

11 August 2016

FOR IMMEDIATE RELEASE

SMRT Welcomes Move to Bus Contracting Model

1. SMRT Buses and the Land Transport Authority have successfully wrapped up negotiations for the transition of 77 SMRT bus services under three negotiated bus services contracts (Negotiated Contracts) to the new Bus Contracting Model which takes effect from 1 September this year. The new model forms part of the Government's overall efforts to improve the standards and efficiency of the public bus services in Singapore.

Focus on reliability and frequency of bus services, and on nurturing the workforce

2. Mr Tan Kian Heong, Managing Director, SMRT Buses, said: "We welcome the transition of our bus operations to the Bus Contracting Model where the Government will keep all fare revenue while SMRT Buses will be paid a service fee to operate the bus services. SMRT has always been committed to delivering high levels of operational reliability, safety and service. The transition to the BCM will allow us to have a stronger focus on these areas and better fulfill our role as a public transport operator for the benefit of all our commuters."

3. As announced by LTA, SMRT's estimated total contract fee of approximately S\$1,865 million to run the 77 services for up to 7 years will take effect from 1 September 2016. SMRT will continue to increase its headcount and ramp up its operational resources to meet the new performance and service standards such as Excess Waiting Time, On-Time Adherence and First & Last Bus Punctuality.

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4. Since the start of the year, SMRT Buses has increased its staff strength by almost 15%, or close to 400 new staff, to better serve our commuters. These include more bus captains, operations control officers, technicians and operations support staff as more buses are put on the road. SMRT Buses is on track to reach our target increase in headcount of 500. In addition, we have invested resources to enhance our Bus Operations Control Centres to improve bus service control and regularity.

5. SMRT Buses continues to focus on enhancing the travel experience for commuters through more frequent services, and commuter-centric initiatives at bus interchanges and on board buses. We have enhanced our information provision services with interactive panels at Bus Interchanges. SMRT Buses is also the first operator to introduce a free buggy service for the elderly commuters who require assistance to get to the bus berths at the Woodlands Temporary Bus Interchange (WTBI). To reduce traffic congestion at the interchange, SMRT Buses has also deployed IoT¹-enabled technologies such as a passenger alighting bay guidance system and bus parking allocation system at WTBI.

6. SMRT Buses has also been leveraging on telematics technology since 2014 to enhance safety and deliver comfortable rides for our commuters. The Singapore Bus Training and Evaluation Centre will continue to play a vital role in the training and development of all bus captains and operations control officers, as part of a joint initiative to drive the professionalisation of Singapore's bus industry. The structured development of team-based competency standards will improve bus service reliability and enhance our commuters' travelling experience.

7. These initiatives form part of SMRT's drive towards providing a best-in-class travel experience for commuters.

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¹ IoT = Internet of Things

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About SMRT Corporation Ltd

SMRT Corporation Ltd (SMRT) is Singapore's premier multi-modal land transport provider. Our core businesses are in rail operations, maintenance and engineering as well as in bus, taxi and automotive services. Complementing these are our integrated businesses in media and marketing, as well as properties and retail management.

We are committed to Service and Business Excellence as we strive towards our vision of "Moving People, Enhancing Lives".

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