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News Release

IMPROVEMENTS IN BUS OPERATORS' QUALITY OF SERVICE (QoS) FOR THE 6-MONTH PERIOD, DECEMBER 2008 TO MAY 2009

The Public Transport Council's (PTC's) regular review of SBS Transit's and SMRT Buses' operating performance showed that in the 6-month period from 1 December 2008 to 31 May 2009, there were general improvements in performance and bus operators had largely met the Quality of Service (QoS) standards set.

2 Compared to the previous 6-month period, there were fewer instances of non-compliance with the standards. The few failures were on adherence to scheduled headways and passenger loading requirement. These have resulted in the PTC imposing lesser financial penalties of \$500 and \$200 on SBS Transit and SMRT Buses respectively. In the previous period, SBS Transit and SMRT Buses were fined \$4,500 and \$100 respectively.

3 Both operators have complied with the standards on service provision, scheduled trips operated, and they have continued to keep their bus breakdown and accident rates low.

4 Mr Gerard Ee, Chairman of the PTC said,

“We are encouraged to see the improvements in the operators’ performance. They have expanded their bus fleet and recruited more drivers to meet the more stringent QoS standards on scheduled headways, which took effect since August 2009. We expect that the operators will strive to improve their performance further to better serve commuters.”

5 The PTC tracks and reviews the public transport operators’ QoS performance and will announce the next 6-monthly results in April 2010.

6 Details of the QoS standards, penalty framework and operators’ performance are given in the attached **Fact Sheet**.

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FACT SHEET

Preamble

This fact sheet contains information pertaining to:-

- The Quality Of Service (QoS) Standards for basic bus services;
- Penalty framework for non-compliance with the QoS Standards;
- Results of 6-monthly QoS performances for the period December 2008 – May 2009; and
- Details of the non-compliant basic bus services (December 2008 – May 2009).

A) QUALITY OF SERVICE (QOS) STANDARDS FOR BASIC BUS SERVICES WITH EFFECT FROM 1 AUGUST 2008

1. The QoS Standards have two categories:
 - (i) Operating Performance Standards (OPS) which measure minimum daily or monthly operational deliverables, either at the bus network or route levels. They cover the aspects of bus reliability, loading and safety; and
 - (ii) Service Provision Standards (SPS) which measure overall bus route planning and provision of services. They cover the aspects of service availability, integration and information.
2. Operating Performance Standards (OPS)

1) Reliability	
1.1 Scheduled bus trips operated on each bus service	At least 96% monthly.
1.2 Bus service should adhere to not more than 5 minutes of its scheduled headway (frequency) upon departure at the bus interchanges and terminals	Not less than 85% daily.
1.3 Bus breakdown rate on all bus services	Less than 1.5% monthly.

2) Loading	
2.1 Bus loading during weekday peak periods on each bus service	Not exceeding 95% daily.

3) Safety	
3.1 Accident rate on all bus services	Less than 0.75 per 100,000 bus-km per month.

3. Service Provision Standards (SPS)

4) Availability	
4.1 Access to any bus service	To run at least one bus service within 400m radius of any development subject to minimum demand.
4.2 Provision of direct bus service connections	<p>To run direct bus services:</p> <ul style="list-style-type: none"> (a) Between a HDB neighbourhood and a nearby bus interchange or MRT station. (b) Between major employment/ activity centres and a nearby bus interchange or MRT station. (c) Between HDB towns and the Central Business District, and Jurong Industrial Estate. <p>The minimum requirements for direct bus connections as stated in 4.1 and 4.2 above are subject to minimum demand and may not be applicable where there are available MRT/NEL/LRT services.</p>
4.3 Bus service operating hours	At least 18 hours daily, unless otherwise stipulated by the PTC.
4.4 Bus service scheduled headways (frequencies)	<ul style="list-style-type: none"> (a) At least 80% of bus services to operate at headway* of not more than 15 minutes (<u>changed to 10 minutes with effect from 1 August 2009</u>) during weekday (excluding public holidays) peak periods, unless otherwise stipulated by the PTC. (b) At least 85% (<u>changed to 90% with effect from 1 August 2009</u>) of feeder bus services to operate at headway* of not more than 10 minutes during weekday (excluding public holidays) peak periods, unless otherwise stipulated by the PTC. (c) At least 85% of bus services to operate at headway of not more than 20 minutes during off-peak periods, unless otherwise stipulated by the PTC. (d) 100% of bus services to operate at headway of not more than 30 minutes, unless otherwise stipulated by the PTC.

Note

* Scheduled headway applies to bus services departing from bus interchanges and terminals in the peak directions during weekday peak periods.

5) Integration	
5.1 Bus service integration in HDB Towns	(a) At least one bus service to depart from the bus interchange/terminal at 6.00 am or earlier, daily. (b) At least one bus service to depart from the bus interchange/terminal at 12 midnight or after the last train service, whichever is later, daily.

6) Information	
6.1 Availability of up-to-date information	(a) To provide hotline and information on internet website for convenient trip planning. (b) To display information at all bus interchanges/ terminals with passenger boarding activities. (c) To display information at all bus stops with display facilities. (d) To provide timetables at bus stops for bus services with long headway (i.e. headway of 20 minutes or more, for more than 20% of the bus trips).

B) Penalty Framework for Non-Compliance with the QoS Standards

Standards	Financial Penalty*
Operating Performance Standards (OPS)	
<i>Route-based (Daily) Standards</i>	
Standard 1.2 on Headway Adherence	\$100 for each non-compliant day on each non-compliant route.
Standard 2.1 on Loading	
<i>Route-based (Monthly) Standards</i>	
Standard 1.1 on Percentage of Scheduled Trips Operated	\$1,000 per month on each non-compliant route.
<i>Operator-based (Monthly) Standards</i>	
Standard 1.3 on Bus Breakdown Rate	\$10,000 per month on each non-compliant standard.
Standard 3.1 on Accident Rate	
Service Provision Standards (SPS)	
<i>Operator-based (Monthly) standards</i>	
All SPS Standards	\$10,000 per month on each non-compliant standard.

* The PTC Act stipulates that all such sums collected by the PTC shall go into the government's Consolidated Fund.

C) Results of 6-monthly QoS Performances¹ for the Period December 2008 – May 2009

SBS Transit Ltd

Operating Performance Standards (OPS)		Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09
Reliability							
Each service shall operate at least 96% of its trips per month. (Standard 1.1)	All passed	All passed	All passed	All passed	All passed	All passed	All passed
Daily, each service shall have at least 85% of its trips depart the bus interchanges and terminals not more than 5 minutes from its scheduled headway. (Standard 1.2)	All passed	All passed	All passed	All passed	All passed	All passed	All passed
Bus breakdown rate shall be less than 1.5% per month. (Standard 1.3)	Passed	Passed	Passed	Passed	Passed	Passed	Passed
Loading							
Daily, each service bus loading shall not exceed 95% during weekday peak hours. (Standard 2.1)	All passed	98.9%* passed	99.5%* passed	99.5%* passed	99.5%* passed	All passed	All passed
Safety							
Accident rate shall be less than 0.75 per 100,000 bus-km per month. (Standard 3.1)	Passed	Passed	Passed	Passed	Passed	Passed	Passed

SMRT Buses Ltd

Operating Performance Standards (OPS)		Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09
Reliability							
Each service shall operate at least 96% of its trips per month. (Standard 1.1)	All passed	All passed	All passed	All passed	All passed	All passed	All passed
Daily, each service shall have at least 85% of its trips depart the bus interchanges and terminals not more than 5 minutes from its scheduled headway. (Standard 1.2)	All passed	All passed	All passed	All passed	All passed	All passed	98.5%* passed
Bus breakdown rate shall be less than 1.5% per month. (Standard 1.3)	Passed	Passed	Passed	Passed	Passed	Passed	Passed
Loading							
Daily, each service bus loading shall not exceed 95% during weekday peak hours. (Standard 2.1)	98.5%* passed	All passed	All passed	All passed	All passed	All passed	All passed
Safety							
Accident rate shall be less than 0.75 per 100,000 bus-km per month. (Standard 3.1)	Passed	Failed	Failed	Passed	Passed	Passed	Passed

* Refers to percentage of basic bus services that had complied with the standards. For penalty computation for the period December 2008 – May 2009, SBS Transit Ltd had 2 instances of non-compliance (2 for Standard 2.1) in Jan 09, 1 instance (Standard 2.1) in Feb 09 and 2 instances (Standard 2.1) in Mar 09. SMRT Buses Ltd had 1 instance of non-compliance (Standard 2.1) in Dec 08 and 1 instance (Standard 1.2) in May 09.

¹ Both SBS Transit Ltd and SMRT Buses Ltd have passed all the Service Provision Standards (SPS).

D) Details of non-compliant basic bus services (December 2008 – May 2009)

QoS Standard	Operator	Non-compliant bus service	Month (no. of instances)
Daily, each service shall have at least 85% of its trips depart the bus interchanges and terminals not more than 5 minutes from its scheduled headway. (Standard 1.2)	SMRT Buses Ltd	171 (Yishun – Marina Centre)	May 09 (1)
Daily, each service bus loading shall not exceed 95% during weekday peak hours. (Standard 2.1)	SBS Transit Ltd	9 (Bedok – Changi Airport Cargo Complex)	Mar 09 (2)
		33 (Bedok – Kent Ridge)	Jan 09 (1)
		58 (Bishan – Pasir Ris)	Jan 09 (1)
		91 (Buona Vista – Ayer Rajah Crescent)	Feb 09 (1)
	SMRT Buses Ltd	925 (Woodlands – Choa Chu Kang)	Dec 08 (1)

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