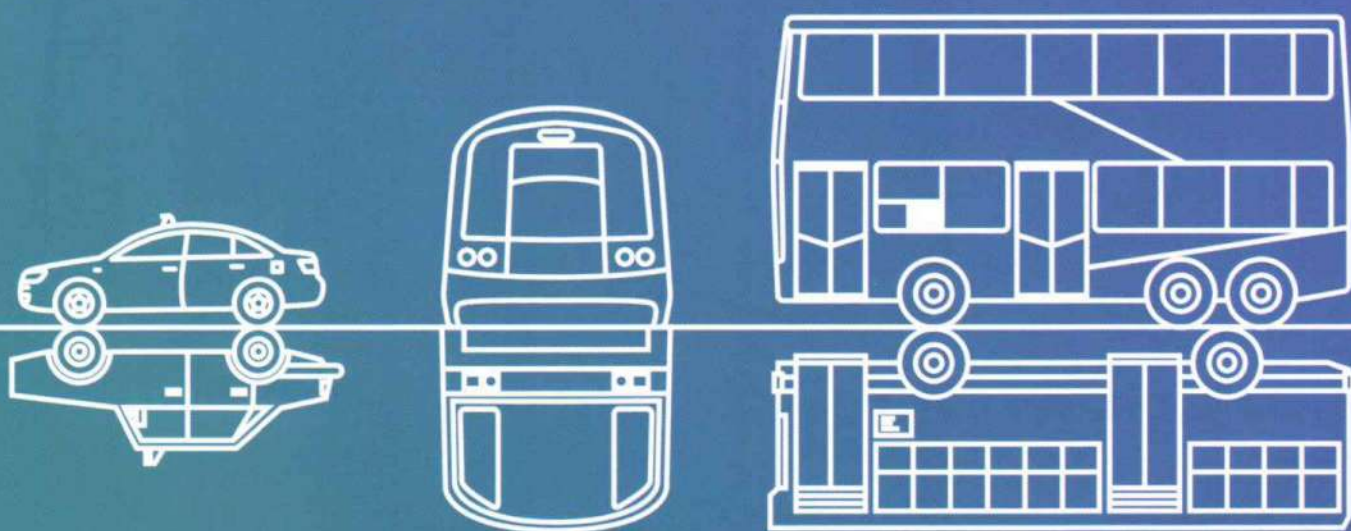


PUBLIC TRANSPORT COUNCIL
Annual Report 2014/2015

EMBRACING CHANGES



CONTENTS

EMBRACING CHANGES

2	Highlights of the Year
3	Chairman's Message
6	Profile of Council Members
10	Our Role and Structure
11	Regulatory Framework
12	Milestones
16	Ensuring a Comprehensive and Integrated Bus Network
21	Ensuring Quality Basic Bus Services
24	Ensuring Affordable Public Transport for Commuters
26	Regulating Ticket Payment Services
27	Deterring Fare Evasion
30	Engaging the Public through Feedback
32	Graciousness on Public Transport Programme
34	Financial Statements
51	Bus Service Applications Approved/Rejected by PTC
58	Bus Fares Approved by PTC
62	Train Fares Approved by PTC
65	Monthly Concession Passes
66	Quality of Service (QoS) Standards for Basic Bus Services and Penalty Framework
69	Operators' 6-monthly QoS Performance Results
71	Bus and Train Ridership

HIGHLIGHTS OF THE YEAR

Regulating Bus Services

- Licensed a total of 595 bus services, including 109 Premium Bus Services
- Approved 51 new bus service applications
- Approved new basic services and Peak Period Short Services
- Issued, amended and renewed 677 bus service licences
- Expanded the scope of the Quality of Service (QoS) standard on the provision of up-to-date bus service information

Ensuring Affordable Fares

- Approved an overall fare adjustment of 2.8%
- 2 to 5-cents increase in adult card fares and 10-cents increase in adult cash fares
- No increase in senior citizen card and cash fares
- 1-cent increase in student card fares and no increase in student cash fares
- New off-peak passes for adults, senior citizens and persons with disabilities
- Contributions by public transport operators to the Public Transport Fund

Deterring Fare Evasion

- Fare evasion rate on buses remained at low level despite rising ridership over the years
- Handled 126 taxi fare evasion cases

Connecting with Commuters

- Processed a total of 514 public feedback and media queries
- Issued 3 press releases

CHAIRMAN'S MESSAGE

The past year had been an exciting one for the public transport industry. The Government had announced that the public bus industry will undergo restructuring and progressively move towards bus contracting from the second half of 2016. Under this new model, the Government will assume ownership of infrastructure such as bus depots, interchanges, as well as operating assets such as buses and the fleet management system. This will strengthen the Government's ability to respond more expeditiously to changes in travel demand and improvements to service standards. Tendering of bus packages through bus contracting will also promote greater competition and efficiency among bus operators. The desired outcome is higher service levels to benefit commuters.

To date, the first package had been awarded to Tower Transit Singapore, with the second

package to be awarded in late 2015. The introduction of a foreign bus operator marked a major milestone for the Singapore's bus industry. The PTC welcomes this refreshing move and envisages that the new bus operator will be able to adapt its overseas experience and expertise to inject innovative ways of delivering bus services to better serve commuters.

The coming months will also see the opening of the new Downtown Line Stage 2 (DTL2) which comprises one depot and 12 stations that cover the corridors of the Bukit Panjang and Bukit Timah areas. DTL2 will have four interchange stations at Little India, Newton, Botanic Gardens and Bukit Panjang which link to the North East Line, North-South Line, Circle Line and Bukit Panjang LRT respectively. From the Bukit Panjang heartland through the 'school district' and food enclaves of

“ *The public transport landscape in Singapore is evolving rapidly with exciting industry changes, most notably the impending implementation of the bus contracting model and aggressive expansion of the MRT network. Commuters are at the core of the developments with the concerted efforts by the various agencies and stakeholders striving to deliver better services and improve commuter travel experience.*

As the public bus industry gradually transits to bus contracting, the Public Transport Council is excited by the challenges and developments ahead of us and is confident that together with our partners, we will embrace the changes and deliver a public transport system that will serve the needs of Singapore and Singaporeans in the future! **”**



Bukit Timah, DTL2 is expected to improve connectivity for the community in the north-western region of Singapore and reduce travel time by up to 30%.

Commuters remain the core focus of our endeavour to improve public transport services. The journey may be long but the Government agencies and public transport operators (PTOs) will spare no effort to work towards the aim of meeting the travel needs of commuters. The PTC will continue to work closely with the Ministry of Transport (MOT), Land Transport Authority (LTA) and PTOs to ensure a smooth transition to the new bus model and build a sustainable public transport system for Singapore.

On fare regulation, I am heartened to share that the PTC had won the esteemed International Association of Public Transport's (UITP's) "Smart Financing and Business Model" finalist award at the 61st UITP World Congress & Exhibition, held in Milan in June 2015. Selected from over 200 applications, PTC's "Fare Review Mechanism" was recognised for its practical mechanism and formula to keep public transport fares affordable while maintaining the viability of the PTOs. The award, being noteworthy in that it was awarded in PTC's first membership year in UITP, is a validation that the fare review mechanism adopted by the PTC for its annual fare review exercise has been recognised internationally as a fair and balanced model.

There are indeed so much that we have done and achieved for the year. Please join me as we reflect on our journey and various accomplishments for the past year.

Bus Service Improvements

Under the Bus Service Enhancement Programme (BSEP), 1,000 Government-funded buses will be injected into the public bus network by 2017. As at end July, about 660 buses had already been deployed on the road to ease commuter congestion on some 170 bus services. More than 40 bus routes were also introduced or extended since the BSEP was implemented. The BSEP, together with the on-going Bus Service Reliability Framework trial, has resulted in the introduction of new bus routes, less crowded buses, and more frequent and regular bus arrivals for commuters especially during peak periods.

To allow commuters to better plan their journeys on public buses, the PTC has decided to expand the scope of the Quality of Service standard on the provision of up-to-date bus service information. From December 2014, basic bus service operators would have to provide static online timetables on their respective internet websites for their bus services that have more than 10% of trips with headway of more than 15 minutes. With the availability of static online timetables, commuters will be able to better plan for their bus journeys.

Moving into public transport service quality, we were heartened by the results of the 2014 Public Transport Customer Satisfaction Survey which showed that public satisfaction with public transport services had improved to 91.3% in 2014, up from 88.5% in 2013. Satisfaction with bus services rose for the second consecutive year, with satisfaction levels improving from 88.3% in 2013 to 90.2% in 2014. In particular, service attributes such as bus waiting time and reliability had improved. With the gradual transition to the bus contracting model, we can expect service levels to further improve to cater to commuters' needs.

During the financial year, the PTC approved a total of 19 new basic and 32 new non-basic bus services, including 10 Peak Period Short Services and 14 premium bus services. These new bus services will provide commuters with greater public transport mode choices and convenience.

Fare Adjustment

During the year, the PTC continued to take guidance from the fare formula adopted in 2013 and approved an overall 2.8 per cent fare increase. This was the combined fare adjustment aggregated from the 3.4 per cent carried over from the previous year's Fare Review Exercise and this year's fare adjustment quantum of negative 0.6 per cent.

There was no increase in senior citizen fares and the prices of travel concession passes. Similarly, the fares for the two Government-funded schemes for Lower-Wage Workers and Persons with Disabilities remained unchanged. More importantly, more than 1.1 million commuters were unaffected by the fare adjustment. This preserves our commitment to keep fares affordable for commuters.

As part of the fare adjustment, the PTC required the PTOs to contribute a portion of the increase in fare revenue to the Public Transport Fund. This ensures that assistance will continue to be made available for needy commuters to help them cope with the fare adjustment.



Deterring Fare Evasion

Fare evasion leads to fare leakage which could eventually translate into fare increases if left unchecked. The penalty fee regime was hence implemented in July 2008 with the objective to deter fare evasion on our bus and train systems. Since the regime came into effect, the fare evasion rate had remained low despite increases in ridership over the years. It is encouraging to know that the regime has served as an effective deterrent to fare evasion.

Similarly, taxi fare evasion must be curbed to protect the livelihood of taxi drivers. In 2012, the PTC worked with the LTA to jointly operationalise the regime for taxi companies to refer taxi fare evasion cases to the PTC/LTA for investigation and prosecution. About 300 cases had been referred to the PTC/LTA for investigations since the regime was operationalised. In the past year, the PTC/LTA had assisted taxi drivers in recovering unpaid taxi fares successfully. Some taxi fare evaders were also duly penalised for non-payment of taxi fares.

Our Journey Ahead - Embracing Changes

As the public transport landscape in Singapore continues to evolve, we are excited and honoured to be able to contribute to the building of a better public transport system for Singapore. The journey may be long and arduous, but the outcome will be rewarding and significant as we continue to build on what we have achieved thus far.

On a personal note, I would like to take the opportunity to thank our Council Members for their time, commitment and dedicated services in the past year which had been fruitful and progressive. We will embrace the changes ahead of us, and thrive to overcome the challenges to achieve what we have set out to accomplish.

In closing, I would like to express my utmost appreciation to the organisations and individuals who have, in one way or another, supported and contributed to the PTC over the past year. The PTC will work closely with our partners and stakeholders to make concerted efforts to raise the level of our public transport services. We will continue to challenge ourselves and push the boundaries of excellence, while we remain true to our dedication to be the voice of the commuter. As we celebrate our Golden Jubilee, we are reminded of our past achievements. We will however not rest on our laurels. We will strive to embrace the changes in the same spirit of our pioneering forefathers to resolutely build an efficient and sustainable public transport system that Singaporeans are proud of! We are confident that our public transport system will allow commuters to travel safely and conveniently for work, school and leisure, at affordable fares.

A stylized, handwritten signature in black ink.

Mr Richard Magnus
Chairman

PROFILE OF COUNCIL MEMBERS

Chairman



Mr Richard Magnus

Mr Magnus was appointed as Chairman of the Public Transport Council (PTC) on 1 May 2014. He had served on the PTC since February 2012 and led the Fare Review Mechanism Committee (FRMC) which undertook a review of the public transport fare review mechanism and fare concessionary framework. The recommendations of the FRMC were accepted by the Government in November 2013 and have been implemented progressively in 2014/2015. The fare review mechanism clinched the esteemed International Association of Public Transport's (UITP's) "Smart Financing and Business Model" finalist award at the 61st UITP World Congress & Exhibition in Milan. Prior to joining the PTC, Mr Magnus was Board Director of the Land Transport Authority. He also chaired the Downtown Line's Financing Committee whose proposals were accepted.

Mr Magnus is Chairman and Board Director of several private companies and bodies. He is also a Member of the Public Service Commission and the Ministry of Home Affairs' Independent Review Panel. For his contributions to Public Service, he was conferred the Public Administration Medal (Gold) (Bar) in 2003, the Meritorious Service Medal in 2009 and the Public Service Star Medal in 2015.

Members



Mr Abdullah Shafie Bin Mohamed Sidik

Mr Abdullah Shafie is Chairman of Siglap South Community Centre Management Committee, and Vice-Chairman of Joo Chiat Citizens' Consultative Committee and Joo Chiat Community Club Management Committee. Mr Abdullah Shafie is also President of the Singapore Silat Federation and a Board Member of People's Association. He is active in community and grassroots work. For his service to the community, Mr Abdullah Shafie was awarded the Public Service Star (BBM) in 2005.



Mr Arasu s/o Duraisamy

Mr Arasu is General Secretary of the Singapore Port Workers Union and a member on NTUC Central Committee. He pursued the OTC Institute-UniSIM Diploma in Employment Relations (DER) and was awarded the Seah Mui Kok Award for Top Unionist in the DER programme.



Mr Chan Boon Fui

Mr Chan is Senior Director (Leadership Development and HR Policy) of the Public Service Division. He holds a Master of Science in Management from Stanford University. Mr Chan had previously held various appointments in the People's Association, Ministry of Trade and Industry, Ministry of Transport and Ministry of Defence.



Associate Professor Vincent Chua Cheng Huat

Associate Professor Chua is Head (Research) in the Office of the President at SIM University. He obtained his PhD in Economics from the University of Chicago in 1989. His strong academic background and ground experience in public transport enable him to offer professional and valuable inputs to the Council. Associate Professor Chua was awarded the Public Service Medal (PBM) in 2007 in recognition of his contributions to the Council since 1999.



Ms Anne Chua Tai Hua

Ms Chua is Head of Finance at CapitaCommercial Trust. She is a finance professional with more than 20 years of experience in the finance and treasury functions with local and multinational organizations. She also sits on the Valuation Review Board of the Ministry of Finance. Ms Chua obtained a Master's Degree of Professional Accounting from the Singapore Management University.



Mr Gopinath Menon

Mr Menon is a Principal Consultant with CPG Consultants Pte Ltd and also a freelance transportation consultant. He is a member of the Singapore Road Safety Council. He has vast experience in the transport field, specialising in traffic management, road pricing and bus priority schemes. Mr Menon was awarded the Public Service Star (BBM) in 2010.

PROFILE OF COUNCIL MEMBERS



Mr Karmjit Singh

Mr Singh is Chairman of the Chartered Institute of Logistics and Transport Singapore (CILT) where he is actively involved in logistics professional development for over 15 years. He is an Independent Board Director of the Keppel Telecommunications and Transportation Ltd, a subsidiary of Keppel Corporation, and a Member on the Board of The Logistics Institute - Asia Pacific, National University of Singapore. He is also Chairman of the Advisory Council for e-commerce for Singapore Post Limited. Mr Singh participated in the General Agreement in Trade and Services deliberations on air transport services in 1991.



Ms Lee Huay Leng

Ms Lee is Editor of Lianhe Wanbao, Singapore Press Holdings. She is also an Adjunct Assistant Professor in the Chinese Department at the National University of Singapore. She started her journalistic career in Lianhe Zaobao in which she covered sports, domestic politics, foreign relations, regional and multi-lateral forums. Ms Lee was the paper's Hong Kong correspondent and subsequently, Beijing Bureau Chief before she returned to head the China desk in 2005. For public service, Ms Lee currently serves on a few boards and committees, including the National Museum of Singapore and National Environment Agency.



Mr Sng Chern Wei

Mr Sng is Director, Curriculum Planning and Development Division 1 at the Ministry of Education. He holds a Master's Degree from Harvard University. He also has a Professional Qualification in Leaders in Education Programme from the National Institute of Education. Mr Sng received the Public Administration Medal (Silver) in 2010.



Associate Professor Patricia Tan Mui Siang

Associate Professor Tan is Head of the Division of Accounting at Nanyang Business School, NTU. She has a PhD Degree in Accounting from the University of British Columbia, and is a Chartered Accountant of Singapore. Prior to joining academia, Associate Professor Tan worked as an external auditor in one of the international audit firms. Her research interests are in financial reporting issues and sustainability reporting. Her research has been published in both professional accounting and top academic journals in the field, and she has presented her research findings at numerous international conferences. She has also jointly conducted various financial reporting consultancy projects. She has taught courses at many levels, including undergraduate, MBA and Nanyang Fellows. She currently serves on the Board of Governors of Raffles Girls School (Secondary).



Mdm Tan Seow Peer

Mdm Tan is a practising lawyer with Joseph Tan & Jude Benny, LLP. She is active in community work and is Chairperson of Tiong Bahru Community Centre Management Committee. Mdm Tan received the Public Service Star (BBM) Award in 2011.



Mr Tay Bok Hock Louis

Mr Tay is Chairman of Bukit Panjang Community Sports Club, Vice-Chairman of Bukit Panjang Citizens' Consultative Committee and Resource Person of the North West Community Development Council. He was awarded the Efficiency Medal, Public Service Medal and Public Service Star in 1997, 2000 and 2005 respectively. Mr Tay is currently holding the position of Head, Technical (BIM) Department in Lian Soon Construction Pte Ltd.



Mr Toh Hock Poh

Mr Toh is President of Metal Industries Workers' Union, and is an active unionist with more than 30 years of service in unions. He is also a Board member of NTUC Learning Hub, Trustee of the NTUC Education and Training Fund, and NTUC Central Committee member. Mr Toh received the Comrade of Labour Award at May Day Awards in 1998 and the Public Service Medal (PBM) in 2009.



Mr Yeo Teck Guan

Mr Yeo is Group Director (Public Transport) at the Land Transport Authority. He joined the Authority in 1998 and was Director, Public Transport Regulation from 2007 to 2012. He brings to the Council his extensive experience in the regulation of public transport services.

OUR ROLE AND STRUCTURE

The Public Transport Council (PTC) is an independent body that regulates bus service operators, bus services, ticket payment services, and bus and train fares. It is constituted under the Public Transport Council Act (Cap 259B), which was brought into force on 14 August 1987.

The Council comprises 15 members drawn from a wide spectrum of society, with representatives from the academia, labour unions, grassroots organisations, media, as well as professionals from the private and public sectors. Many of the Council Members commute regularly by public transport for work and leisure, and share many of their concerns as commuters themselves. This multiplicity of representation and experience helps to provide invaluable insight and expertise in the deliberation and decision-making process.

The Council strives to strike an optimum balance between safeguarding the interests of the public and ensuring the long-term viability of the public transport operators. With this mandate, the Council seeks to:

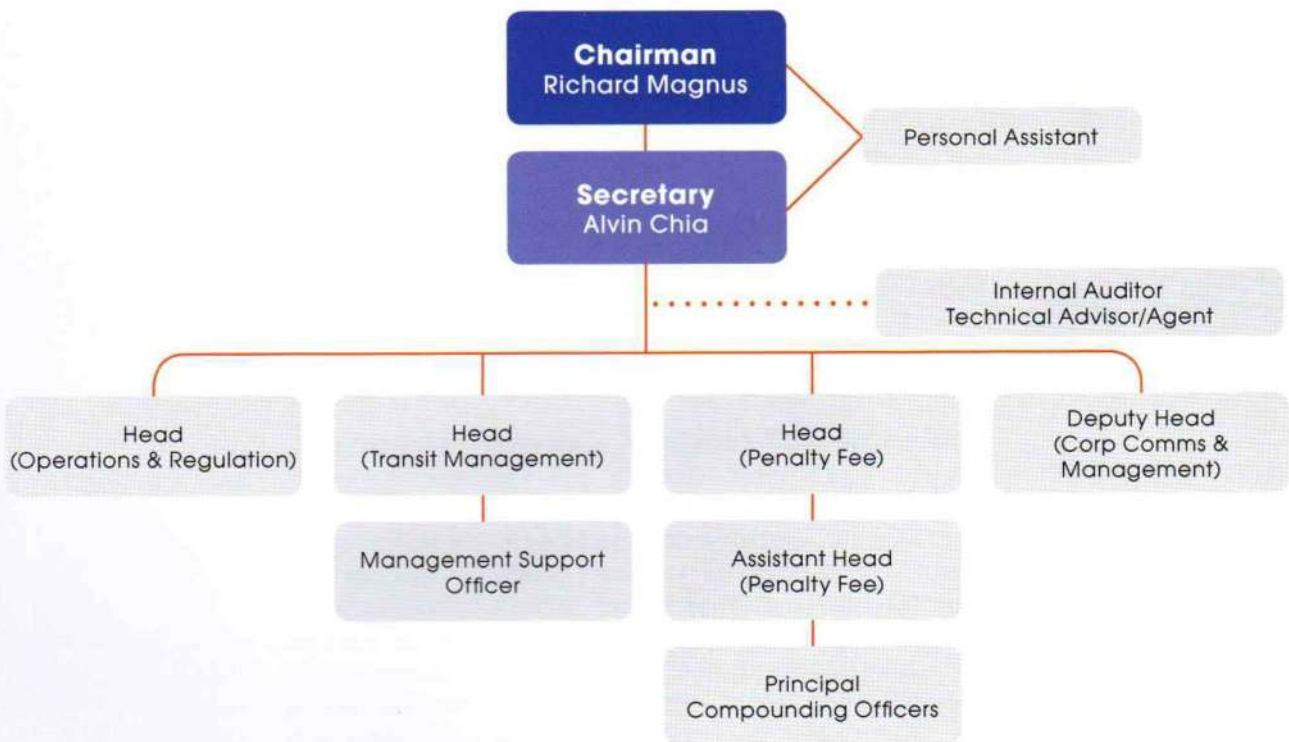
- Create a comprehensive and integrated bus network;
- Ensure quality bus services;
- Maintain affordable bus and train fares; and
- Ensure the provision of ticket payment services in public transport.

The Council operates within the jurisdictions of the PTC Act and prevailing public transport policies, with the LTA acting as the agent and technical advisor to the PTC.

The key statutory powers of the Council include regulating:

- Bus service operators;
- Bus services (or routes) that charge fares;
- Basic bus service standards;
- Bus and train fares (taxi fares had been deregulated since 1 September 1998);
- Fuel equalisation fund;
- Ticket payment services for buses and trains; and
- Penalty fees to deter fare evasion

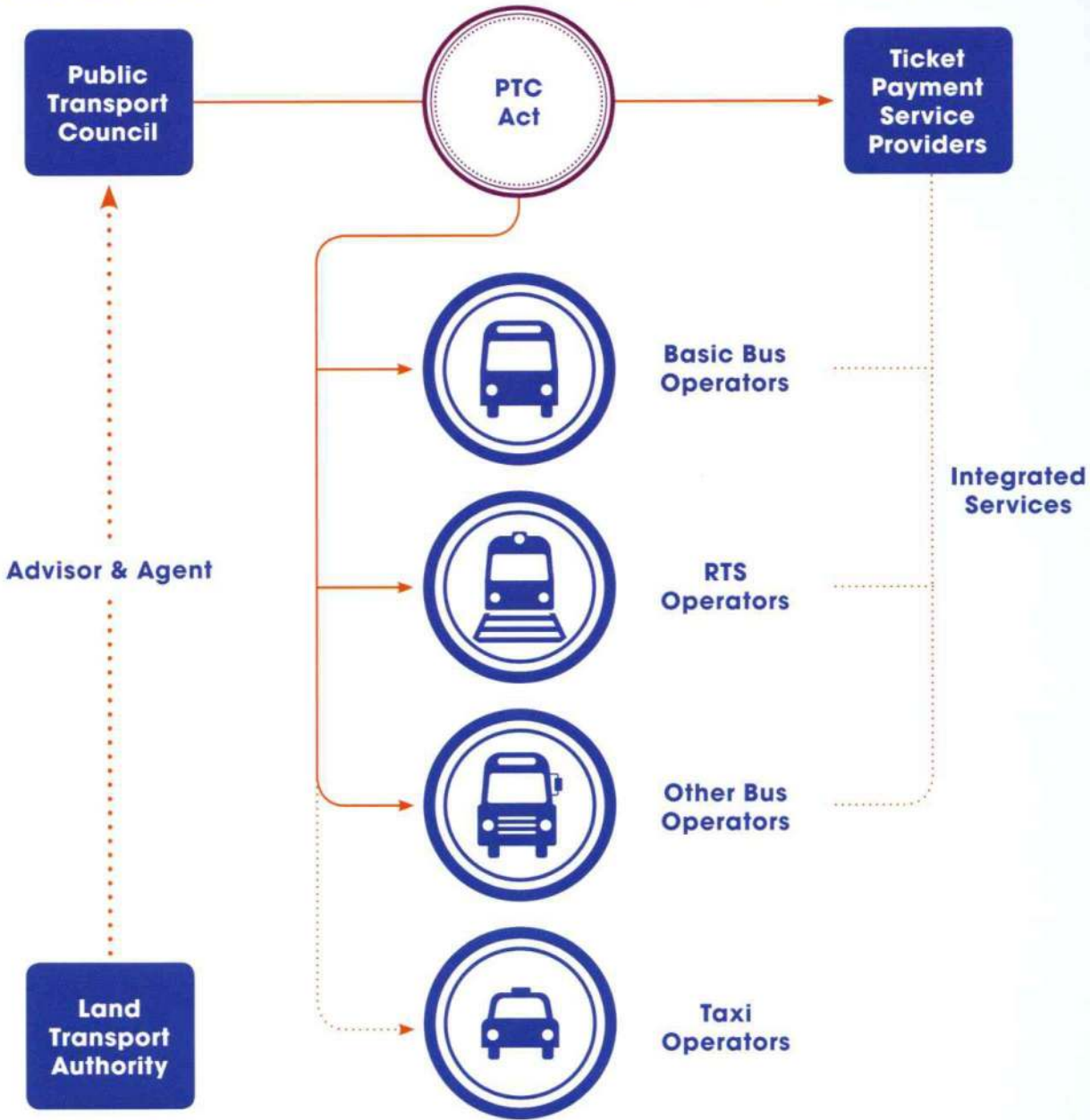
In financial year 2014/2015, the Council had a total of 6 meetings and 6 rounds of circulation of papers.



REGULATORY FRAMEWORK

REGULATORS

SERVICE PROVIDERS



Our Key Business Partners



MILESTONES

FY 2014/2015

Fare review exercise
Introduction of new off-peak passes for adults, senior citizens and persons with disabilities
Expansion of the scope of the Quality of Service (QoS) standard on the provision of up-to-date bus service information
Approval of 19 new basic services including 10 new Peak Period Short Services
Launch of Graciousness on Public Transport Programme "Bring out the thoughtfulness in you"

FY 2013/2014

Fare review exercise using new fare review formula and mechanism
Introduction of new fares for Downtown Line
Enhanced and new public transport concession schemes
Implementation of new Quality of Service (QoS) financial penalty quantum
Approval of 8 new basic services, 4 new Peak Period Short Services and 10 new City Direct bus services
Approval of performance standards and penalty framework for Peak Period Short Services
Launch of Graciousness on Public Transport Programme "Make it Right for a Better Ride!"

FY 2012/2013

Review and announcement of higher financial penalties for breaches to the QoS framework
Revision of guidelines for Shuttle Bus Service Scheme
Improvement of QoS audit framework
Collaboration with taxi operators to place decals in 16,000 taxis
Launch of Graciousness on Public Transport Programme "Make it Right for a Better Ride!"

FY 2011/2012

Fare review exercise
Development of a new bus service licensing system
Operationalisation of a framework to deal with taxi fare evasion
Launch of Graciousness on Public Transport Programme "Make it Right for a Better Ride!"
Awarded Outstanding Website Award in the 2011 WebAward Competition
Awarded Merit Award in the Minister's Innovation Award Competition (by MOT)

FY 2010/2011

Introduction of new distance-based fare structure, "Distance Fares"
Fare review exercise
Establishment of framework for updating of bus stop distances
Revision of penalty fee regime
Launch of Graciousness on Public Transport Programme "Love Your Ride!"

FY 2009/2010

Introduction of new fares for Circle Line
Reduction of bus and train fares
Tightening of QoS standards on scheduled headways
Introduction of new ticket payment service provider
Launch of Graciousness on Public Transport Programme "A Happy Journey Starts Like That!"

FY 2008/2009

Introduction of new QoS standard for feeder bus services
Fare review exercise
Review of fare adjustment formula
Implementation of penalty fee regime to deter fare evasion
PTC Act amendment

FY 2007/2008

Tightening of QoS standards on scheduled headways and provision of timetables at bus stops
Introduction of QoS penalty framework
Launch of Land Transport Master Plan 2008
Fare review exercise

FY 2006/2007

Introduction of new QoS standards for basic bus services
Introduction of new guidelines for premium bus service scheme
Introduction of new bus service operator licensing regime
Introduction of new ticket payment service licensing
Fare review exercise

FY 2005/2006

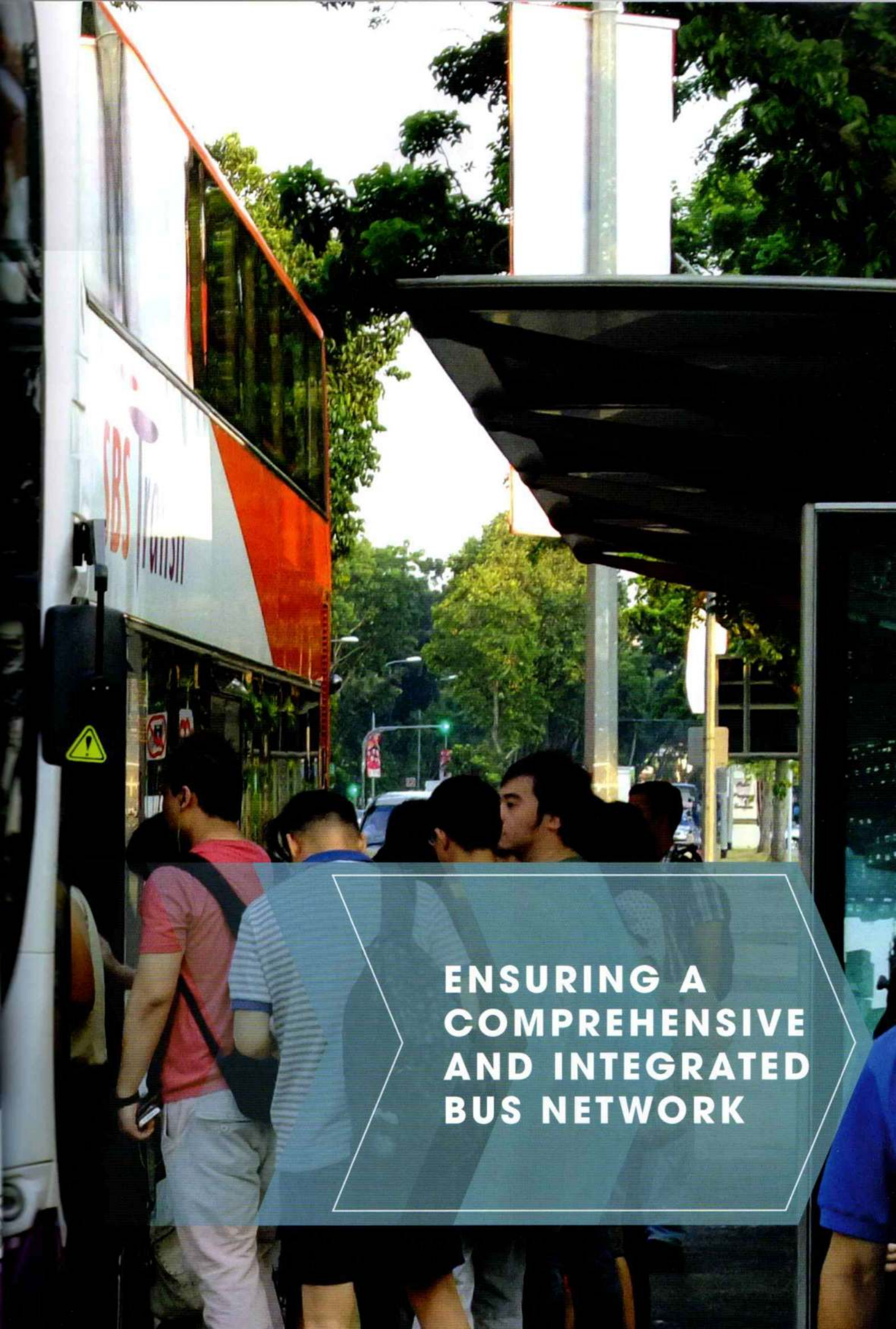
PTC Act amendment
Introduction of Fast Forward bus services
Conducted bus passenger satisfaction survey
Fare review exercise

FY 2004/2005	Introduction of new fare review mechanism New fares for Punggol LRT Conducted the bus passenger satisfaction survey
FY 2003/2004	Introduction of differential fares for NEL Commissioning of bus-NEL integration exercise Tender for Jurong Island bus service Conducted bus passenger satisfaction survey
FY 2002/2003	Launch of contactless smart card New fares for Sengkang LRT Stepping down of public transport operators from Council Introduction of feeder bus competition framework Fare review exercise
FY 2001/2002	Introduction of feeder bus fare alignment
FY 2000/2001	LRT single trip fare adjustment Conducted comprehensive bus service audit
FY 1999/2000	New fares for Bukit Panjang LRT PTC Act amendment Introduction of night bus scheme Tender for Jurong Island bus service
FY 1998/1999	Deregulation of taxi fare Introduction of Tourist Day farecard Introduction of rebates for farecard top-ups and concessions
FY 1997/1998	Tightening of basic bus service standards and specifications Fare review exercise Introduction of new CPI + X fare cap
FY 1996/1997	Introduction of intra-town bus service scheme Introduction of express bus scheme Implementation of taxi surcharges to taxi fare
FY 1995/1996	Tightening of basic bus service standards and specifications Introduction of premier taxis scheme Launch of White Paper on A World Class Land Transport System
FY 1994/1995	Introduction of new basic bus service standards and specifications Introduction of Bus-Plus scheme Fare review exercise
FY 1993/1994	Commissioning of bus-MRT integration exercise
FY 1992/1993	Commissioning of bus-MRT integration exercise
FY 1991/1992	Introduction of fuel equalisation fund Commissioning of bus-MRT integration exercise
FY 1990/1991	Commissioning of bus-MRT integration exercise Fare review exercise Introduction of transfer rebates
FY 1989/1990	Revision of taxi fare Introduction of common magnetic farecard Introduction of first shuttle bus to MRT station
FY 1988/1989	Fares for complete MRT system Revision of taxi fare
FY 1987/1988	Formation of PTC New MRT fares for launch of partial MRT system

PENJURU ROAD
> JURONG EAST

78

VOLVO



**ENSURING A
COMPREHENSIVE
AND INTEGRATED
BUS NETWORK**

ENSURING A COMPREHENSIVE AND INTEGRATED BUS NETWORK

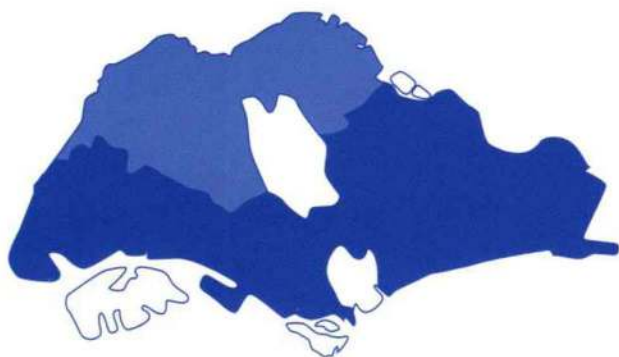
Comprehensive Basic Bus Services

Basic bus services today are provided by two public transport operators, SBS Transit Ltd (SBST) and SMRT Buses Ltd (SMRTB), which are licensed by the PTC. The operators are responsible for planning and operating their respective bus services to meet the mobility needs of commuters within their assigned Areas of Responsibility (AoR). They can also propose bus routes to serve areas outside their AoR for the PTC to consider.

To protect commuters' interests, the PTC sets the Quality of Service (QoS) standards which basic bus operators are required to comply with. Basic bus service operators must also fulfil the Universal Service Obligation (USO), which requires them to provide at least one basic bus service to within 400 metres of any development, subject to a minimum demand. These services must be operated daily, throughout the entire day and at an acceptable headway, even if they are unprofitable.

More Premium Bus Services

The PTC revised the Premium Bus Service (PBS) Scheme in 2007 to provide commuters with more options for public transport. Responses to the scheme remain positive. As of 31 March 2015, there were 109 licensed PBS, up from 42 in January 2008.



- SBST's Areas of Responsibility
- SMRTB's Areas of Responsibility



A Spectrum of Bus Services to Meet Different Needs

Currently, the PTC grants bus service licences for five main types of bus services, i.e. basic, supplementary, basic-plus, premium and special (including temporary or short term ad-hoc) bus services.

Basic bus services are operated by the two bus operators, namely SBS Transit and SMRT Buses. Such services include trunk, feeder, and intra-town services. The buses deployed must comply with specific vehicle standards set by the LTA, and the services are only allowed to charge fares at levels approved by the PTC.



Supplementary bus services complement basic bus services by providing additional capacity primarily during peak hours. These services are provided by private bus operators such as private-hire or school bus operators that operate Scheme B services.

Basic-Plus bus services are non-basic services operated only by basic bus service operators, SBS Transit and SMRT Buses, to serve selected niche markets and charge fares that are different from the basic bus services. Examples include express and fast-forward services.



Premium bus services aim to provide a faster and more comfortable point-to-point journey. Operated by both private and public bus operators, these services charge fares which are at least 1.5 times higher than basic bus services, and have to be fully air-conditioned with seats for all passengers. Examples of such services include point-to-point services between housing estates and the city centre.

Special bus services provide public transport during specific time periods, to specific locations and for special occasions and events. They can be temporary/ad-hoc. Examples include point-to-point shuttle services between condominiums, shopping centres, industrial parks and MRT stations, as well as ad-hoc services for special events and during festive periods.



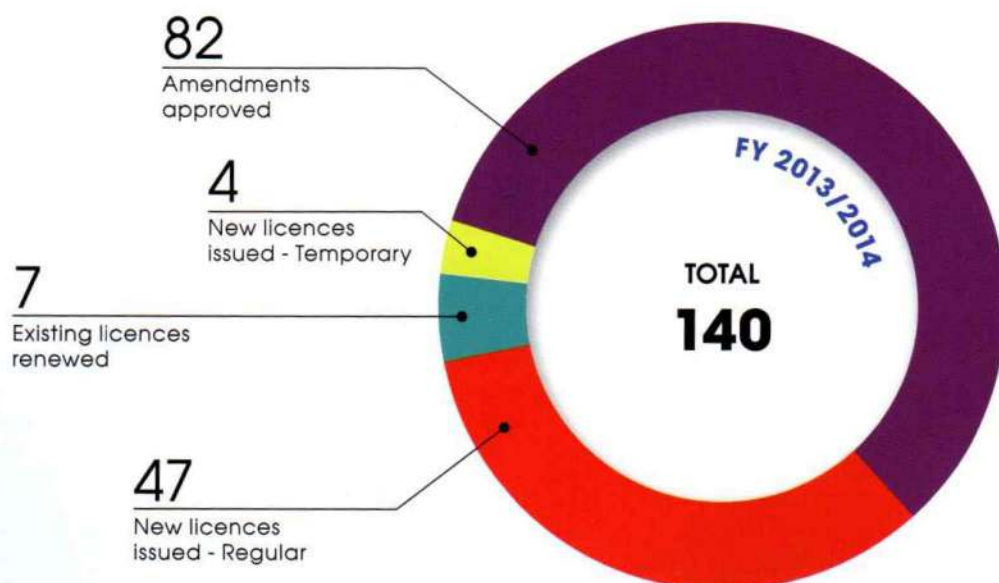
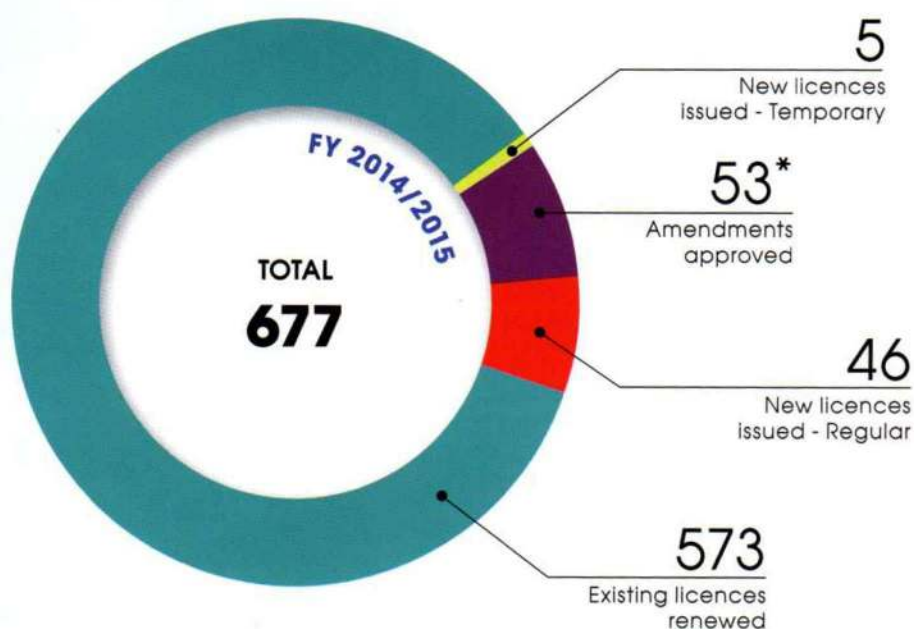
Bus operators are required to apply to the PTC for licences to operate bus services. They are required to place security deposits which can be forfeited in part or in whole in the event of non-compliance with the conditions of bus service licences granted by the PTC.

Since 1 January 2007, regular bus services have been issued with up to two-year licences. These are renewable upon expiry, subject to satisfactory

performance. Temporary or ad-hoc bus services are licensed for a period of up to six months while Scheme B bus services are licensed for a period of six months on a per bus basis.

During the year, the PTC approved 51 new bus services. It also issued, amended and renewed a total of 677 bus service licences. As of 31 March 2015, there were a total of 595 licensed bus services, of which about 49.7% were basic bus services.

BUS SERVICE LICENCES ISSUED/AMENDED/RENEWED



* Figure excludes other minor amendments that had been dealt with administratively.

OVERVIEW OF LICENSED BUS SERVICES, FY 2014/2015

Type of Service		Services Licensed during FY 2014/2015 [#]	Services Licensed as of 31 March 2015	
Basic Bus Services				
SBS Transit	209	297	208	296
SMRT Buses	74		74	
Peak Period Short Service	14		14	
Supplementary Bus Services		9		6
Scheme B/Mini Aircon/Race Course				
Premium Bus Services		124		109
Basic-Plus Bus Services				
<i>SBS Transit</i>				
Night	6	42	6	42
Express and Fast Forward	13		13	
Others (Parks and Chinatown Services)	4		4	
<i>SMRT Buses</i>				
Night	7		7	
Express	10		10	
Others (BPS1 and Service 926)	2		2	
Special Bus Services (Regular)*				
City Direct	10	157	10	142
Condominium	28		25	
Employee	43		40	
Tourist	19		17	
Little India	25		21	
Cross-border	4		4	
Others	28		25	
Special Bus Services (Temporary)⁺		5		0
Total		634		595

[#] Figure includes those services that ceased operation during the period under review but excludes inter-state bus services (including Singapore-Johor Express Service) which ceased to be licensed by the PTC w.e.f. 1 January 2005.

* Regular special bus services are licensed for up to 2 years.

+ Temporary special bus services are licensed for up to 6 months.

Licensing of Bus Service Operators

Since 1 September 2006, any bus operator who runs 10 or more bus service routes is required to have a Bus Service Operator's Licence (BSOL) unless exempted by the PTC. The two basic bus service operators, SBS Transit and SMRT Buses, are licensed under this regime. Smaller private bus operators (e.g. ComfortDelgro Bus Pte Ltd) are exempted.

BSOL holders are required to comply with licence conditions (including the QoS standards), codes of practices and directions as may be issued by the PTC.

BUS OPERATORS' MARKET SHARE

	As at 31 March 2014			As at 31 March 2015		
	Trunk	Feeder	Total	Trunk	Feeder	Total
SBS Transit	165	38	203	169	39	208
SMRT Buses	49	22	71	51	23	74
Total	214	60	274	220	62	282

(Source: Compiled from public transport operators' submissions to the PTC.)



ENSURING QUALITY BASIC BUS SERVICES

Quality of Service (QoS) Standards for Basic Bus Services

While bus operators plan and operate bus services, the PTC sets basic bus service standards to safeguard commuters' interest in terms of bus service provision. Since the introduction of the new QoS standards in 2006, the PTC has been tracking and ensuring that the standards remain relevant to commuters' experience. Full details of the QoS standards are set out on pages 66 and 67.

Enhanced QoS Standard on Provision of Bus Service Information

Beginning from December 2014, the scope of the QoS standard on the provision of up-to-date bus service information was expanded. Basic bus service operators would have to provide static online timetables on their respective internet websites for their bus services that have more than 10% of trips with headway of more than 15 minutes. The availability of static online timetables would allow commuters to better plan for their bus journeys.

Bus Operators' Performance

The penalty framework took effect from October 2007. In March 2013, the PTC announced that the financial penalty quantum for non-compliance with the QoS

standards for basic bus services would be revised. The revised financial penalty quantum came into effect on 1 April 2013. The new penalty quantum ranges from S\$2,000 per day per bus service to S\$100,000 per month per standard. This is significantly higher than the old penalty quantum which ranged from S\$100 per day per bus service to S\$10,000 per month per standard. The PTC takes a serious view of non-compliance with the QoS standards and expects the public bus operators to keep service lapses to a minimum.

Results of the bus operators' performance in the QoS standards are released every six months, starting from April 2008. The full details of the penalty framework and operators' performances are set out on pages 68 to 70.

For the 6-month period from 1 June 2014 to 30 November 2014, both SBS Transit Ltd and SMRT Buses had complied with all the QoS standards. In the earlier review period from 1 December 2013 to 31 May 2014, both SBS Transit Ltd and SMRT Buses Ltd had also complied with all the standards. The PTC is pleased to note that the bus operators had kept up with their good performance.

Moving forward, the PTC will continue to monitor and make adjustments to the QoS framework where appropriate, with a view to ensure that the bus operators will continue to improve bus service levels for commuters.



Rating of Service Delivery

According to the results of the 2014 Public Transport Customer Satisfaction Survey, commuters' satisfaction with bus services rose from 88.3% in 2013 to 90.2% in 2014. Most key service attributes such as waiting time, service reliability and comfort had improved.

Details on the satisfaction ratings and percentage of commuters who were satisfied with the various bus service attributes are presented in the table below.

SATISFACTION RATINGS AND PERCENTAGE OF COMMUTERS SATISFIED WITH BUS SERVICE ATTRIBUTES

Bus Service Attributes	Satisfaction Ratings		Satisfied (%)	
	2013	2014	2013	2014
Waiting time	5.9	6.0	61.5	61.8
Reliability	6.7	6.8	76.7	78.8
Service Information	7.1	7.2	81.8	84.7
Bus Interchange/ Bus Stop/ MRT Station Accessibility	7.3	7.3	87.0	87.5
Comfort	7.2	7.2	84.7	86.1
Travel Time	6.9	6.8	80.6	80.6
Customer Service	6.8	7.0	77.0	80.5
Safety and Security	7.4	7.4	87.9	86.6
Overall Satisfaction	6.9	7.0	88.3	90.2



A photograph of a public transport station, likely an MRT station. In the foreground, a man in a black shirt and a bright orange safety vest is working at a ticket counter. To his right, another man in a light-colored t-shirt is walking past. In the background, a woman in a white uniform is standing behind the counter. The station has a modern design with glass and metal elements. A large sign with the word "service" is visible in the upper left. A blue hexagonal graphic is overlaid on the bottom right of the image, containing white text.

service

**ENSURING
AFFORDABLE
PUBLIC TRANSPORT
FOR COMMUTERS**

ENSURING AFFORDABLE PUBLIC TRANSPORT FOR COMMUTERS

Keeping public transport fares affordable is important to ensure the accessibility of public transport to the general public. The PTC's deliberation on fare adjustment is guided by the fare review mechanism as well as its mandate to balance commuters' interests with the viability of the public transport operators (PTOs).

Fare Review Mechanism

Under the fare review framework, a formula is used to determine the fare adjustment that can be granted in a given year. The formula ensures that the PTOs cannot simply pass on

their cost increases to commuters by raising and charging fares based on what they think commuters can bear.

Within the formula, there is a productivity extraction component that allows the PTOs to share the productivity gains with commuters. The PTOs are hence incentivised to improve operational efficiency while commuters are able to benefit from the PTOs' productivity gains in the form of lower fare adjustments.

The fare adjustment formula, which is valid from 2013 to 2017, is as follows:

$$\text{Fare adjustment} = 0.4 \Delta \text{CPI} + 0.4 \Delta \text{WI} + 0.2 \Delta \text{EI} - 0.5\%$$

Where,

ΔCPI = Year-on-year change in core Consumer Price Index;

ΔWI = Year-on-year change in Average Monthly Earnings (National Average), adjusted for any change in the employer's CPF contribution rate;

ΔEI = Year-on-year change in Energy Index which is a composite index derived from diesel cost and electricity tariff; and

0.5% = Productivity extraction component that is based on half of public transport operators' average productivity gains.

The PTC has the discretion to grant a lower fare adjustment under extenuating circumstances such as adverse economic conditions, high unemployment, etc.

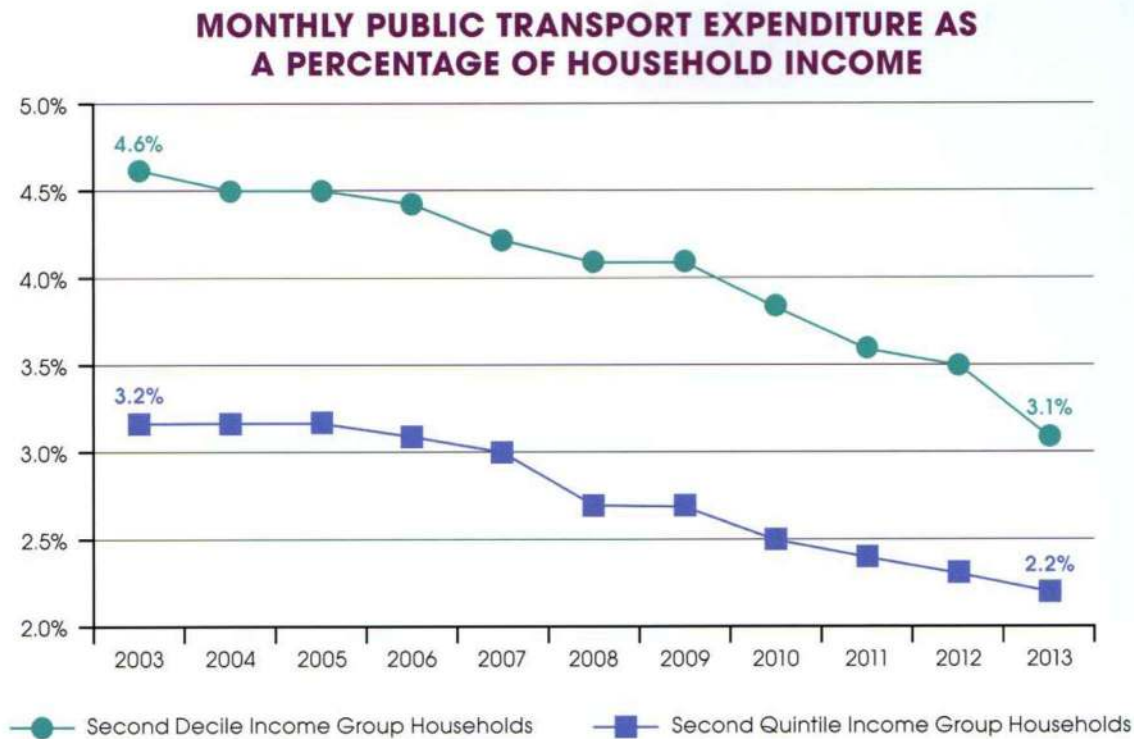
Fare Adjustment for 2014

Based on the fare adjustment formula, the computed fare adjustment quantum for 2014 was negative 0.6 per cent. Combined with the carried-over fare adjustment quantum of 3.4 per cent from the 2013 Fare Review Exercise, the approved fare adjustment was 2.8 per cent.

For this round of fare adjustment, the PTC decided to keep the fares of senior citizens and monthly pass holders unchanged. There was likewise no change in the fares of Lower-Wage Workers and Persons with Disabilities. In total, more than 1.1 million commuters were not affected by the fare adjustment. The fare adjustment took effect from 5 April 2015.

As part of the fare adjustment, the PTOs were required to make a one-off contribution of a portion of the increased fare revenue to the Public Transport Fund, to help needy commuters cope with the fare increase.

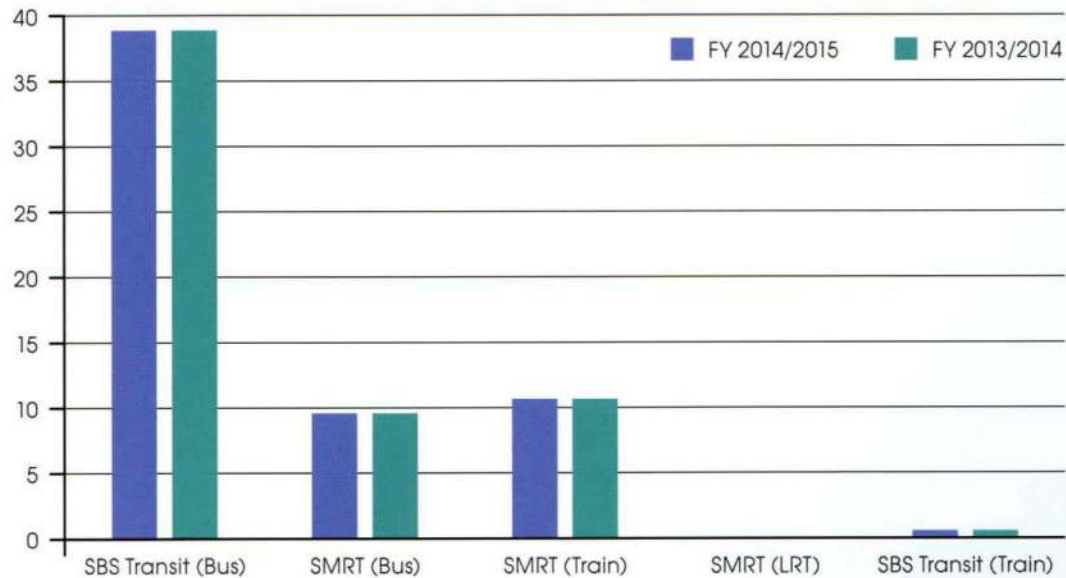
Overall, public transport fares continued to remain affordable, with respect to the annual increase in wage levels. The indicators for the second quintile households and second decile households showed improvements in fare affordability from 2003 to 2013. This was indicative that these households have been spending proportionately less of their monthly income on public transport fares.



Fuel Equalisation Fund

The Fuel Equalisation Fund (FEF) is a mechanism to ensure that sharp and transient spikes in fuel and energy prices will not have a significant effect on public transport fares. Any draw down from the FEF by PTOs is subject to the PTC’s approval on a case by case basis. The FEF balances of PTOs are shown below.

PUBLIC TRANSPORT OPERATORS’ FUEL EQUALISATION FUND (\$\$MIL)



REGULATING TICKET PAYMENT SERVICES

Under the PTC Act, the PTC is mandated to regulate and license ticket payment services on public transport. The objective of the regulation is to safeguard commuters' interest in the mode of payment for public transport fares. Ticket payment services include services for the following:

- i. clearing of ticket transactions; and
- ii. sale, top-up, replacement, refund, or management of the use of, a mode of payment for tickets (e.g. ez-link cards, NETS FlashPay cards)

Only service providers which clear a total transit transaction value exceeding S\$300 million per year are required to be licensed. Currently, EZ-Link Pte Ltd, Transit Link Pte Ltd and Network for Electronic Transfers (Singapore) Pte Ltd are regulated under this regime. During the year, the PTC issued seven exemption orders for ticket payment service licence.

The CEPAS-compliant (Contactless e-Purse Application Standard) card, introduced in 2008, is the predominant mode of payment for public transport fares. There are currently over 10 million CEPAS-compliant cards in circulation, with a total transit transaction value of about S\$1.7 billion per year. To safeguard commuters' interest in the use of CEPAS-compliant cards, related fees and charges as well as the terms and conditions are scrutinized and approved by the PTC.

There are currently more than 800 service points at bus interchanges, bus terminals, bus stops and RTS stations that offer the sale, top-up, replacement and refund of cards. All top-up of cards at such service points continue to be free of charge.



DETERRING FARE EVASION

Fare evasion in public transport is a dishonest act which results in fare leakage and should hence not be condoned. Collective instances and rise in fare evasion can translate into fare increase if left unchecked. It is thus imperative to curb fare evasion, thereby reduce fare leakage which in turn helps to safeguard the interests of the majority of commuters who pay the correct fares. The penalty fee regime, an initiative by the PTC, LTA and PTOs, was established in July 2008 with the objective to deter fare evasion on our bus and train systems.

The PTC appoints trained employees (e.g. inspectors, bus captains, bus interchange and train station staff) of the PTOs as Public Transport Officials to undertake the detection of fare evaders and enforcement of the penalty fee regime on buses and trains. Under the PTC Act,

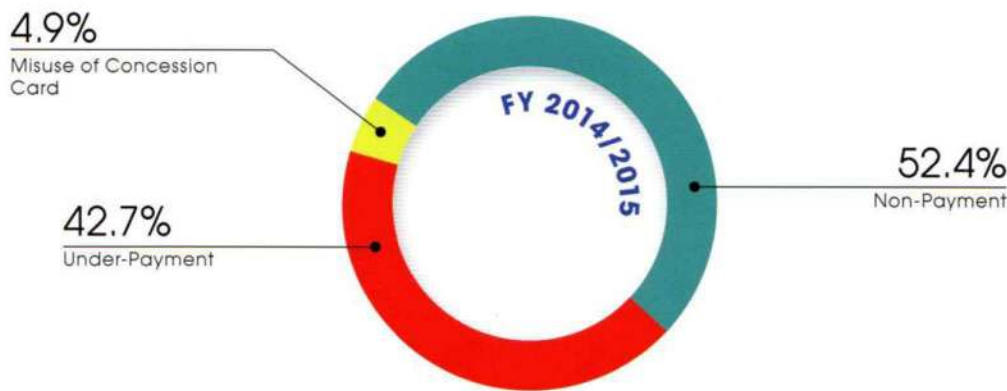
penalty fee can be imposed on commuters who did not pay the appropriate fare for their trips.

There are appeal provisions for commuters who feel that they have legitimate and meritorious grounds to seek leniency on the imposed penalty fee or composition sum. Commuters may lodge their appeals at the PTC website via the e-appeal portal. Each appeal will be investigated and evaluated carefully by the PTC.

In the year ending 31 March 2015, 6,816 fare evasions were detected. About 78% of the cases were settled by the fare evaders through payment of the penalty fee or composition sum.

For the same period, 1,488 appeals were processed.

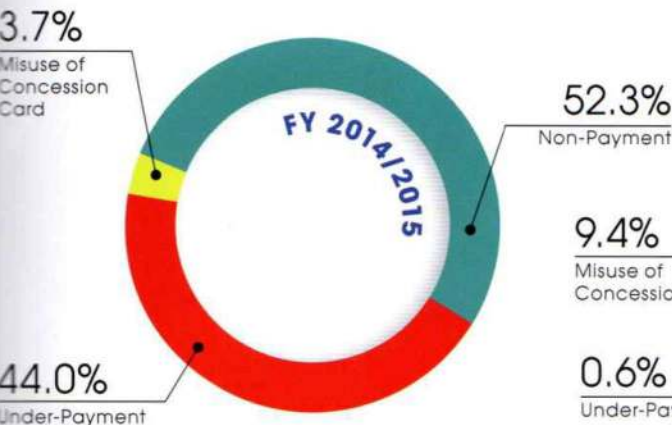
APPEALS ACCORDING TO PENALTY TYPE



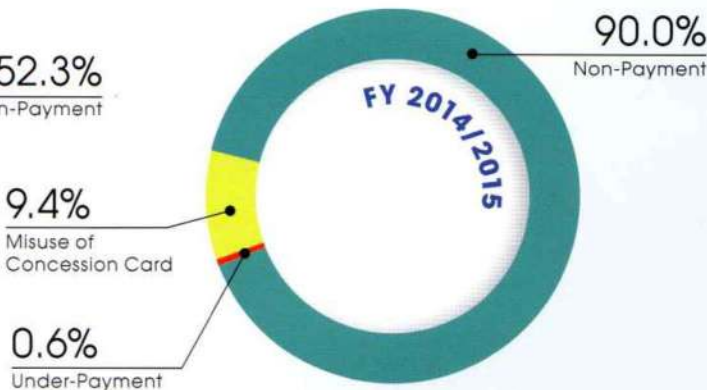
On buses, non-payment of fares remained the most common type of fare evasion.

On trains, non-payment of fares constituted the largest proportion of fare evasion cases. Misuse of concession cards was more prevalent on trains than on buses.

BUS FARE EVASION ACCORDING TO PENALTY TYPE



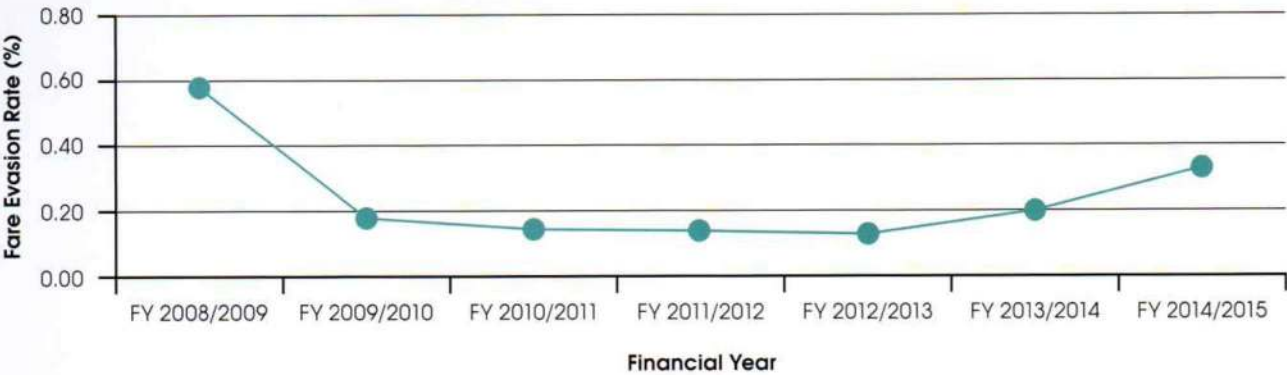
TRAIN FARE EVASION ACCORDING TO PENALTY TYPE



Effectiveness

Since the implementation of the penalty fee regime in 2008, the rate of fare evasion on buses had remained low despite increases in ridership over the years. This showed that the regime continues to remain relevant and effective in the deterrence of fare evasion.

FARE EVASION RATE ON BUSES



Taxi Fare Evasion

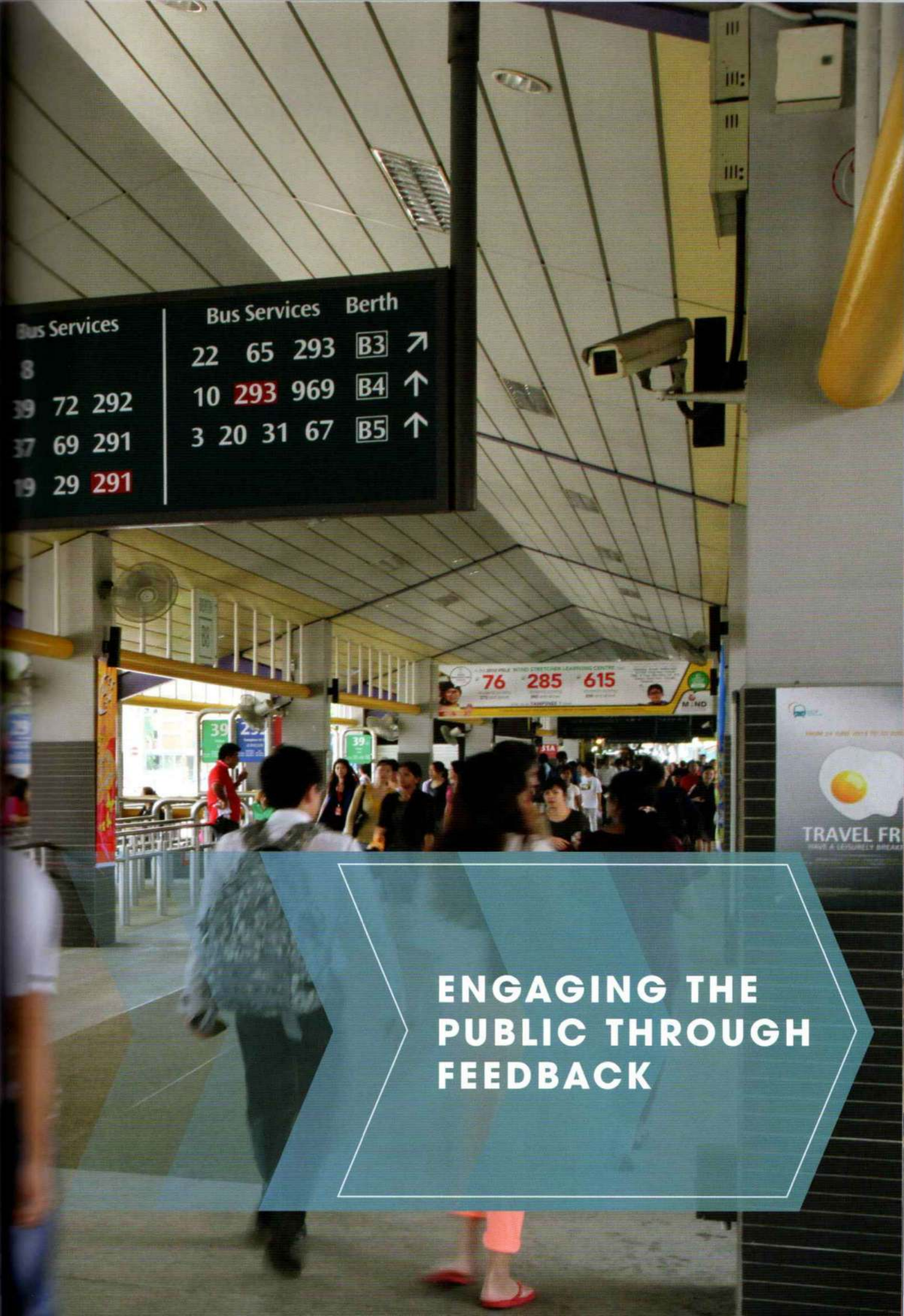
Taxi fare evasion affects the livelihood of taxi drivers. In consultation with the National Taxi Association and taxi companies, the PTC and LTA jointly operationalised in 2012 the process for taxi companies to refer taxi fare evasion cases to the PTC/LTA. The cases are escalated to the PTC/LTA for investigations after the identified passenger had failed to respond to the taxi company to settle the taxi fare.

Non-payment of taxi fare is an offence under Section 24D of the PTC Act. A passenger found guilty of failing or refusing to pay the taxi fare as indicated on the taximeter can be fined up to S\$1,000. Repeat offenders can be fined up to S\$2,000 or jailed up to 6 months, or both.

Since the referral process came into operations, about 300 cases had been referred to the PTC/LTA for investigations. Over the last financial year, the PTC/LTA handled 126 taxi fare evasion cases referred for investigations. Of these cases, 6 passengers were imposed penalties for non-payment of taxi fares and 69 taxi drivers managed to recover their taxi fares with the help of the PTC/LTA.

Today, about 20,000 taxis in Singapore are installed with decals to inform passengers of the penalties for taxi fare evasion offences. In our continual efforts to deter taxi fare evasion, the PTC will continue to work closely with the LTA and taxi operators to educate and remind taxi passengers on the consequences of evading taxi fares.





Bus Services
8
39 72 292
37 69 291
19 29 291

Bus Services			Berth
22	65	293	B3 ↗
10	293	969	B4 ↑
3	20	31 67	B5 ↑

ENGAGING THE
PUBLIC THROUGH
FEEDBACK

ENGAGING THE PUBLIC THROUGH FEEDBACK

Commuters are at the core of the public transport network and it is therefore pertinent for us to gain insight into commuters' experience on the ground. Members of the public are able to provide their views, feedback and suggestions to the PTC through various channels, including the toll-free hotline, online feedback portal, email, facsimile and REACH (Reaching Everyone for Active Citizenry @ Home) portal.

Public feedback helps us to identify areas of service improvements. More importantly, the feedback allows us to rectify service gaps. This helps our drive to provide quality public transport services. Feedback also enables us to

review the relevance and adequacy of existing policies to meet the needs of commuters.

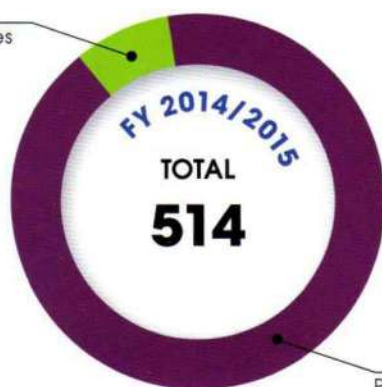
The PTC therefore values public feedback and strives to respond effectively and expeditiously to every feedback appropriately. Every feedback is treated seriously and followed up speedily to address the concerns raised. We will continue to engage the public actively through the various feedback channels to deepen our understanding of commuters' needs.

In the last financial year, the PTC received a total of 514 public feedback and 42 media queries. We issued 3 news releases.

PUBLIC FEEDBACK AND MEDIA QUERIES RECEIVED BY THE PTC

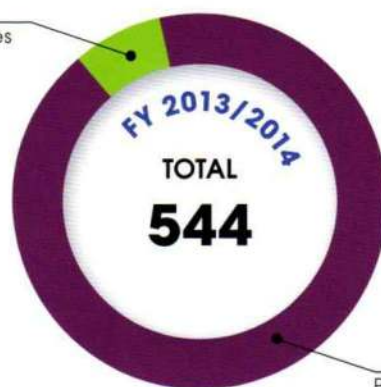
42

Media Queries



42

Media Queries



472

Public Feedback Cases

502

Public Feedback Cases



PUBLIC FEEDBACK AND MEDIA QUERIES RECEIVED BY THE PTC IN FY 2014/2015 AND FY 2013/2014

Types	FY 2014/2015		FY 2013/2014	
	Feedback	Media Query	Feedback	Media Query
Bus service connections (i.e. direct bus services, diversion of bus routes, etc.)	20	1	21	0
Bus service reliability (i.e. crowding, long waiting time, etc.)	92	0	91	0
Fares, concessions and transfer rules	175	25	200	22
Premium bus services (i.e. guidelines, service standards, request for PBS, etc.)	20	1	37	1
QoS standards and penalty framework (i.e. queries relating to QoS standards, penalties and fines imposed on bus operators)	4	0	6	5
Ticketing (i.e. ez-link cards, NETS FlashPay cards, standard tickets, card top-up services, etc.)	2	2	3	0
Fare evasion (i.e. bus, train and taxi fare evasion, penalty fee regime, etc.)	10	6	9	7
Others (e.g. train services, taxi services, conduct of drivers, condition of buses, customer service issues, etc.)	149	7	135	7
Total	472	42	502	42



GRACIOUSNESS ON PUBLIC TRANSPORT PROGRAMME

The theme for the Graciousness on Public Transport Programme 2014 was "Bring out the thoughtfulness in you". The lead agency, Land Transport Authority (LTA), together with the Public Transport Council, public transport operators and Singapore Kindness Movement, continued to inculcate and encourage gracious commuter behaviour. Similar to previous years, the programme aimed to encourage commuters to offer their seats to others who need the seats more, give way to others, and move in to allow more people to board. Interesting characters were used to depict the graciousness messages: Stand-Up Stacey, Give-Way Glenda and Move-In Martin.

In a "Thoughtful-Me Creator" Contest held by the LTA between June and July 2014, commuters were invited to create cartoon characters to reinforce positive commuter behaviour. Over 800 entries were received and the contest saw two new characters, Bag-Down Benny and Hush-Hush Hannah, emerging as winners. Bag-Down Benny encourages commuters to put down their bags in the trains; while Hush-Hush Hannah reminds commuters to speak softly and keep the volume of their music down while on public transport.

Student engagement continued to remain as an active and effective component of the programme, with student contests and activities being organised throughout the year. At a special event, students from South View Primary School presented a skit, and a song and dance item to convey the key graciousness messages to commuters at Dhoby Ghaut and Chinatown MRT stations. Limited edition collectibles such as stress balls, ez-link cards and holders, lanyards, and mobile screen wipers were distributed during the programme activities and contests to spread the messages of gracious commuting.

Other promotional collaterals included posters depicting the five thoughtful characters, which were displayed at major public transport areas, such as on platform screen doors, concept trains, double-deck buses, in-train windows, and at MRT stations and bus shelters. Apart from posters, a video with all the five thoughtful characters was launched on YouTube to extend a wider reach to the general public.

Going forward, the PTC will continue to work with the LTA and other agency partners to step up efforts to further encourage gracious behaviour on public transport.



A photograph of a modern transit station at dusk. The station features a prominent white, arched roof structure with multiple bays. Below the station, a multi-lane road is visible with a red double-decker bus and a white truck in motion. Pedestrians are seen walking on the sidewalks. In the background, city buildings are visible under a cloudy sky. A large, semi-transparent blue arrow graphic points from the bottom left towards the right, framing the text.

FINANCIAL STATEMENTS

STATEMENT BY THE MEMBERS OF PUBLIC TRANSPORT COUNCIL (“COUNCIL”)

In our opinion, the financial statements set out on pages 37 to 50 are drawn up in accordance with Statutory Board Financial Reporting Standards and the provisions of the Public Transport Council Act, Cap. 259B (the “Act”) so as to give a true and fair view of the state of affairs of the Council as at 31 March 2015 and the results, changes in accumulated surplus and cash flows of the Council for the financial year ended and there are reasonable grounds to believe that the Council will be able to pay its debts when they fall due.

On behalf of the Council,



RICHARD MAGNUS
Chairman



ALVIN CHIA BENG TECK
Secretary

Singapore, 25 June 2015

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

for the financial year ended 31 March 2015

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

Report on the Financial Statements

We have audited the accompanying financial statements of the Public Transport Council (the "Council") which comprise the balance sheet as at 31 March 2015, statement of comprehensive income, statement of changes in accumulated surplus and statement of cash flow of the Council for the financial year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with the provisions of the Public Transport Council Act, Cap. 259B (the "Act") and Statutory Board Financial Reporting Standards, 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.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Singapore Standards on Auditing. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal controls relevant to the entity's preparation and fair presentation of the financial statements 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 entity's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by Management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence that we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements are properly drawn up in accordance with the provisions of the Act and Statutory Board Financial Reporting Standards so as to present fairly, in all material aspects, the state of affairs of the Council as at 31 March 2015 and the results, changes in accumulated surplus and cash flows of the Council for the financial year ended on that date.

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

for the financial year ended 31 March 2015

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

Report on Other Legal and Regulatory Requirements

Management's Responsibility for the Compliance with Legal and Regulatory Requirements

Management is responsible for ensuring that the receipts, expenditure, investment of monies and the acquisition and disposal of assets, are in accordance with the provisions of the Act. This responsibility includes implementing accounting and internal controls as Management determines are necessary to enable compliance with the provisions of the Act.

Auditor's Responsibility

Our responsibility is to express an opinion on Management's compliance based on our audit of the financial statements. We conducted our audit in accordance with Singapore Standards on Auditing. We planned and performed the compliance audit to obtain reasonable assurance about whether the receipts, expenditure, investments of moneys and the acquisition and disposal of assets, are in accordance with the provisions of the Act.

Our compliance audit includes obtaining an understanding of the internal control relevant to the receipts, expenditure, investment of monies 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.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion on Management's compliance.

Opinion

In our opinion,

- a) the receipts, expenditure, investments of moneys and the acquisition and disposal of assets by the Public Transport Council during the financial year are, in all material aspects, in accordance with the provisions of the Act; and
- b) proper accounting and other records have been kept, including records of all the provisions of the Public Transport Council whether purchased, donated or otherwise.

HMS ASSURANCE

Public Accountants and Certified Public Accountants

Singapore, 25 June 2015

BALANCE SHEET

as at 31 March 2015

	Note	31.3.2015 S\$	31.3.2014 S\$
ACCUMULATED SURPLUS	5	<u>331,031</u>	<u>257,668</u>
REPRESENTED BY:			
NON-CURRENT ASSETS			
Property, plant and equipment	6	151,155	127,345
CURRENT ASSETS			
Other receivables	7	372,636	66,836
Bank balances		485,083	619,392
		<u>857,719</u>	<u>686,228</u>
LESS CURRENT LIABILITIES			
Other payables	8	3,000	3,000
Security deposits		149,500	117,000
Accrued operating expenses		359,162	307,329
Consolidated fund payable	12	<u>15,026</u>	<u>1,231</u>
		<u>526,688</u>	<u>428,560</u>
Net current assets		331,031	257,668
Less:			
NON-CURRENT LIABILITY			
Deferred capital grants	9	<u>(151,155)</u>	<u>(127,345)</u>
Total net assets		<u>331,031</u>	<u>257,668</u>

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

STATEMENT OF COMPREHENSIVE INCOME

for the financial year ended 31 March 2015

	Note	2014/2015 S\$	2013/2014 S\$
INCOME			
Interest income		76	76
Penalty fee and composition fine		139,134	129,961
Security deposits forfeited		-	1,450
		<u>139,210</u>	<u>131,487</u>
LESS EXPENDITURE			
Audit fee		2,950	2,802
Council members' allowance		20,499	21,600
Depreciation on property, plant and equipment	6	37,337	50,596
Plant and equipment written off		11,021	-
Entertainment and refreshments		2,573	1,203
General administration		51,444	28,787
IT expenditure/maintenance	17, 18	398,447	237,469
Others		110,708	9,864
Penalty fee scheme		459,753	414,304
Publicity		2,096	11,363
Rental of office		163,386	184,029
Staff costs			
- Staff salaries, allowances and benefits		726,294	681,558
- Central Provident Fund contributions		68,760	68,812
Transport		9,275	6,104
		<u>2,064,543</u>	<u>1,718,491</u>
Deficit before Government Grants		(1,925,333)	(1,587,004)
GOVERNMENT GRANTS			
Deferred capital grants amortised	9	48,358	50,596
Operating grants	10	1,965,364	1,543,643
Surplus before contributions to consolidated fund		<u>88,389</u>	<u>7,235</u>
LESS CONTRIBUTIONS TO CONSOLIDATED FUND			
- Current year's contributions	12	<u>15,026</u>	<u>1,231</u>
Surplus for the year		73,363	6,004
Other comprehensive income		<u>-</u>	<u>-</u>
Total comprehensive income for the year		<u>73,363</u>	<u>6,004</u>

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

STATEMENT OF CHANGES IN ACCUMULATED SURPLUS
for the financial year ended 31 March 2015

	Accumulated Surplus S\$
Balance as at 31 March 2013	251,664
Total comprehensive income for the year	<u>6,004</u>
Balance as at 31 March 2014	257,668
Total comprehensive income for the year	<u>73,363</u>
Balance as at 31 March 2015	<u>331,031</u>

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

CASH FLOW STATEMENT

for the financial year ended 31 March 2015

	2014/2015 S\$	2013/2014 S\$
CASH FLOWS FROM OPERATING ACTIVITIES		
Surplus before contributions to consolidated fund	88,389	7,235
Adjustments for:		
Depreciation on property, plant and equipment	37,337	50,596
Plant and equipment written off	11,021	-
Deferred capital grant amortised	(48,358)	(50,596)
Interest income	(76)	(76)
Surplus before working capital changes	88,313	7,159
Decrease/(increase) in receivables	(305,800)	14,217
Increase in payables	84,333	4,107
Cash generated from operations	(133,154)	(25,483)
Interest income	76	76
Contributions to consolidated fund	(1,231)	(237)
Net cash generated from operating activities	(134,309)	25,322
CASH FLOWS FROM FINANCING ACTIVITIES		
Increase of capital grants received	72,168	858
Net cash generated from financing activities	72,168	858
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of property, plant and equipment	(72,168)	(858)
Net cash used in investing activities	(72,168)	(858)
Net changes in cash and cash equivalents	(134,309)	25,322
Bank balances at beginning of the year	619,392	594,070
Bank balances at end of the year	485,083	619,392

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

NOTES TO THE FINANCIAL STATEMENTS

for the financial year ended 31 March 2015

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

1. THE COUNCIL'S INFORMATION

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

The Council's principal place of operations is located at 510 Thomson Road, #12-03, SLF Building, Singapore 298135.

2. SIGNIFICANT ACCOUNTING POLICIES

(a) Basis of preparation

The Council presents its financial statements in Singapore dollars ("S\$"), which is also its functional currency. These financial statements are prepared in accordance with the historical cost convention except as disclosed in the accounting policies below, and comply with Statutory Board Financial Reporting Standards ("SB-FRS"), including related Interpretations promulgated by the Accountant-General and the provisions of the Public Transport Council Act, Cap. 259B.

During the financial year, the Council adopted all the applicable new/revised SB-FRSs which are effective for the annual periods beginning on or after 1 April 2014, as follows:

Description	Effective for annual periods beginning on or after
Amendment to SB-FRS 32 <i>Offsetting Financial Assets and Financial Liabilities</i>	1 January 2014

The adoption of these new/revised SB-FRSs did not have any material effect on the Council's financial statements and did not result in substantial changes to the Council's accounting policies.

NOTES TO THE FINANCIAL STATEMENTS

for the financial year ended 31 March 2015

2. SIGNIFICANT ACCOUNTING POLICIES (CONT'D)

(b) SB-FRS and INT SB-FRS not yet effective

The Council has not applied any new SB-FRS or INT SB-FRS (Interpretations of Statutory Board Financial Reporting Standards) that has been issued as at the balance sheet date but is not yet effective. The Management does not anticipate the adoption of the new SB-FRS and INT SB-FRS in future financial periods to have any material impact on the Council's financial statements in the period of initial application.

At the date of authorisation of these financial statements, the applicable new/revised SB-FRSs which are issued but not yet effective are as follows:

Description	Effective for annual periods beginning on or after
Amendments to SB-FRS19 <i>Defined Benefit Plans: Employee Contributions</i>	1 July 2014
Improvements to SB-FRSs (<i>January 2014</i>)	1 July 2014
Improvements to SB-FRSs (<i>February 2014</i>)	1 July 2014
Amendments to SB-FRS16 <i>Clarification of Acceptable Methods of Depreciation and Amortisation</i>	1 January 2016

(c) Property, Plant and Equipment

Property, plant and equipment are stated at cost less accumulated depreciation and impairment loss, if any. Depreciation is calculated on the straight line basis so as to write off the cost of the assets over their estimated useful lives. The annual rates of depreciation are as follows:

Renovation	5 years
Furniture and fittings	5 years
Computer equipment	3 years
Office equipment	5 years
Computer software	5 years

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

NOTES TO THE FINANCIAL STATEMENTS

for the financial year ended 31 March 2015

2. SIGNIFICANT ACCOUNTING POLICIES (CONT'D)

(d) Other Receivables

Other receivables are recognised initially at fair value and subsequently measured at amortised cost using the effective interest method, less allowance for impairment. Receivables with a short duration are not discounted.

When there is objective evidence that the Council will not be able to collect all amounts due according to the original terms of the receivables, an impairment loss is recognised. The amount of the impairment loss is measured as the difference between the carrying value of the receivable and the present value of the estimated future cash flows discounted at the original effective interest rate. The carrying amount of the receivable is reduced directly or through the use of an allowance account. The amount of the loss is recognised in the profit or loss.

If, in a subsequent period, the amount of the impairment loss decreases and the decrease can be related objectively to an event occurring after the impairment was recognised, the previously recognised impairment loss shall be reversed either directly or by adjusting an allowance account. The amount of the reversal shall be recognised in the profit or loss.

(e) Other Payables

Other payables are recognised initially at fair value and subsequently measured at amortised cost using the effective interest method.

(f) Government Grants

Government grants for the purchase of depreciable property, plant and equipment are taken to the Deferred Capital Grants Account. The deferred grants are recognised in the statement of comprehensive income over the periods necessary to match the depreciation of the property, plant and equipment purchased with the grants.

Government grants to meet the current financial year's operating expenses are recognised as income in the same financial year.

Government grants are accounted for on an accrual basis.

(g) Revenue Recognition

Interest income is recognised on accrual basis.

Penalty fee and composition fine are recognised when earned.

NOTES TO THE FINANCIAL STATEMENTS

for the financial year ended 31 March 2015

2. SIGNIFICANT ACCOUNTING POLICIES (CONT'D)

(h) Employee Benefits

Defined Contribution Plans

The Council makes contributions to the state provident fund (Central Provident Fund). Such contributions are recognised as compensation expenses in the same period as the employment that gave rise to the contributions.

(i) Impairment of Non-Financial Assets

The carrying amounts of the Council's assets subject to impairment are reviewed at each balance sheet date to determine whether there is any indication of impairment. If such indication exists, the asset's recoverable amount is estimated. An impairment loss is recognised whenever the carrying amount of an asset exceeds its recoverable amount. The recoverable amount is the greater of the asset's net selling price and its value in use. The value in use is the present value of estimated future cash flows expected to arise from the continuing use of the asset and from its disposal at the end of its useful life.

An impairment loss is charged to the statement of comprehensive income. An impairment loss is reversed if there has been a change in the estimates used to determine the recoverable amount or when there is an indication that the impairment loss recognised for the asset no longer exists or decreases. An impairment loss is reversed only to the extent that the asset's carrying amount does not exceed the carrying amount that would have been determined if no impairment loss had been recognised.

(j) Leases

Operating Leases

Leases whereby the lessor effectively retains substantially all the risks and benefits of ownership of the leased item are classified as operating leases.

When the Council is the lessee, operating lease payments are recognised as an expense in the income and expenditure statement on a straight line basis over the lease term.

3. SIGNIFICANT ACCOUNTING JUDGMENTS AND ESTIMATES

Estimates, assumptions and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

NOTES TO THE FINANCIAL STATEMENTS

for the financial year ended 31 March 2015

3. SIGNIFICANT ACCOUNTING JUDGMENTS AND ESTIMATES (CONT'D)

(a) Impairment of loans and receivables

Management reviews its loans and receivables for objective evidence of impairment. Judgments are made as to whether there is observable data indicating that there has been a significant change in the recoverability of the loans and receivables.

Where there is objective evidence of impairment, judgments are required as to whether an impairment loss should be recorded as an expense.

(b) Depreciation of Property, Plant and Equipment

Property, plant and equipment are depreciated on a straight-line basis over their estimated useful lives. Management estimates the useful lives of these plant and equipment to be within 3 to 5 years. Changes in the expected level of usage and technological developments could impact the useful economic lives and the residual values, if any, of these assets, therefore future depreciation charges could be revised.

4. PRINCIPAL ACTIVITIES

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

- (a) to receive and consider applications for the grant of bus service licences, bus service operator's licences and ticket payment service licences;
- (b) to receive and consider applications for approval of bus, taxi and rapid transit system fares;
- (c) to regulate bus services, bus service operators, ticket payment services and bus, taxi and rapid transit system fares; and
- (d) to engage in such other activities and to perform such functions as the Minister may permit or assign to it by order published in the Gazette.

5. ACCUMULATED SURPLUS

The balance represents unutilised surplus of the Council.

NOTES TO THE FINANCIAL STATEMENTS

for the financial year ended 31 March 2015

6. PROPERTY, PLANT AND EQUIPMENT

	Renovation S\$	Furniture and fittings S\$	Computer equipment/ Software S\$	Office equipment S\$	Total S\$
2014/2015					
Cost					
Beginning of financial year	93,323	20,144	150,395	10,489	274,351
Additions	68,067	4,101	-	-	72,168
Write-offs	(93,324)	(5,223)	(1,603)	(5,467)	(105,617)
End of financial year	68,066	19,022	148,792	5,022	240,902
Accumulated depreciation					
Beginning of financial year	82,417	19,487	34,727	10,375	147,006
Depreciation charge	6,807	998	29,532	-	37,337
Write-offs	(82,417)	(5,223)	(1,603)	(5,353)	(94,596)
End of financial year	6,807	15,262	62,656	5,022	89,747
Carrying amount					
End of financial year	61,259	3,760	86,136	-	151,155

	Renovation S\$	Furniture and fittings S\$	Computer equipment/ Software S\$	Office equipment S\$	Total S\$
2013/2014					
Cost					
Beginning of financial year	93,323	27,436	150,395	10,489	281,643
Additions	-	858	-	-	858
Write-offs	-	(8,150)	-	-	(8,150)
End of financial year	93,323	20,144	150,395	10,489	274,351
Accumulated depreciation					
Beginning of financial year	63,752	25,466	5,196	10,146	104,560
Depreciation charge	18,665	2,171	29,531	229	50,596
Write-offs	-	(8,150)	-	-	(8,150)
End of financial year	82,417	19,487	34,727	10,375	147,006
Carrying amount					
End of financial year	10,906	657	115,668	114	127,345

NOTES TO THE FINANCIAL STATEMENTS

for the financial year ended 31 March 2015

7. OTHER RECEIVABLES

	31.3.2015 S\$	31.3.2014 S\$
Accrued income	339,288	19,033
Deposits	30,065	46,484
Prepayments	3,283	1,319
	<u>372,636</u>	<u>66,836</u>

8. SECURITY DEPOSITS

	31.3.2015 S\$	31.3.2014 S\$
Balance at beginning of the year	117,000	110,000
Deposits received	<u>36,500</u>	<u>15,500</u>
	153,500	125,500
Less: Refunds	<u>(4,000)</u>	<u>(8,500)</u>
Balance at end of the year	<u>149,500</u>	<u>117,000</u>

9. DEFERRED CAPITAL GRANTS

	31.3.2015 S\$	31.3.2014 S\$
Balance at beginning of the year	127,345	177,083
Add: Capital grants received during the year	72,168	858
Less: Amount taken to statement of comprehensive income	<u>(48,358)</u>	<u>(50,596)</u>
Balance at end of the year	<u>151,155</u>	<u>127,345</u>
Total grants received since establishment	<u>621,808</u>	<u>549,640</u>

10. OPERATING GRANTS

	2014/2015 S\$	2013/2014 S\$
Balance at the beginning of the year	20,769,979	19,226,336
Operating grants received during the year	<u>1,965,364</u>	<u>1,543,643</u>
Balance at end of the year	<u>22,735,343</u>	<u>20,769,979</u>

NOTES TO THE FINANCIAL STATEMENTS

for the financial year ended 31 March 2015

11. 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, Cap. 259B. The following licence fees received during the financial year are therefore not included in the statement of comprehensive income or balance sheet of the Council.

	2014/2015 S\$	2013/2014 S\$
Bus service licence fees	176,385	321,815
Ticket payment service licence fees	21,000	21,000

12. CONTRIBUTIONS TO CONSOLIDATED FUND

	2014/2015 S\$	2013/2014 S\$
Provision for current contributions	15,026	1,231

Reconciliation of effective tax rate:

	2014/2015 S\$	2013/2014 S\$
Surplus before contributions to consolidated fund	88,389	7,235
Tax at statutory rate of 17%	15,026	1,231
Accounting deficit before donations utilised	-	-
	15,026	1,231

13. OPERATING LEASE COMMITMENTS

As at the balance sheet date, the Council has the following commitments under non-cancellable operating lease of office premise where the Council is the lessee:

	2014/2015 S\$	2013/2014 S\$
Payable within one year	128,676	107,352
Payable after one year but not later than five years	193,014	-
	321,690	107,352

NOTES TO THE FINANCIAL STATEMENTS

for the financial year ended 31 March 2015

14. KEY MANAGEMENT PERSONNEL COMPENSATION

The total key management personnel compensation is as follows:

	2014/2015 S\$	2013/2014 S\$
Short-term Benefits of Key Management Personnel	269,880	276,887
Employer's Contribution to Central Provident Fund	14,000	17,943

15. FINANCIAL RISK MANAGEMENT

The Council's activities expose it to minimal financial risks. 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.

(i) Credit risk

Cash and cash equivalents and other receivables represent the Council's maximum exposure to credit risk. Cash and cash equivalents are placed with a regulated financial institution in Singapore. Other receivables include mainly rental deposits of S\$30,065 (2014: S\$46,484) placed with the landlord under the terms of the tenancy agreement.

None of the receivables are past due and/or impaired as at the year ends.

(ii) Interest rate risk

The Council has no exposure to changes in interest rate except for the bank balances placed with a financial institution, which are assessed to be insignificant.

(iii) Foreign exchange risk

The Council has no exposure to foreign exchange risk as the activities are carried out in Singapore dollars.

(iv) Liquidity and cash flow risk

Liquidity risk is the risk that the Council will not be able to meet its financial obligations as and when they fall due. 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.

The Council's financial liabilities are expected to mature within one year.

NOTES TO THE FINANCIAL STATEMENTS

for the financial year ended 31 March 2015

15. FINANCIAL RISK MANAGEMENT (CONT'D)

(v) Capital risk

Capital consists of accumulated surplus of the Council. The Council's operations are fully funded by the government, and it is not subject to externally imposed capital requirements.

16. FINANCIAL INSTRUMENTS

The carrying amounts of cash and cash equivalents, receivables and payables approximate their fair values due to their short term nature.

The aggregate carrying amounts of loans and receivables and financial liabilities at amortised costs are as follows:

	31.3.2015 S\$	31.3.2014 S\$
Loans and Receivables	824,371	638,425
Financial Liabilities at Amortised Cost	<u>511,662</u>	<u>427,329</u>

17. AGENCY FACILITY MANAGEMENT SERVICES GRANT

The Council incurred S\$31,369 (2014: NIL) for the Agency Facility Management services, which encompass helpdesk, onsite engineers support and network support. The amount was funded via operating grants retained and disbursed by the Ministry of Transport.

18. SYSTEMS MAINTENANCE GRANT

The Council incurred S\$44,563 (2014: NIL) for the enhancement and maintenance of PTC systems including the corporate website. The amount was funded via operating grants retained and disbursed by the Ministry of Transport.

19. AUTHORISATION OF FINANCIAL STATEMENTS

The financial statements of the Council for the year ended 31 March 2015 were authorised for issue by the Council on 25 June 2015.

BUS SERVICE APPLICATIONS APPROVED / REJECTED BY PTC

NEW - BASIC SERVICES

S/NO.	SERVICE	DATE APPROVED	APPLICATION	NO. OF SERVICES
1	Peak Period Short Service 291P	May-14	New peak period short service 291P between Tampines Bus Interchange and Tampines Street 33	1
2	Peak Period Short Service 293P	May-14	New peak period short service 293P between Tampines Bus Interchange and Tampines Street 43	1
3	Peak Period Short Service 358P	May-14	New peak period short service 358P between Pasir Ris Bus Interchange and Pasir Ris Street 41	1
4	Peak Period Short Service 359P	May-14	New peak period short service 359P between Pasir Ris Bus Interchange and Pasir Ris Drive 1	1
5	Peak Period Short Service 307P	May-14	New peak period short service 307P between Choa Chu Kang MRT Station and Choa Chu Kang Street 62	1
6	SBST Service 324	Aug-14	New feeder service between Hougang Bus Interchange and Upper Serangoon View/Crescent	1
7	SBST Service 386	Aug-14	New feeder service between Punggol Bus Interchange and Edgefield Plains	1
8	SMRTB Service 990	Oct-14	New trunk service between Bukit Batok Bus Interchange and Jurong Gateway Road	1
9	SBST Service 41	Oct-14	New trunk service between Jurong East Bus Interchange and Jalan Anak Bukit	1
10	SBST Service 201	Oct-14	New trunk service between Pandan Gardens and Kent Ridge Bus Terminal	1
11	SBST Service 140	Oct-14	New trunk service between Lorong 1 Geylang Bus Terminal and St George's Estate	1
12	Peak Period Short Service 265P	Jan-15	New peak period short service 265P between Ang Mo Kio Bus Interchange and Ang Mo Kio Avenue 10	1
13	Peak Period Short Service 285P	Jan-15	New peak period short service 285P between Clementi Bus Interchange and West Coast Road	1
14	Peak Period Short Service 811P	Jan-15	New peak period short service 811P between Yishun Bus Interchange and Yishun Street 81	1
15	Peak Period Short Service 812P	Jan-15	New peak period short service 812P between Yishun Bus Interchange and Yishun Avenue 2	1
16	Peak Period Short Service 903P	Jan-15	New peak period short service 903P between Woodlands Bus Interchange and Marsiling Drive	1
17	SMRTB Service 301	Jan-15	New feeder service between Choa Chu Kang Bus Interchange and Keat Hong Close via Choa Chu Kang Way and Choa Chu Kang Avenue 3	1
18	SMRTB Service 983	Jan-15	New trunk service between Choa Chu Kang Bus Interchange and Keat Hong Close via Choa Chu Kang Avenue 4	1
19	SBST Service 122	Feb-15	New trunk service between New Bridge Road Bus Terminal and Commonwealth Drive	1
Total				19

BUS SERVICE APPLICATIONS APPROVED / REJECTED BY PTC (CONT'D)

NEW - SPECIAL SERVICES

S/NO.	SERVICE	DATE APPROVED	APPLICATION	NO. OF SERVICES
1	Condominium Service	May-14	New shuttle bus service between Reflections at Keppel Bay and HarbourFront Centre	1
2	Condominium Service	Aug-14	New shuttle bus services for Sentosa Cove residential precincts	5
3	Employee Service	Oct-14	New shuttle bus service between Jurong Penjuru/Cassia at Penjuru Dormitories and Jurong East MRT Station	1
4	Employee Service	Oct-14	New shuttle bus service between Murai Lodge Dormitory and Boon Lay Way	1
5	Employee Service	Jan-15	New shuttle bus service between Tuas South Boulevard and Boon Lay Way	1
6	Employee Service	Jan-15	New shuttle bus service between Tuas South Boulevard and Tuas West Drive	1
7	Employee Service	Feb-15	New shuttle bus service between Pulau Punggol Timor Lodge 1B and Punggol MRT Station	1
8	Condominium Service	Mar-15	New shuttle bus service between Bayshore Road and Marine Parade Central	1
9	Employee Service	Mar-15	New shuttle bus service between Jurong East MRT Station and Jurong Island	1
Total				13

NEW - TEMPORARY SERVICES

S/NO.	SERVICE	DATE APPROVED	APPLICATION	NO. OF SERVICES
1	Feeder Service	Sep-14	Temporary special bus services to be operated from 1.00am to complement the extended train hours during the Singapore Formula One event from 17 to 22 September 2014	4
2	Premium Service	Dec-14	Temporary bus service licence issued to a premium bus service between Upper Serangoon Road and Alexandra Road to allow the current operator to continue running the service until the new operator is ready to implement the replacement bus service	1
Total				5

NEW - PREMIUM SERVICES

S/NO.	SERVICE	DATE APPROVED	APPLICATION	NO. OF SERVICES
1	Premium Service	May-14	New Premium Bus Service 737 between Pasir Ris Drive 1 and Changi Business Park	1
2	Premium Service	May-14	New Premium Bus Service 765 from Woodlands Avenue 3 to Pasir Panjang Road	1
3	Premium Service	Oct-14	New Premium Bus Service 748 between Marine Parade/ Bayshore and Changi Business Park	1
4	Premium Service	Oct-14	New Premium Bus Service 766 from SIM University to Punggol Field	1
5	Premium Service	Oct-14	New Premium Bus Service 583 between Sengkang East Way and Nanyang Technological University	1
6	Premium Service	Oct-14	New Premium Bus Service 567 between Upper East Coast Road and Jurong Town Hall Road	1
7	Premium Service	Oct-14	New Premium Bus Service 767 from Jalan Loyang Besar to New Bridge Road	1
8	Premium Service	Jan-15	New Premium Bus Service 571 between Upper Serangoon Road and Alexandra Road	1
9	Premium Service	Feb-15	New Premium Bus Service 568 between Serangoon North Avenue 1/Serangoon Gardens and Shenton Way	1
10	Premium Service	Feb-15	New Premium Bus Service 574 between Upper Serangoon Road and Orchard Road/Shenton Way	1
11	Premium Service	Feb-15	New Premium Bus Service 575 from Sengkang East Road to Anson Road/Upper Cross Street	1
12	Premium Service	Mar-15	New Premium Bus Service 548 between Ang Mo Kio Avenue 5 and Cecil Street/Fullerton Road	1
13	Premium Service	Mar-15	New Premium Bus Service 550 from Sengkang East Avenue to Fullerton Road	1
14	Premium Service	Mar-15	New Premium Bus Service 764 from SIM University to Tampines MRT Station	1
Total				14

BUS SERVICE APPLICATIONS APPROVED / REJECTED BY PTC (CONT'D)

AMENDMENT - BASIC SERVICES

S/NO.	SERVICE	DATE APPROVED	APPLICATION	NO. OF SERVICES
1	SBST Service 11	May-14	Extension of route to Rhu Cross	1
2	SMRTB Service 853	Jun-14	Amendment of route to serve the temporary Yishun Polyclinic at Yishun Central	1
3	SBST Service 123	Aug-14	Extension of route to HarbourFront Bus Interchange	1
4	SMRTB Service 189	Oct-14	Amendment of route to loop at Clementi Avenue 1	1
5	SBST Service 35	Dec-14	Extension of route to Airport Logistics Park of Singapore	1
6	SBST Service 386	Jan-15	Extension of route to ply Punggol Drive, Edgedale Plains, Punggol Field, Punggol East and Punggol Central	1
7	SMRTB Service 300	Jan-15	Amendment of route to ply Choa Chu Kang Avenue 4, Choa Chu Kang Avenue 3, Choa Chu Kang Avenue 2 and Choa Chu Kang Way	1
8	SMRTB Services 171, 800, 803, 804, 806, 812, 851, 852, 853, 854, 855, 856, 857, 859 and 860	Jan-15	Amendment of routes to call at the temporary Yishun Bus Interchange	15
9	SBST Services 39 and 85	Jan-15	Amendment of routes to call at the temporary Yishun Bus Interchange	2
10	SMRTB Service 811	Feb-15	Amendment of route to call at the temporary Yishun Bus Interchange	1
11	SMRTB Service 301	Mar-15	Amendment of route to ply Choa Chu Kang Way, Choa Chu Kang Avenue 2, Choa Chu Kang Avenue 1, Choa Chu Kang Avenue 3 and loop at Choa Chu Kang Avenue 5, Choa Chu Kang Avenue 6 and Choa Chu Kang Avenue 1	1
12	SMRTB Service 300	Mar-15	Amendment of route to ply Choa Chu Kang Avenue 4, Choa Chu Kang Avenue 3 and loop at Choa Chu Kang Avenue 1, Choa Chu Kang Avenue 2, Choa Chu Kang Way and Choa Chu Kang Avenue 3	1
Total				27

AMENDMENT - SPECIAL SERVICES

S/NO.	SERVICE	DATE APPROVED	APPLICATION	NO. OF SERVICES
1	Tourist Service	Oct-14	Amendment of route and stopping points for Orchard Road/Vivocity to Jurong Bird Park/Singapore Zoo tourist bus service	1
2	Employee Service	Oct-14	Amendment of operating hours and revision of fare for Kian Teck Way to Jurong West Street 64 shuttle bus service	1
3	Condominium Service	Oct-14	Revision of fares for Savannah Condominium shuttle bus service	1
4	Cross Border Service	Oct-14	Amendment of route and operating hours and revision of fares for Changi Airport to Johor Bahru cross-border bus service TS1	1
5	Cross Border Service	Oct-14	Amendment of route, headway and operating hours and revision of fares for Marina Square to Johor Bahru cross-border bus service TS3	1
6	Cross Border Service	Oct-14	Amendment of route and operating hours and revision of fares for Resorts World Sentosa to Johor Bahru cross-border bus service TS8	1
7	Cross Border Service	Oct-14	Amendment of route, headway and operating hours and revision of fares for Yishun to Johor Bahru cross-border bus service AC7	1
8	Employee Service	Jan-15	Revision of fare for Bedok/Tanah Merah MRT Station to Changi Business Park shuttle bus service	1
9	Cross Border Service	Feb-15	Amendment of route to call at temporary Yishun Interchange for cross-border bus service AC7	1
Total				9

AMENDMENT - PREMIUM SERVICES

S/NO.	SERVICE	DATE APPROVED	APPLICATION	NO. OF SERVICES
1	Premium Service	May-14	Revision of fares for Premium Bus Services 562, 576 and 586	3
2	Premium Service	May-14	Amendment of route, the number of trips and bus fleet for Premium Bus Service 741	1
3	Premium Service	Aug-14	Revision of fares for Premium Bus Services 532, 556, 557, 558 and 559	5
4	Premium Service	Jan-15	Revision of fares for Premium Bus Services 522, 523, 524 and 555 and the Tanjong Rhu Premium Bus Service	5
5	Premium Service	Feb-15	Amendment of the number of trips for Premium Bus Service 731	1
6	Premium Service	Mar-15	Amendment of route, the number of trips and bus fleet and revision of fare for Premium Bus Service 728	1
7	Premium Service	Mar-15	Amendment of route and revision of fare for Premium Bus Service 741	1
Total				17

BUS SERVICE APPLICATIONS APPROVED / REJECTED BY PTC (CONT'D)

WITHDRAWN - BASIC SERVICES

S/NO.	SERVICE	DATE WITHDRAWN	DESCRIPTION	NO. OF SERVICES
1	SBST Service 275	Aug-14	Feeder bus service was withdrawn following the extension of Service 123 to HarbourFront Bus Interchange	1
Total				1

WITHDRAWN - SPECIAL SERVICES

S/NO.	SERVICE	DATE WITHDRAWN	DESCRIPTION	NO. OF SERVICES
1	Employee Service	Apr-14	Botanical Gardens to Queenstown MRT Station shuttle bus service was converted to a free service that does not require a bus service licence	1
2	Tourist Service	Apr-14	Dempsey Road to River Valley Road tourist bus service was withdrawn as the bus operator did not wish to continue to operate the service	1
3	Employee Service	May-14	Kian Teck Avenue to Jurong Shipyard shuttle bus service was withdrawn as the dormitory had closed down	1
4	Other Service	Jul-14	Playground at Big Splash to Parkway Parade shuttle bus service was converted to a free service that does not require a bus service licence	1
5	Condominium Service	Nov-14	Pebble Bay Condominium to Suntec City/Orchard Road shuttle bus service was withdrawn due to low passenger demand	1
6	Employee Service	Dec-14	Simpang Lodge 2 to Yishun MRT Station shuttle bus service was withdrawn as the bus operator did not wish to continue to operate the service	1
7	Little India Service	Dec-14	Little India Service B was withdrawn as the dormitory had closed down	1
8	Little India Service	Dec-14	Little India Service L was withdrawn as the dormitory had closed down	1
9	Little India Service	Dec-14	Little India Service W was withdrawn as the dormitory had closed down	1
10	Little India Service	Dec-14	Little India Service AD was withdrawn as the dormitory had closed down	1
11	Tourist Service	Dec-14	Ang Mo Kio MRT Station to Singapore Zoo/Night Safari tourist bus service was withdrawn as the bus operator did not wish to continue to operate the service	1
12	Other Service	Dec-14	Institute of Mental Health shuttle service was withdrawn as the operator's contract had ended	1
13	Other Service	Dec-14	Jurong East Interchange to Pulau Sakra shuttle bus service was withdrawn as the bus operator did not wish to continue to operate the service	1
14	Condominium Service	Dec-14	Hillcrest Arcadia Condominium to Shunfu Market shuttle bus service was withdrawn as the bus operator did not wish to continue to operate the service	1
15	Condominium Service	Dec-14	The Bayshore Condominium to Bedok MRT Station/Siglap Centre shuttle bus service was withdrawn as the bus operator did not wish to continue to operate the service	1
Total				15

WITHDRAWN - PREMIUM SERVICES

S/NO.	SERVICE	DATE WITHDRAWN	DESCRIPTION	NO. OF SERVICES
1	Premium Service	May-14	Premium Bus Service 583 between Hillview Avenue and Orchard Road was withdrawn due to low passenger demand	1
2	Premium Service	May-14	Premium Bus Service 737 between Pasir Ris Drive 1 and Changi South Avenue 3 was withdrawn as the bus operator did not wish to continue to operate the service	1
3	Premium Service	Nov-14	Premium Bus Service between Pebble Bay Condominium and Suntec City/Shenton Way was withdrawn due to low passenger demand	1
4	Premium Service	Dec-14	Premium Bus Service 525 from Hillview Estate to Shenton Way/Suntec City was withdrawn following the introduction of City Direct Service 653 by the same bus operator	1
5	Premium Service	Dec-14	Premium Bus Service between Dempsey Road and Orchard Road was converted to a free shuttle service that does not require a bus service licence	1
6	Premium Service	Dec-14	Premium Bus Services 568, 574 and 575 were withdrawn as the bus operator did not wish to continue to operate the services	3
7	Premium Service	Jan-15	Premium Bus Service 571 between Upper Serangoon Road and Alexandra Road was withdrawn as the bus operator did not wish to continue to operate the service	1
8	Premium Service	Jan-15	Premium Bus Service 572 between Serangoon Gardens and Shenton Way was withdrawn as the bus operator did not wish to continue to operate the service	1
9	Premium Service	Mar-15	Premium Bus Services 548 and 550 were withdrawn as the bus operator did not wish to continue to operate the services	2
Total				12

APPROVAL LAPSED - PREMIUM SERVICES

S/NO.	SERVICE	DATE LAPSED	DESCRIPTION	NO. OF SERVICES
1	Premium Service	Dec-14	Premium Bus Service 758 between Tampines Avenue 7 and SIM University was not implemented due to change of plans by the operator	1
2	Premium Service	Dec-14	Premium Bus Service 760 between Sembawang MRT Station and SIM University was not implemented due to change of plans by the operator	1
3	Premium Service	Dec-14	Premium Bus Service 752 between Hougang Central and SIM University was not implemented due to change of plans by the operator	1
Total				3

BUS FARES APPROVED BY PTC

ADULT FARE STRUCTURE (TRUNK SERVICES)

Distance	Fare Per Ride (cent)					
	Card			Cash		
	As of 31 March 2014	As of 31 March 2015	Change	As of 31 March 2014	As of 31 March 2015	Change
Up to 3.2 km	73	77	4	110	130	
3.3 km – 4.2 km	83	87		130	150	
4.3 km – 5.2 km	93	98		130	150	
5.3 km – 6.2 km	103	108	5	130	150	
6.3 km – 7.2 km	111	116		150	170	
7.3 km – 8.2 km	117	123		150	170	
8.3 km – 9.2 km	123	129		170	190	
9.3 km – 10.2 km	127	133		170	190	
10.3 km – 11.2 km	131	137		170	190	
11.3 km – 12.2 km	135	141		190	210	
12.3 km – 13.2 km	139	145		190	210	
13.3 km – 14.2 km	143	149		190	210	
14.3 km – 15.2 km	147	153		190	210	
15.3 km – 16.2 km	151	157		200	220	
16.3 km – 17.2 km	155	161		200	220	
17.3 km – 18.2 km	159	165		200	220	
18.3 km – 19.2 km	163	169		200	220	
19.3 km – 20.2 km	166	172		210	230	
20.3 km – 21.2 km	169	175		210	230	
21.3 km – 22.2 km	172	178		210	230	
22.3 km – 23.2 km	175	181		210	230	
23.3 km – 24.2 km	177	183	6	220	240	20
24.3 km – 25.2 km	179	185		220	240	
25.3 km – 26.2 km	181	187		220	240	
26.3 km – 27.2 km	182	188		220	240	
27.3 km – 28.2 km	183	189		220	240	
28.3 km – 29.2 km	184	190		220	240	
29.3 km – 30.2 km	185	191		220	240	
30.3 km – 31.2 km	186	192		220	240	
31.3 km – 32.2 km	187	193		220	240	
32.3 km – 33.2 km	188	194		220	240	
33.3 km – 34.2 km	189	195		220	240	
34.3 km – 35.2 km	190	196		220	240	
35.3 km – 36.2 km	191	197		220	240	
36.3 km – 37.2 km	192	198		220	240	
37.3 km – 38.2 km	193	199		220	240	
38.3 km – 39.2 km	194	200		220	240	
39.3 km – 40.2 km	195	201		220	240	
Over 40.2 km	196	202		220	240	

ADULT FARE STRUCTURE (FEEDER SERVICES)

Description	Card			Cash		
	As of 31 March 2014	As of 31 March 2015	Change	As of 31 March 2014	As of 31 March 2015	Change
Fare Per Ride (cent)	73	77	4	110	130	20

SENIOR CITIZEN FARE STRUCTURE (TRUNK SERVICES)

Distance	Fare Per Ride (cent)					
	Card			Cash		
	As of 31 March 2014	As of 31 March 2015	Change	As of 31 March 2014	As of 31 March 2015	Change
Up to 3.2 km	54	56	2	90	100	10
3.3 km – 4.2 km	62	64		90	100	
4.3 km – 5.2 km	69	71		90	100	
5.3 km – 6.2 km	77	79		90	100	
6.3 km – 7.2 km	82	84	3	120	130	
Over 7.2 km	87	90		120	130	

SENIOR CITIZEN FARE STRUCTURE (FEEDER SERVICES)

Description	Card			Cash		
	As of 31 March 2014	As of 31 March 2015	Change	As of 31 March 2014	As of 31 March 2015	Change
Fare Per Ride (cent)	54	56	2	90	100	10

STUDENT FARE STRUCTURE (TRUNK SERVICES)

Distance	Fare Per Ride (cent)					
	Card			Cash		
	As of 31 March 2014	As of 31 March 2015	Change	As of 31 March 2014	As of 31 March 2015	Change
Up to 3.2 km	36	38	2	55	65	10
3.3 km – 4.2 km	41	43		55	65	
4.3 km – 5.2 km	46	48		55	65	
5.3 km – 6.2 km	51	53		55	65	
6.3 km – 7.2 km	55	57		75	85	
Over 7.2 km	58	60		75	85	

STUDENT FARE STRUCTURE (FEEDER SERVICES)

Description	Card			Cash		
	As of 31 March 2014	As of 31 March 2015	Change	As of 31 March 2014	As of 31 March 2015	Change
Fare Per Ride (cent)	36	38	2	55	65	10

BUS FARES APPROVED BY PTC (CONT'D)

ADULT FARE STRUCTURE (EXPRESS SERVICES)

Distance	Fare Per Ride (cent)					
	Card			Cash		
	As of 31 March 2014	As of 31 March 2015	Change	As of 31 March 2014	As of 31 March 2015	Change
Up to 3.2 km	133	137	4	190	210	20
3.3 km – 4.2 km	143	147		190	210	
4.3 km – 5.2 km	153	158		190	210	
5.3 km – 6.2 km	163	168	5	190	210	
6.3 km – 7.2 km	171	176		190	210	
7.3 km – 8.2 km	177	183		190	210	
8.3 km – 9.2 km	183	189	6	205	225	
9.3 km – 10.2 km	187	193		205	225	
10.3 km – 11.2 km	191	197		205	225	
11.3 km – 12.2 km	195	201		220	240	
12.3 km – 13.2 km	199	205		220	240	
13.3 km – 14.2 km	203	209		220	240	
14.3 km – 15.2 km	207	213		220	240	
15.3 km – 16.2 km	211	217		235	255	
16.3 km – 17.2 km	215	221		235	255	
17.3 km – 18.2 km	219	225		235	255	
18.3 km – 19.2 km	223	229		235	255	
19.3 km – 20.2 km	226	232		250	270	
20.3 km – 21.2 km	229	235		250	270	
21.3 km – 22.2 km	232	238		250	270	
22.3 km – 23.2 km	235	241		250	270	
23.3 km – 24.2 km	237	243		270	290	
24.3 km – 25.2 km	239	245		270	290	
25.3 km – 26.2 km	241	247		270	290	
26.3 km – 27.2 km	242	248		270	290	
27.3 km – 28.2 km	243	249		270	290	
28.3 km – 29.2 km	244	250		270	290	
29.3 km – 30.2 km	245	251		270	290	
30.3 km – 31.2 km	246	252		270	290	
31.3 km – 32.2 km	247	253		270	290	
32.3 km – 33.2 km	248	254		270	290	
33.3 km – 34.2 km	249	255		270	290	
34.3 km – 35.2 km	250	256		270	290	
35.3 km – 36.2 km	251	257		270	290	
36.3 km – 37.2 km	252	258		270	290	
37.3 km – 38.2 km	253	259		270	290	
38.3 km – 39.2 km	254	260		270	290	
39.3 km – 40.2 km	255	261		270	290	
Over 40.2 km	256	262		270	290	

SENIOR CITIZEN FARE STRUCTURE (EXPRESS SERVICES)

Distance	Card Fare Per Ride (cent)		
	As of 31 March 2014	As of 31 March 2015	Change
Up to 3.2 km	99	101	
3.3 km – 4.2 km	107	109	
4.3 km – 5.2 km	114	116	2
5.3 km – 6.2 km	122	124	
6.3 km – 7.2 km	127	129	
Over 7.2 km	132	135	3

STUDENT FARE STRUCTURE (EXPRESS SERVICES)

Distance	Card Fare Per Ride (cent)		
	As of 31 March 2014	As of 31 March 2015	Change
Up to 3.2 km	66	68	
3.3 km – 4.2 km	71	73	
4.3 km – 5.2 km	76	78	2
5.3 km – 6.2 km	81	83	
6.3 km – 7.2 km	85	87	
Over 7.2 km	88	90	

TRAIN FARES APPROVED BY PTC

ADULT FARE STRUCTURE (NORTH-SOUTH AND EAST-WEST LINES, AND LRTS)

Distance	Fare Per Ride (cent)					
	Card			Single Trip Ticket		
	As of 31 March 2014	As of 31 March 2015	Change	As of 31 March 2014	As of 31 March 2015	Change
Up to 3.2 km	73	77	4	110	130	20
3.3 km – 4.2 km	83	87		130	150	
4.3 km – 5.2 km	93	98	5	130	150	
5.3 km – 6.2 km	103	108		130	150	
6.3 km – 7.2 km	111	116	6	150	170	
7.3 km – 8.2 km	117	123		150	170	
8.3 km – 9.2 km	123	129	6	170	190	
9.3 km – 10.2 km	127	133		170	190	
10.3 km – 11.2 km	131	137	6	170	190	
11.3 km – 12.2 km	135	141		190	210	
12.3 km – 13.2 km	139	145	6	190	210	
13.3 km – 14.2 km	143	149		190	210	
14.3 km – 15.2 km	147	153	6	190	210	
15.3 km – 16.2 km	151	157		200	220	
16.3 km – 17.2 km	155	161	6	200	220	
17.3 km – 18.2 km	159	165		200	220	
18.3 km – 19.2 km	163	169	6	200	220	
19.3 km – 20.2 km	166	172		210	230	
20.3 km – 21.2 km	169	175	6	210	230	
21.3 km – 22.2 km	172	178		210	230	
22.3 km – 23.2 km	175	181	6	210	230	
23.3 km – 24.2 km	177	183		220	240	
24.3 km – 25.2 km	179	185	6	220	240	
25.3 km – 26.2 km	181	187		220	240	
26.3 km – 27.2 km	182	188	6	220	240	
27.3 km – 28.2 km	183	189		220	240	
28.3 km – 29.2 km	184	190	6	220	240	
29.3 km – 30.2 km	185	191		220	240	
30.3 km – 31.2 km	186	192	6	220	240	
31.3 km – 32.2 km	187	193		220	240	
32.3 km – 33.2 km	188	194	6	220	240	
33.3 km – 34.2 km	189	195		220	240	
34.3 km – 35.2 km	190	196	6	220	240	
35.3 km – 36.2 km	191	197		220	240	
36.3 km – 37.2 km	192	198	6	220	240	
37.3 km – 38.2 km	193	199		220	240	
38.3 km – 39.2 km	194	200	6	220	240	
39.3 km – 40.2 km	195	201		220	240	
Over 40.2 km	196	202	6	220	240	

ADULT FARE STRUCTURE (NORTH-EAST LINE, CIRCLE LINE AND DOWNTOWN LINE)

Distance	Fare Per Ride (cent)					
	Card			Single Trip Ticket		
	As of 31 March 2014	As of 31 March 2015	Change	As of 31 March 2014	As of 31 March 2015	Change
Up to 1.0 km	78	82	4	120	140	
1.1 km – 2.0 km	83	87		120	140	
2.1 km – 3.2 km	88	92		120	140	
3.3 km – 4.2 km	98	102		150	170	
4.3 km – 5.2 km	108	113	5	150	170	
5.3 km – 6.2 km	118	123		150	170	
6.3 km – 7.2 km	126	131		170	190	
7.3 km – 8.2 km	142	148		170	190	
8.3 km – 9.2 km	148	154		190	210	
9.3 km – 10.2 km	152	158		190	210	
10.3 km – 11.2 km	156	162		190	210	
11.3 km – 12.2 km	160	166		210	230	
12.3 km – 13.2 km	164	170		210	230	
13.3 km – 14.2 km	168	174		210	230	
14.3 km – 15.2 km	172	178		210	230	
15.3 km – 16.2 km	176	182		220	240	
16.3 km – 17.2 km	180	186		220	240	
17.3 km – 18.2 km	184	190		220	240	
18.3 km – 19.2 km	188	194		220	240	
19.3 km – 20.2 km	191	197		230	250	20
20.3 km – 21.2 km	194	200		230	250	
21.3 km – 22.2 km	197	203		230	250	
22.3 km – 23.2 km	200	206		230	250	
23.3 km – 24.2 km	202	208	6	240	260	
24.3 km – 25.2 km	204	210		240	260	
25.3 km – 26.2 km	206	212		240	260	
26.3 km – 27.2 km	207	213		240	260	
27.3 km – 28.2 km	208	214		240	260	
28.3 km – 29.2 km	209	215		240	260	
29.3 km – 30.2 km	210	216		240	260	
30.3 km – 31.2 km	211	217		240	260	
31.3 km – 32.2 km	212	218		240	260	
32.3 km – 33.2 km	213	219		240	260	
33.3 km – 34.2 km	214	220		240	260	
34.3 km – 35.2 km	215	221		240	260	
35.3 km – 36.2 km	216	222		240	260	
36.3 km – 37.2 km	217	223		240	260	
37.3 km – 38.2 km	218	224		240	260	
38.3 km – 39.2 km	219	225		240	260	
39.3 km – 40.2 km	220	226		240	260	
Over 40.2 km	221	227		240	260	

TRAIN FARES APPROVED BY PTC (CONT'D)

SENIOR CITIZEN FARE STRUCTURE (NORTH-SOUTH AND EAST-WEST LINES, AND LRTS)

Distance	Card Fare Per Ride (cent)		
	As of 31 March 2014	As of 31 March 2015	Change
Up to 3.2 km	54	56	
3.3 km – 4.2 km	62	64	
4.3 km – 5.2 km	69	71	2
5.3 km – 6.2 km	77	79	
6.3 km – 7.2 km	82	84	
Over 7.2 km	87	90	3

SENIOR CITIZEN FARE STRUCTURE (NORTH-EAST LINE, CIRCLE LINE AND DOWNTOWN LINE)

Distance	Card Fare Per Ride (cent)		
	As of 31 March 2014	As of 31 March 2015	Change
Up to 3.2 km	58	60	
3.3 km – 4.2 km	66	68	
4.3 km – 5.2 km	73	75	2
5.3 km – 6.2 km	81	83	
6.3 km – 7.2 km	86	88	
Over 7.2 km	91	94	3

STUDENT FARE STRUCTURE (MRT AND LRT)

Distance	Card Fare Per Ride (cent)		
	As of 31 March 2014	As of 31 March 2015	Change
Up to 3.2 km	36	38	
3.3 km – 4.2 km	41	43	
4.3 km – 5.2 km	46	48	2
5.3 km – 6.2 km	51	53	
6.3 km – 7.2 km	55	57	
Over 7.2 km	58	60	

MONTHLY CONCESSION PASSES

BUS MONTHLY CONCESSION PASSES

Cardholders	Price		
	As of 31 March 2014	As of 31 March 2015	Change
Primary Student	S\$22.50	S\$22.50	No change
Secondary Student	S\$27.50	S\$27.50	No change
Polytechnic Student	S\$52.00	S\$27.50	- S\$24.50
University Student	S\$52.00	S\$52.00	No change
Full-time National Serviceman	S\$61.00	S\$52.00	- S\$9.00

TRAIN MONTHLY CONCESSION PASSES

Cardholders	Price		
	As of 31 March 2014	As of 31 March 2015	Change
Primary Student	S\$20.00	S\$20.00	No change
Secondary Student	S\$25.00	S\$25.00	No change
Polytechnic Student	S\$45.00	S\$25.00	- S\$20.00
University Student	S\$45.00	S\$45.00	No change
Full-time National Serviceman	S\$50.00	S\$45.00	- S\$5.00

HYBRID MONTHLY CONCESSION PASSES AND ADULT MONTHLY TRAVEL PASS

Cardholders	Price		
	As of 31 March 2014	As of 31 March 2015	Change
Primary Student	S\$42.50	S\$41.00	- S\$1.50
Secondary Student	S\$52.50	S\$51.00	- S\$1.50
Polytechnic Student	S\$97.00	S\$51.00	- S\$46.00
University Student	S\$97.00	S\$85.00	- S\$12.00
Full-time National Serviceman	S\$111.00	S\$85.00	- S\$26.00
Senior Citizen	N.A.	S\$60.00	-
Adult Monthly Travel Pass	N.A.	S\$120.00	-

QUALITY OF SERVICE (QOS) STANDARDS FOR BASIC BUS SERVICES AND PENALTY FRAMEWORK

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) INFORMATION		
4.1	Availability of up-to-date information	<ul style="list-style-type: none">(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).

5) AVAILABILITY

5.1 Access to any bus service To run at least one bus service within 400m radius of any development subject to minimum demand.

5.2 Provision of direct bus service connections To run direct bus services:

- (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.

The minimum requirements for direct bus connections as stated in 5.1 and 5.2 above are subject to minimum demand and may not be applicable where there are available train services.

5.3 Bus service operating hours At least 18 hours daily, unless otherwise stipulated by the PTC.

5.4 Bus service scheduled headways (frequencies)

- (a) At least 80% of 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.
- (b) At least 90% 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.

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

6) INTEGRATION

6.1 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.

QUALITY OF SERVICE (QOS) STANDARDS FOR BASIC BUS SERVICES AND PENALTY FRAMEWORK

4. PENALTY FRAMEWORK* FOR NON-COMPLIANCE WITH THE QOS STANDARDS

Standards	Financial Penalty	
	Before 1 April 2013	From 1 April 2013
Operating Performance Standards (OPS)		
<i>Route-based (Daily) Standards</i>		
Standard 1.2 on Headway Adherence	\$S\$100 for each non-compliant day on each non-compliant route.	\$S\$2,000 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	\$S\$1,000 per month on each non-compliant route.	\$S\$20,000 per month on each non-compliant route.
<i>Operator-based (Monthly) Standards</i>		
Standard 1.3 on Bus Breakdown Rate	\$S\$10,000 per month on each non-compliant standard.	\$S\$100,000 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	\$S\$10,000 per month on each non-compliant standard.	\$S\$100,000 per month on each non-compliant standard.

* The penalty framework took effect from 1 October 2007. The PTC Act stipulates that all such sums collected by the PTC shall go into the Government's Consolidated Fund.

OPERATORS' 6-MONTHLY QOS PERFORMANCE RESULTS¹ FOR THE PERIOD OF DECEMBER 2013 TO MAY 2014

SBS TRANSIT LTD

Operating Performance Standards (OPS)	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14
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)	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
Loading						
Daily, each service's bus loading shall not exceed 95% during weekday peak hours. (Standard 2.1)	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	Passed	Passed	Passed	Passed	Passed

SMRT BUSES LTD

Operating Performance Standards (OPS)	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14
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)	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
Loading						
Daily, each service's bus loading shall not exceed 95% during weekday peak hours. (Standard 2.1)	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	Passed	Passed	Passed	Passed	Passed

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

OPERATORS' 6-MONTHLY QOS PERFORMANCE RESULTS¹ FOR THE PERIOD OF JUNE 2014 TO NOVEMBER 2014

SBS TRANSIT LTD

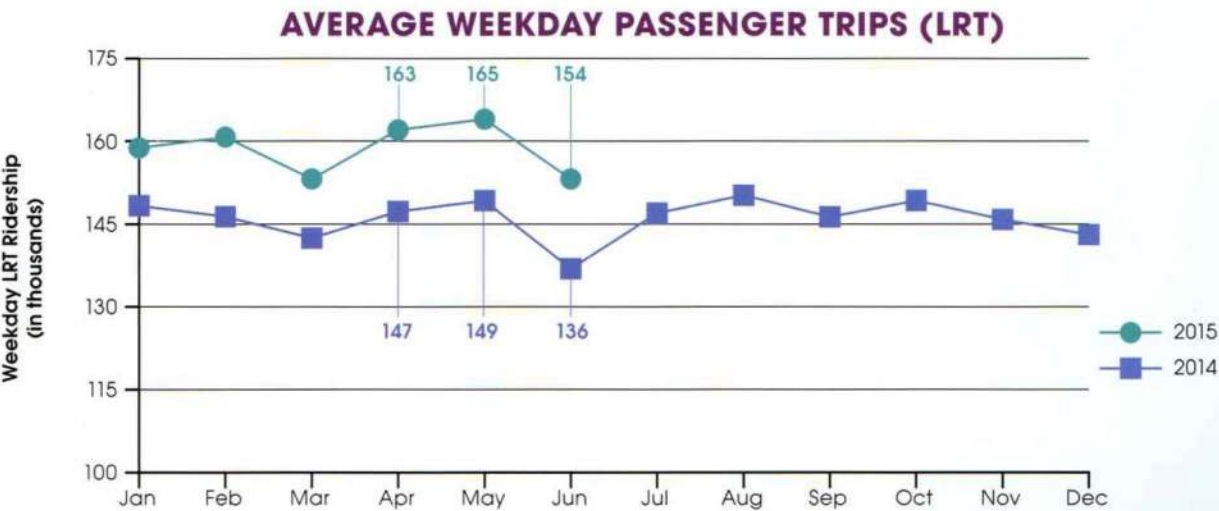
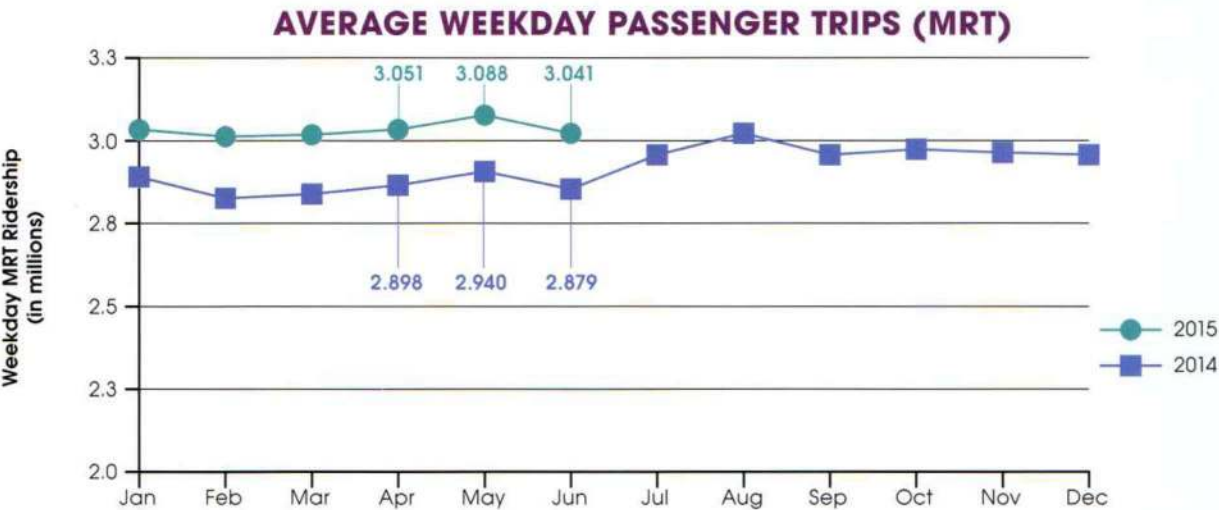
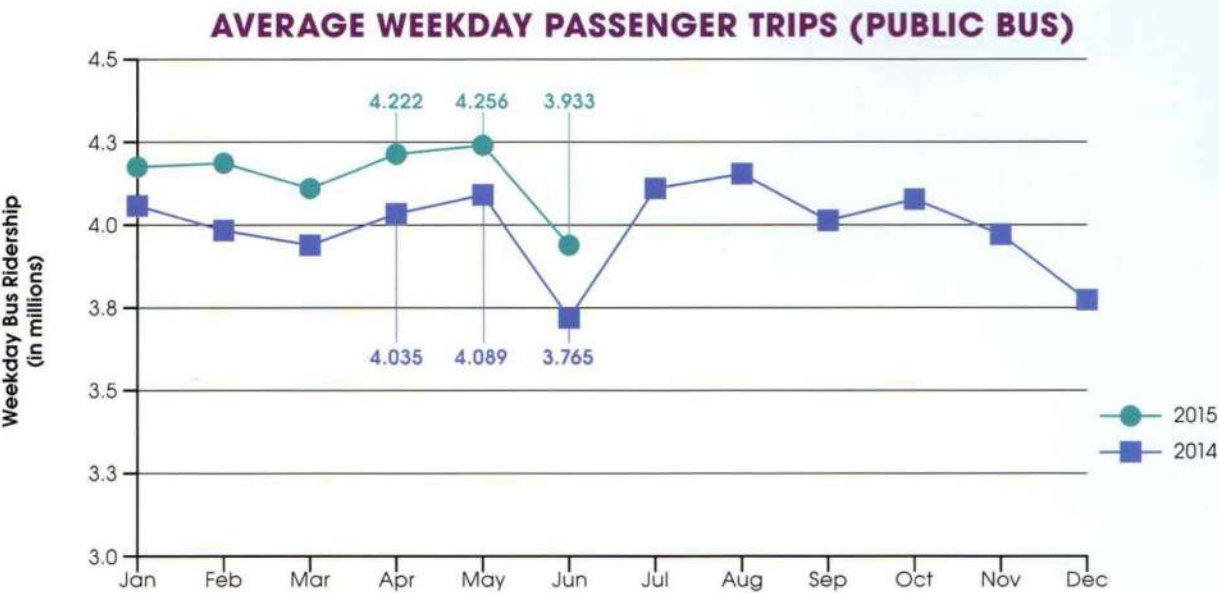
Operating Performance Standards (OPS)	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14
Reliability						
Each service shall operate at least 96% of its trips per month. (Standard 1.1)	All passed	All passed	All passed	All passed	All passed	All passed
Daily, each service shall have at least 85% of its trips depart the bus interchanges and terminals not more than 5 minutes from its scheduled headway. (Standard 1.2)	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
Loading						
Daily, each service's bus loading shall not exceed 95% during weekday peak hours. (Standard 2.1)	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	Passed	Passed	Passed	Passed	Passed

SMRT BUSES LTD

Operating Performance Standards (OPS)	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14
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)	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
Loading						
Daily, each service's bus loading shall not exceed 95% during weekday peak hours. (Standard 2.1)	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	Passed	Passed	Passed	Passed	Passed

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

BUS AND TRAIN RIDERSHIP



(Source: Land Transport Authority)



PUBLIC TRANSPORT COUNCIL

www.ptc.gov.sg

Add: 510 Thomson Road, #12-03, SLF Building, Singapore 298135
UEN: T08GB0044D