

###### (b) Impairment of property, plant and equipment

Property, plant and equipment is reviewed for impairment whenever there is an indication that these assets may be impaired. The Council considers the guidance of SB-FRS 36 in assessing whether there is any indication that an item of the above assets may be impaired. This assessment requires significant judgement.

If any such indication exists, the recoverable amount of the assets is estimated to ascertain the amount of impairment loss. The recoverable amount is defined as the higher of the fair value less cost to sell and value-in-use.

In determining the value-in-use of assets, the Council applies a discounted cash flow model where the future cash flows derived from such assets are discounted at an appropriate rate. Forecasts of future cash flow are estimated based on financial budgets and forecasts approved by the management.

The carrying amount of the Council's property, plant and equipment as at 31 March 2021 is disclosed in Note 6 to the financial statements.

###### (c) Estimated useful lives and residual value of property, plant and equipment

The cost of property, plant and equipment less residual value is depreciated on a straight-line basis over the property, plant and equipment's estimated economic useful lives. The estimated useful life and residual value reflects the Council's estimate of the periods that the Council intends to derive future economic benefits from the use of the property, plant and equipment and residual value that the Council's estimated to recover at the end of the useful life.

The carrying amount of the Council's property, plant and equipment as at 31 March 2021 is disclosed in Note 6 to the financial statements.

###### (d) Estimating the incremental borrowing rate of leases

The Council cannot readily determine the interest rate implicit in the lease, therefore, it uses its incremental borrowing rate to measure lease liabilities. The incremental borrowing rate is the rate of interest that the Council would have to pay to borrow over a similar term, and with a similar security, the funds necessary to obtain an asset of a similar value to the right-of-use asset in a similar economic environment. The incremental borrowing rate therefore reflects what the Council 'would have to pay', which requires estimation when no observable rates are available or when they need to be adjusted to reflect the terms and conditions of the lease. The Council estimates the incremental borrowing rate using observable inputs (such as market interest rates) when available and is required to make certain entity-specific estimates.

## PUBLIC TRANSPORT COUNCIL

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### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 4. REVENUE

	2020/2021 S\$	2019/2020 S\$
Type of services		
Penalty fee	29,050	101,600
Interest income	16,045	5,444
Others	6,229	1,000
Rental Income	36,351	-
	<u>87,675</u>	<u>108,044</u>
Timing of transfer of services		
At a point in time	<u>87,675</u>	<u>108,044</u>

#### 5. FINANCE COST

	2020/2021 S\$	2019/2020 S\$
Interest expense on:		
- Lease liabilities	<u>24,783</u>	<u>15,164</u>

## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 6. PROPERTY, PLANT AND EQUIPMENT

	Renovation S\$	Furniture and fittings S\$	Computer equipment/ software S\$	Office equipment S\$	Leasehold property S\$	Work in progress S\$	Total S\$
<u>Cost</u>							
As at 1 April 2019	260,884	30,941	54,058	10,009	-	-	355,892
Effect of adopting SB-FRS 116	-	-	-	-	793,966	-	793,966
At 1 April 2019 (Restated)	260,884	30,941	54,058	10,009	793,966	-	1,149,858
Additions	56,731	-	90,656	-	-	25,850	173,237
As at 31 March 2020/ 1 April 2020	317,615	30,941	144,714	10,009	793,966	25,850	1,323,095
Additions	362,795	56,484	4,280	215,155	1,788,786	21,150	2,448,650
Disposal/Written off	(314,543)	(14,027)	-	(2,108)	-	-	(330,678)
Reclassification	-	-	47,000	-	-	(47,000)	-
As at 31 March 2021	365,867	73,398	195,994	223,056	2,582,752	-	3,441,067

## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 6. PROPERTY, PLANT AND EQUIPMENT

	Renovation S\$	Furniture and fittings S\$	Computer equipment/ software S\$	Office equipment S\$	Leasehold property S\$	Work in progress S\$	Total S\$
<u>Accumulated Depreciation</u>							
As at 1 April 2019	153,922	21,603	26,398	6,506	-	-	208,429
Effect of adopting SB-FRS 116	-	-	-	-	374,949	-	374,949
At 1 April 2019 (Restated)	153,922	21,603	26,398	6,506	374,949	-	583,378
Depreciation for the year	77,788	4,779	20,327	997	239,438	-	343,329
As at 31 March 2020 / 1 April 2020	231,710	26,382	46,725	7,503	614,387	-	926,707
Depreciation for the year	62,197	4,817	34,181	10,191	328,644	-	440,030
Disposal/Written off	(273,411)	(12,804)	-	(1,897)	-	-	(288,112)
As at 31 March 2021	20,496	18,395	80,906	15,797	943,031	-	1,078,625
<u>Carrying amount</u>							
As at 31 March 2021	345,371	55,003	115,088	207,259	1,639,721	-	2,362,442
As at 31 March 2020	85,905	4,559	97,989	2,506	179,579	25,850	396,388

Included within the cost of renovation is a provision for premises reinstatement costs of S\$Nil (2019/2020: S\$56,731) (Note 14).



## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 7. OTHER RECEIVABLES

	2020/2021 S\$	2019/2020 S\$
Accrued income	5,550	7,830
Deposits	152,089	60,606
Interest receivables	4,145	5,218
Others	1	14,056
	<u>161,785</u>	<u>87,710</u>

Other receivables are denominated in Singapore Dollar.

#### 8. GRANT RECEIVABLES

	2020/2021 S\$	2019/2020 S\$
At the beginning of the financial year	-	266,396
Grant recognised in income and expenditure for the financial year (Note 2e)	8,835,587	8,034,979
Transferred to deferred capital grant during the financial year (Note 13)	5,677	-
Operating grants received during the year	(8,579,541)	(8,140,334)
Reimbursements of Agency Facility Management Services (Note 22)	(261,723)	(161,041)
At the end of the financial year	<u>-</u>	<u>-</u>
Government grant representing:		
Grant receivables	<u>-</u>	<u>-</u>

Grant receivables are denominated in Singapore Dollar.

## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 9. CASH AND CASH EQUIVALENTS

	2020/2021 S\$	2019/2020 S\$
Cash at bank	20,701	20,701
Cash deposits with AGD	<u>2,980,664</u>	<u>2,378,940</u>
	<u>3,001,365</u>	<u>2,399,641</u>

Cash and cash equivalents comprise cash which includes bank balances held by Accountant-General's Department ("AGD") under the Government's Centralised Liquidity Management Framework for Statutory Boards.

Cash and cash equivalents are denominated in Singapore Dollar.

#### 10. OTHER PAYABLES

	2020/2021 S\$	2019/2020 S\$
Other payables	126,391	68,854
Security deposits	140,473	30,000
Accrued expenses	627,779	511,354
Accrued expenses for property, plant and equipment	<u>13,571</u>	<u>13,042</u>
	<u>908,214</u>	<u>623,250</u>

Other payables are denominated in the Singapore Dollar.

#### 11. CONTRIBUTIONS TO CONSOLIDATED FUND

Under Section 13(1)(e) and the First Schedule of the Singapore Income Tax Act, Chapter 134, the income of the Council is exempt from income tax.

In lieu of income tax, the Council is required to make contribution to the Government Consolidated Fund in accordance with the Statutory Corporations (Contributions to Consolidated Fund) Act, Chapter 319A. The provision is based on the guidelines specified by the Ministry of Finance and is computed based on the net surplus of the Council for each of the financial year at the prevailing corporate tax rate for the Year of Assessment.

## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 11. CONTRIBUTIONS TO CONSOLIDATED FUND (CONTINUED)

	2020/2021 S\$	2019/2020 S\$
Provision for current year contributions	<u>36,595</u>	<u>84,553</u>
Reconciliation of effective tax rate:		
Surplus before statutory contributions to consolidated fund recognised in statement of comprehensive income	215,267	513,462
Effect of adopting SB-FRS 116	-	(16,090)
Surplus before statutory contributions to consolidated fund	<u>215,267</u>	<u>497,372</u>
Tax at statutory rate of 17% (2019/2020: 17%)	<u>36,595</u>	<u>84,553</u>
Contributions to consolidated fund recognised in statement of comprehensive income	<u>36,595</u>	<u>84,553</u>

#### 12. LEASES

##### Council as a lessee

The Council has lease contracts for leasehold property. The Council's obligations under these leases are secured by the lessor's title to the leased assets.

##### (a) Carrying amounts of right-of-use assets classified within property, plant and equipment

	Leasehold Property S\$
<b>2020/2021</b>	
At 1 April 2020	179,579
Acquisitions	1,788,786
Depreciation	(328,644)
At 31 March 2021	<u>1,639,721</u>
<b>2019/2020</b>	
At 1 April 2019	419,017
Depreciation	(239,438)
At 31 March 2020	<u>179,579</u>

## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 12. LEASES (CONTINUED)

##### Council as a lessee (continued)

##### (b) Lease liabilities

	2020/2021 S\$	2019/2020 S\$
Current	573,885	190,877
Non-current	<u>1,075,849</u>	<u>-</u>
	<u>1,649,734</u>	<u>190,877</u>

A reconciliation of liabilities arising from financing activities is as follows:

	1 April 2020	Cash flows	Non-cash changes			31 March 2021
	S\$	S\$	Acquisition S\$	Accretion of interest S\$	Other S\$	S\$
<b>Lease liabilities</b>						
- Current	190,877	(354,712)	712,937	24,783	-	573,885
- Non-current	-	-	1,075,849	-	-	1,075,849
	<u>190,877</u>	<u>(354,712)</u>	<u>1,788,786</u>	<u>24,783</u>	<u>-</u>	<u>1,649,734</u>

	1 April 2019	Cash flows	Non-cash changes			31 March 2020
	S\$	S\$	Acquisition S\$	Accretion of interest S\$	Other S\$	S\$
<b>Lease liabilities</b>						
- Current	435,107	(259,394)	-	15,164	-	190,877
	<u>435,107</u>	<u>(259,394)</u>	<u>-</u>	<u>15,164</u>	<u>-</u>	<u>190,877</u>

##### (c) Amounts recognised in statement of comprehensive income

	2020/2021 S\$	2019/2020 S\$
Depreciation of right-of-use assets	328,644	239,438
Interest expense on lease liabilities (Note 5)	24,783	15,164
Lease expense not capitalised in lease liabilities		
- Expense relating to leases of low-value assets (included in IT expenditure/maintenance)	<u>40,180</u>	<u>37,651</u>
Total amount recognised in statement of comprehensive income	<u>393,607</u>	<u>292,253</u>



## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 12. LEASES (CONTINUED)

##### Council as a lessee (continued)

##### (d) Total cash outflow

The Council had total cash outflow for leases of S\$354,712 in 2020/2021 (2019/2020: S\$259,394).

##### (e) Extension options

The Council has lease contracts that include extension options. These options are negotiated by council to provide flexibility in managing the leased-asset portfolio and align with the Council's business needs. Council exercises significant judgement in determining whether these extension options are reasonably certain to be exercised.

##### Council as a lessor

The Council has entered into operating leases. The Council leases office under non-cancellable operating lease agreements. These leases have varying terms.

Rental income is disclosed in Note 4.

The future minimum rental receivable under non-cancellable operating leases contracted for at the reporting period are as follows:

	2020/2021 S\$	2019/2020 S\$
Not later than one year	145,405	-
Later than one year but not later than five year	254,459	-
	<u>399,864</u>	<u>-</u>

#### 13. DEFERRED CAPITAL GRANT

	2020/2021 S\$	2019/2020 S\$
At the beginning of the financial year	15,043	52,133
Transferred from government operating grant during the financial year (Note 8)	5,677	-
Grant recognised in income and expenditure for the financial year (Note 2e)	(9,870)	(37,090)
At end of the financial year	<u>10,850</u>	<u>15,043</u>

## PUBLIC TRANSPORT COUNCIL

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### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 14. PROVISION FOR REINSTATEMENT COSTS

Provision for reinstatement costs is made for the estimated cost of reinstating the Council's rented premises to the original condition upon termination of the lease:

	2020/2021 S\$	2019/2020 S\$
At the beginning of the financial year	56,731	-
Provision during the financial year	-	56,731
Utilisation during the financial year	(56,731)	-
At the end of the financial year	<u>-</u>	<u>56,731</u>

#### 15. SHARE CAPITAL

	2020/2021 Number of shares	2019/2020	2020/2021 S\$	2019/2020 S\$
<b>Issued and fully paid up:</b>				
At the beginning of the financial year	335,882	232,418	335,882	232,418
Equity injection	803,621	103,464	803,621	103,464
At the end of the financial year	<u>1,139,503</u>	<u>335,882</u>	<u>1,139,503</u>	<u>335,882</u>

During the financial year, the Council received additional proceeds from equity financing of S\$803,621 (2019/2020: S\$103,464) from the Ministry of Finance. 803,621 (2019/2020:103,464) ordinary shares issued during the financial year were held by the Minister for Finance, a body incorporated by the Minister for Finance (Incorporation) Act (Chapter 183) in its capacity as shareholder under the Capital Management Framework for Statutory Boards. The holder of these shares, which has no par value, is entitled to receive dividends.

#### 16. ACCUMULATED SURPLUS

The balance represents unutilised surplus of the Council.

#### 17. LICENCE FEES

All licence fees received by the Council are taken into the Consolidated Fund and bank account maintained by the Accountant General's Department in accordance with Section 26B(2) of the Public Transport Council Act, Chapter 259B. The following licence fees received during the financial year are therefore not included in the statement of comprehensive income or statement of financial position of the Council.

	2020/2021 S\$	2019/2020 S\$
Ticket payment service licence fees	<u>32,700</u>	<u>32,700</u>

## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 18. SIGNIFICANT RELATED PARTY TRANSACTIONS

For the purpose of these financial statements, parties are considered to be related to the Council if the Council has the ability, directly or indirectly, to control the party or exercise significant influence over the party in making financial and operating decisions, or vice versa, or where the Council and the party are subject to common control or common significant influence. Related parties may be individuals or other entities. Under SB-FRS 24, the parent Ministry and other government agencies are deemed as related parties.

##### Purchase of services

Other than disclosed elsewhere in the financial statements, the transactions with related parties based on agreed terms are as follows:

	2020/2021 S\$	2019/2020 S\$
<b>Ministries</b>		
Manpower-related services	21,242	66,052
Support services	<u>208,274</u>	<u>255,657</u>
<b>Statutory Boards</b>		
Manpower-related services	1,055,573	1,040,680
Support services	<u>556,073</u>	<u>219,157</u>
<b>Compensation of key management personnel</b>		
	2020/2021 S\$	2019/2020 S\$
Salaries, allowances and benefits	1,598,831	1,601,470
Employer's contributions to Central Provident Fund	<u>101,592</u>	<u>102,220</u>
	<u>1,700,423</u>	<u>1,703,690</u>

The above includes Council Members' allowance of S\$106,388 (2019/2020: S\$107,269).

## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 19. FAIR VALUE OF ASSETS AND LIABILITIES

##### Assets and liabilities not measured at fair value

##### *Other receivables, grant receivables, cash and cash equivalents and other payables*

The carrying amounts of these balances approximate their fair values due to the short-term nature of these balances.

##### *Lease liabilities*

The carrying amounts of lease liabilities approximate their fair value as they are subject to interest rates close to market rate of interest for similar arrangements with financial institutions.

#### 20. FINANCIAL RISK MANAGEMENT

The Council's activities expose it to a variety of financial risks from its operations. The key financial risks include credit risk, liquidity risk and market risk (including interest rate risk and foreign currency risk).

The Council does not have a formal overall risk management programme but reviews the overall risk on an informal basis. Risk management is determined and carried out by the Council's Management.

The following sections provide details regarding the Council's exposure to the above-mentioned financial risks and the objectives and processes for the management of these risks.

There has been no change to the Council's exposure to these financial risks or the manner in which it manages and measures the risks.

##### (a) Credit risk

Credit risk refers to the risk that the counterparty will default on its contractual obligations resulting in a loss to the Council. The Council's exposure to credit risk arises primarily from other receivables. For other financial assets (including cash and cash equivalents), the Council minimises credit risk by dealing exclusively with high credit rating counterparties.

The Council has adopted a policy of only dealing with creditworthy counterparties. The Council performs ongoing credit evaluation of its counterparties' financial condition and generally do not require a collateral.



## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 20. FINANCIAL RISK MANAGEMENT (CONTINUED)

##### (a) Credit risk (continued)

The Council considers the probability of default upon initial recognition of asset and whether there has been a significant increase in credit risk on an ongoing basis throughout each reporting period.

The Council has determined the default event on a financial asset to be when internal and/or external information indicates that the financial asset is unlikely to be received, which could include default of contractual payments due for more than 90 days, default of interest due for more than 90 days or there is significant difficulty of the counterparty.

To minimise credit risk, the Council has developed and maintained the Council's credit risk gradings to categorise exposures according to their degree of risk of default. The credit rating information is supplied by publicly available financial information and the Council's own trading records to rate its major customers and other debtors. The Council considers available reasonable and supportive forward-looking information which includes the following indicators:

- Internal credit rating
- External credit rating
- Actual or expected significant adverse changes in business, financial or economic conditions that are expected to cause a significant change to the debtor's ability to meet its obligations
- Actual or expected significant changes in the operating results of the debtor
- Significant increases in credit risk on other financial instruments of the same debtor
- Significant changes in the expected performance and behaviour of the debtor, including changes in the payment status of debtors in the group and changes in the operating results of the debtor.

## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 20. FINANCIAL RISK MANAGEMENT (CONTINUED)

##### (a) Credit risk (continued)

Regardless of the analysis above, a significant increase in credit risk is presumed if a debtor is more than 90 days past due in making contractual payment.

The Council determined that its financial assets are credit-impaired when:

- There is significant difficulty of the debtor
- A breach of contract, such as a default or past due event
- It is becoming probable that the debtor will enter bankruptcy or other financial reorganisation
- There is a disappearance of an active market for that financial asset because of financial difficulty

The Council categorises a receivable for potential write-off when a debtor fails to make contractual payments more than 90 days past due. Financial assets are written off when there is evidence indicating that the debtor is in severe financial difficulty and the debtor has no realistic prospect of recovery.

The Council's current credit risk grading framework comprises the following categories:

Category	Definition of category	Basis for recognising expected credit loss (ECL)
I	Counterparty has a low risk of default and does not have any past-due amounts.	12-month ECL
II	Amount is > 30 days past due or there has been a significant increase in credit risk since initial recognition.	Lifetime ECL – not credit-impaired
III	Amount is > 60 days past due or there is evidence indicating the asset is credit-impaired (in default).	Lifetime ECL – credit-impaired
IV	There is evidence indicating that the debtor is in severe financial difficulty and the debtor has no realistic prospect of recovery.	Amount is written off

## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 20. FINANCIAL RISK MANAGEMENT (CONTINUED)

##### (a) Credit risk (continued)

The table below details the credit quality of the Council's financial assets, as well as maximum exposure to credit risk by credit risk rating categories:

	Note	Category	12-month or lifetime ECL	Gross carrying amount S\$	Loss allowance S\$	Net carrying amount S\$
<b>31 March 2021</b>						
Other receivables	7	I	12-month ECL	161,785	-	161,785
					-	
<b>31 March 2020</b>						
Other receivables	7	I	12-month ECL	87,710	-	87,710
					-	

##### Other receivables and grant receivables

The Council assessed the latest performance and financial position of the counterparties, adjusted for the future outlook of the industry in which the counterparties operate in, and concluded that there has been no significant increase in the credit risk since the initial recognition of the financial assets. Accordingly, the Council measured the impairment loss allowance using 12-month ECL and determined that the ECL is insignificant.

##### (b) Liquidity risk

Liquidity risk refers to the risk that the Council will encounter difficulties in meeting its short-term obligations due to shortage of funds. The Council's exposure to liquidity risk arises primarily from mismatches of the maturities of financial assets and liabilities. It is managed by matching the payment and receipt cycles.

The Council manages liquidity risk by maintaining sufficient funding from the Government to finance its operations. The Council exercises prudent liquidity and cash flow risk management policies and aims at maintaining high level of liquidity and cash flow at all times.

All financial assets and liabilities (excluding provision for reinstatement costs) are repayable on demand or due within 1 year from the end of the reporting period

##### (c) Market risk

Market risk is the risk that changes in market prices, such as interest rates and foreign exchange rates will affect the Council's income. The objective of market risk management is to manage and control market risk exposures within acceptable parameters, while optimising the return on risk.

## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 20. FINANCIAL RISK MANAGEMENT (CONTINUED)

##### (c) Market risk (continued)

###### (i) Interest rate risk

Interest rate risk is the risk that the fair value or future cash flows of the Council's financial instruments will fluctuate because of changes in market interest rates.

At the end of the reporting period, the Council has limited exposure to interest rate risk.

###### (ii) Foreign currency risk

The Council's foreign exchange risk results mainly from cash flows from transactions denominated in foreign currencies. At present, the Council does not have any formal policy for hedging against currency risk. The Council ensures that the net exposure is kept to an acceptable level by buying or selling foreign currencies at spot rates, where necessary, to address short term imbalances.

At the end of the reporting period, the Council does not have any significant foreign currency risk.

#### 21. FINANCIAL INSTRUMENTS BY CATEGORY

At the reporting date, the aggregate carrying amounts of financial assets at amortised cost and financial liabilities at amortised cost were as follows:

	Note	2020/2021 S\$	2019/2020 S\$
<b>Financial assets measured at amortised cost</b>			
Other receivables	7	161,785	87,710
Cash and cash equivalents	9	3,001,365	2,399,641
Total financial assets measured at amortised cost		3,163,150	2,487,351
<b>Financial liabilities measured at amortised cost</b>			
Other payables	10	908,214	623,250
Lease liabilities	12b	1,649,734	190,877
Total financial liabilities measured at amortised cost		2,557,948	814,127

#### 22. AGENCY FACILITY MANAGEMENT SERVICES GRANT

The Council incurred S\$261,723 (2019/2020: S\$161,041) for the Agency Facility Management and system maintenance services, which encompass helpdesk, onsite engineers support, network support and maintenance support. The amount was funded via operating grants retained and disbursed by the Ministry of Transport.



## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### NOTES TO THE FINANCIAL STATEMENTS

For the financial year ended 31 March 2021

#### 23. AUTHORISATION OF FINANCIAL STATEMENTS FOR ISSUE

The financial statements for the financial year ended 31 March 2021 were authorised for issue in accordance with a resolution of the Council Members on 25 June 2021.

## PUBLIC TRANSPORT COUNCIL

(Constituted under the Public Transport Council Act, Chapter 259B)

### GENERAL INFORMATION

For the financial year ended 31 March 2021

#### COUNCIL MEMBERS

Mr. Richard Magnus  
Mr. Tan Kim Hong  
Mr. Abdullah Shafiie Bin Md Sidik  
Mr. Adrian Chua Tsen Leong  
Ms. Anne Chua Tai Hua  
Ms. Chua Lee Hoong  
Mr. Fang Chin Poh  
Dr. Kwoh Chee Keong  
Ms. Lee Huay Leng  
Mr. Lim Bok Ngam  
Mr. Lim Boon Wee  
Dr. Lynette Cheah Wan Ting  
Ms. Nadia Ahmad Samdin (Appointed on 26 October 2020)  
Associate Professor Patricia Tan Mui Siang  
Ms. Rahayu Mahzam (Retired on 31 August 2020)  
Mr. Thuvinder Singh s/o Bachan Singh  
Associate Professor Vincent Chua Cheng Huat  
Mr. Yeo Teck Guan

#### AUDITORS

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Singapore 119963

#### PRINCIPAL BANKER

Oversea-Chinese Banking Corporation Limited

*This page does not form part of the financial statements.*



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**Public Transport Council**  
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