

The PTC Fines Bus Operators for Some Instances of Breach of Quality of Service (QoS) Standards for the 6-Month Period December 2007 to May 2008

1 The Public Transport Council (PTC)'s regular review of SBS Transit's and SMRT Buses' operating performance showed that in the 6-month period from 1 December 2007 to 31 May 2008, the operators largely met the Quality of Service (QoS) standards set but also had some instances of non-compliance. These include non-compliance with standards such as scheduled trips operated, adherence to the scheduled headways as well as passenger loading. As a result, financial penalties of \$9,300 and \$1,000 have been imposed on SBS Transit and SMRT Buses respectively.

2 The PTC notes the bus operators' ongoing efforts to improve their services to meet the stringent QoS standards, such as by purchasing more buses and accelerating the recruitment and training of bus drivers. Although more improvements can and should be made, on the whole the operators have been able to achieve the required standards on most services. In particular, the operators have kept their bus breakdown and accident rates low.

3 PTC Chairman, Mr Gerard Ee said,

"The stringent QoS standards are demanding targets to ensure that operators deliver better services to commuters. With the recent increase in bus ridership, it has become even more challenging for operators to cope with commuters' expectations and to comply with the standards.

The operators have assured us that they will work harder to improve their service standards. The financial penalties that the PTC imposed are a clear signal that the operators should strive for better results."

4 Since October 2007, the PTC has put in place a penalty framework to enforce compliance with QoS standards set for basic bus services. The penalty for non-compliance ranges from \$100 per day per bus service route to \$10,000 per month per standard.

5 The PTC reviews the QoS performance of basic bus services and announces the 6-monthly results in April and October every year. The results of the next review are due in April 2009.

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

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For enquiries, please e-mail or fax to:

Mr Eddy Goh
Public Transport Council Office
E-mail: ptc@www.ptc.gov.sg
Fax no: 6396 4218

FACT SHEET

This fact sheet contains information pertaining to:-

- The Quality Of Service (QoS) Standards for Basic Bus Services and penalty framework (Pages 2 to 4);
- Results of 6-monthly QoS performances for the period December 2007 to May 2008 (Page 5); and
- Details of non-compliant basic bus services for the period December 2007 – May 2008 (page 6).

A Quality of Service (QoS) Standards for Basic Bus Services

1. The QoS Standards cover 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	To run direct bus services: <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. (d) These requirements are subject to minimum demand. The requirements may not be applicable where there are available MRT/NEL/LRT services.
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 (to be changed to 10 minutes with effect from August 2009) during weekday (excluding public holidays) peak periods, unless otherwise stipulated by the PTC. (b) With effect from 1 August 2008, at least 85% (to be changed to 90% with effect from 1 August 2009) 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.

5) Integration	
5.1 Bus service integration in HDB Towns	<ul style="list-style-type: none"> (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* <i>(Applicable w.e.f. 1 October 2007)</i>
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 2007 – May 2008

SBS Transit Ltd

Operating Performance Standards (OPS)	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08
Reliability						
Each service shall operate at least 96% of its trips per month. (Standard 1.1)	All passed	All passed	98.4%* passed	98.9%* 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)	98.4%* passed	All passed	99.5%* passed	99.5%* passed	99.5%* passed	98.4%* passed
Bus breakdown rate shall be less than 1.5% per month. (Standard 1.3)	Passed	Passed	Passed	Passed	Passed	Passed
Loading						
Daily, each service bus loading shall not exceed 95% during weekday peak hours. (Standard 2.1)	99.5%* passed	97.3%* passed	98.4%* passed	98.9%* passed	96.3%* passed	98.4%* 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

SMRT Buses Ltd

Operating Performance Standards (OPS)	Dec 07	Jan 08	Feb 08	Mar 08	Apr 08	May 08
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
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)	96.9%* passed	98.5%* passed	96.9%* passed	96.9%* 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
Loading						
Daily, each service bus loading shall not exceed 95% during weekday peak hours. (Standard 2.1)	All passed	All passed	All passed	All passed	98.5%* 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

* Refers to percentage of basic bus services that had complied with the standards. For penalty computation for the period December 2007 – May 2008, **SBS Transit Ltd** had 4 instances of non-compliance (3 for Standard 1.2 and 1 for Standard 2.1) in Dec 07, 5 instances (Standard 2.1) in Jan 08, 7 instances (3 for Standard 1.1, 1 for Standard 1.2 and 3 for Standard 2.1) in Feb 08, 8 instances (2 for Standard 1.1, 1 for Standard 1.2 and 5 for Standard 2.1) in Mar 08, 9 instances (1 for Standard 1.2 and 8 for Standard 2.1) in Apr 08 and 15 instances (10 for Standard 1.2 and 5 for Standard 2.1) in May 08. **SMRT Buses Ltd** had 4 instances of non-compliance (standard 1.2) in Dec 07, 1 instance (standard 1.2) in Jan 08, 2 instances (standard 1.2) in Feb 08, 2 instances (standard 1.2) in Mar 08 and 1 instance (standard 2.1) in Apr 08.

The QoS penalty framework for non-compliance is only applicable with effect from Oct 2007. SBS Transit Ltd and SMRT Buses Ltd were fined \$300 and \$200 respectively for instances of non-compliance in October and November 2007.

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 2007 – May 2008)

QoS Standard	Operator	Non-compliant bus service	Month (no. of instances)
Each service shall operate at least 96% of its trips per month. (Standard 1.1)	SBS Transit Ltd	14 (Bedok – Clementi)	Mar 08 (1)
		30 (Bedok – Boon Lay)	Mar 08 (1)
		56 (Bishan – Marina Centre)	Feb 08 (1)
		161 (Hougang Central – Woodlands)	Feb 08 (1)
		168 (Bedok – Woodlands)	Feb 08 (1)
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)	SBS Transit Ltd	3 (Tampines – Pasir Ris / Punggol)	May 08 (6)
		6 (Pasir Ris – Loyang Crescent)	Dec 07 (1)
		19 (Tampines – Changi Airport Cargo)	May 08 (1)
		32 (Bedok – Buona Vista)	Apr 08 (1)
		35 (Bedok – Tanah Merah Ferry Ter)	May 08 (3)
		36 (Changi Airport – Tomlinson Rd)	Dec 07 (1)
		57 (Bishan – Bukit Merah)	Feb 08 (1)
		123 (Bukit Merah – Bukit Purmei Ave)	Dec 07 (1)
		162 (Yio Chu Kang – Shenton Way)	Mar 08 (1)
	SMRT Buses Ltd	167 (Sembawang – Bukit Merah)	Dec 07 (2)
		178 (Woodlands – Boon Lay)	Feb 08 (1)
		700 (Bukit Panjang – Shenton Way)	Dec 07 (2)
		852 (Yishun – Bukit Batok)	Jan 08 (1), Feb 08 (1), Mar 08 (1)
		857 (Yishun – Temasek Ave)	Mar 08 (1)
Daily, each service bus loading shall not exceed 95% during weekday peak hours. (Standard 2.1)	SBS Transit Ltd	3 (Tampines – Pasir Ris / Punggol)	May 08 (3)
		8 (Tampines – Toa Payoh)	Apr 08 (1)
		10 (Tampines – Kent Ridge)	Mar 08 (3), May 08 (1)
		16 (Bedok – Bukit Merah)	Jan 08 (1)
		25 (Ang Mo Kio – Bedok)	Apr 08 (1)
		28 (Tampines – Toa Payoh)	Apr 08 (2)
		43 (Punggol – Upper East Coast Rd)	Feb 08 (1)
		58 (Bishan – Pasir Ris)	Apr 08 (1)
		145 (Toa Payoh – Buona Vista)	Jan 08 (1), Apr 08 (1), May 08 (1)
		182 (Boon Lay – Tuas)	Jan 08 (1), Feb 08 (1)
		196 (Bedok – Clementi)	Jan 08 (1)
		198 (Boon Lay – Bukit Merah)	Jan 08 (1), Apr 08 (1)
		254 (Boon Lay – Tuas Ave 11)	Feb 08 (1), Mar 08 (2), Apr 08 (1)
		400 (Shenton Way – Marina Grove)	Dec 07 (1)
		SMRT Buses Ltd	925 (Woodlands – Choa Chu Kang)

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