

Singapore's Approach to Bus Safety

Session 3: Global Bus Safety Standards: Aligning ASEAN with International Regulations



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Singapore's Public Bus Industry



Singapore's Public Transport Industry

Vision

A people-centred land transport system



Mission

Connecting People and Places,
Enhancing Travel Experience



MRT/LRT

~270 km
~200 stations



Bus

~5,800 Buses
~360 Routes



Taxi

13,600 Taxis



Private-Hire

90,400 PHCs



3.41 million
Daily
MRT/LRT ridership



3.84 million
Daily
Bus ridership



0.62 million
Daily Point-to-Point trips

Singapore's Public Transport Industry – Bus Contracting Model (BCM)



Prior to Bus Contracting (Before)

- **Public Transport Operators (PTO) operate under a privatised model**
 - Purchase their own fleet of buses
 - Operating costs recovered from fare revenue and other sources
- **Look after and maintain the bus interchanges and terminals at nominal cost**



New Bus Industry Model (Now)

- **Implemented in Sep 2016:**
 - PTOs operate public bus services through tendering process
- **Gross-cost:**
 - **Government:** retains fare revenue
 - **Bus operators:** receive a service fee to operate services
- **Government provision of assets:**
 - Bus infrastructure, buses, fleet management system and ticketing equipment

Ultimate Goal: To enhance responsiveness to commuters' needs whilst delivering bus services at a competitive cost.

Greater Cost Efficiency and Innovation

Since the first tendered bus package, **tender prices** have become more **competitive**.

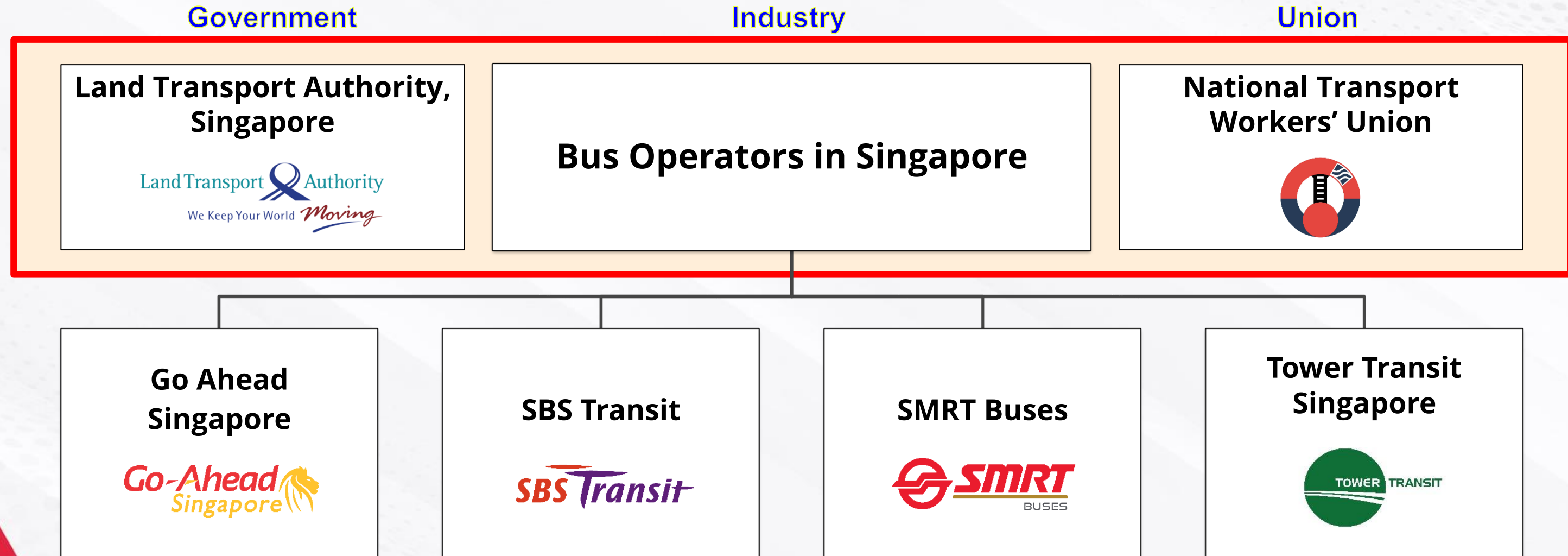
Higher Service Levels

Service levels have improved further under BCM, as compared to previous models.

Increased Responsiveness to Commuters' Needs

Bus routes are centrally planned by LTA to **enhance responsiveness to commuters' needs**.

Tripartism in Singapore's Public Bus Industry

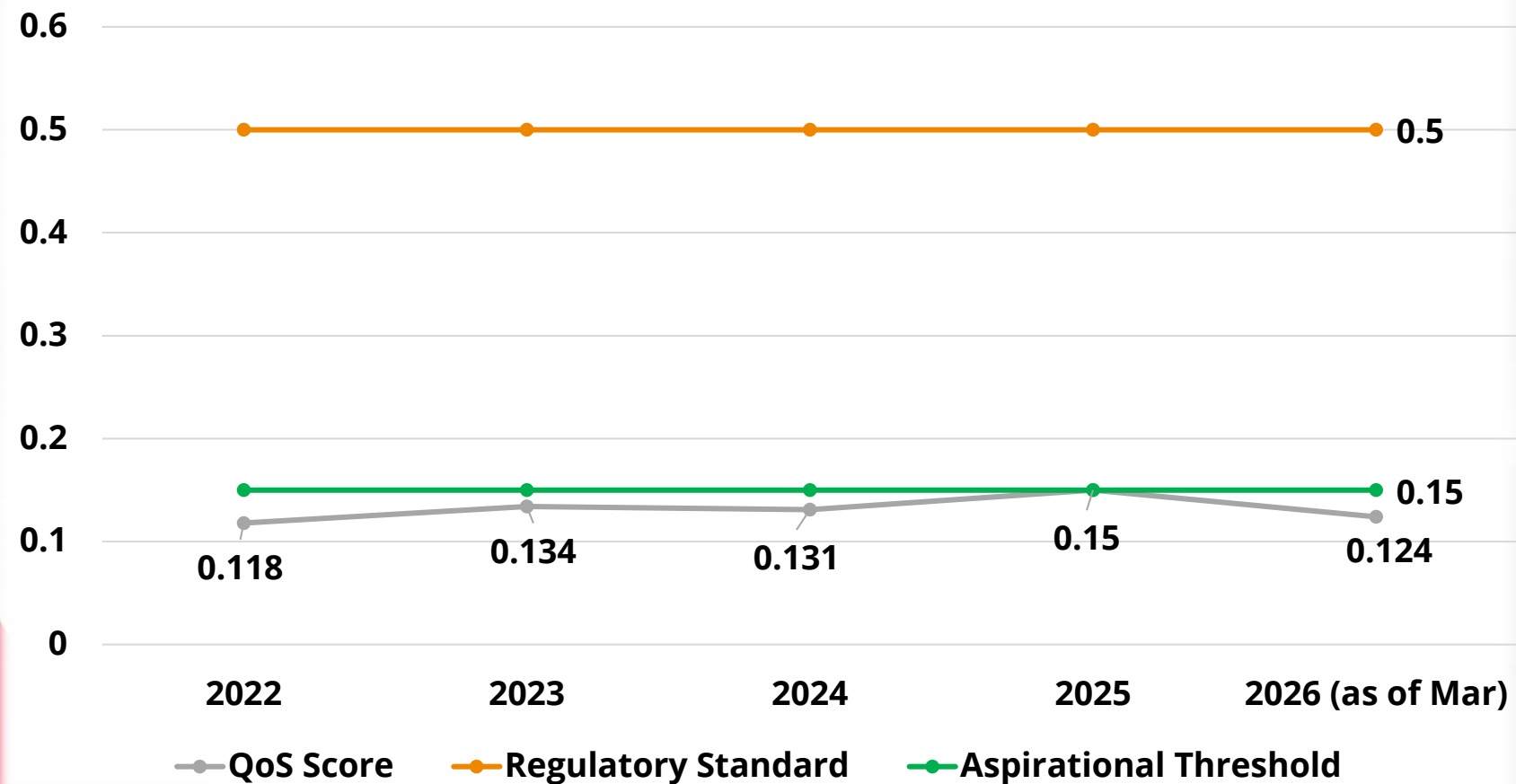


Strengthening Bus Safety in Singapore



1. Setting the Standards: Regulatory Standards for Public Bus Safety

Quality of Service (QoS) Standard (Bus)



- **Regulatory QoS Standard on Safety:**

- Accident rate less than 0.50 accident per 100,000 bus-km for each bus package per month
- Non-compliance will result in financial penalty of \$100,000 per instance

- **Aspirational Threshold on Safety:**

- Accident rate less than 0.50 accident per 100,000 bus-km for each bus package per month
- Stretched goal to encourage bus operators to continually improve safety performance
- No financial penalty; operators who do not meet the aspirational threshold are required to share causal factors and mitigating measures at quarterly meetings to facilitate cross-learning

2. Monitoring Bus Safety Performance

- In-house developed Bus Safety Dashboard to monitor key accident trends. Upcoming enhancements include:
 - AI-Chatbot for quicker analysis and provide answers to queries related to bus safety
 - Telematics analysis for bus captain risk profiling and route risk analysis

Bus Accident Overview



- Overall accident trends
- Common accident locations

Accident Heatmap



- Accident hotspot visualisation

Operators' Safety Performance



- Analysis on:
 - Operator Level
 - Bus Package Level

Bus Captain Profiling



- Age group
- Length of Service
- Time of accident

**Images are for illustration purposes only.*

3. Audits and Safety Engagements with Bus Operators

BC failed to engage handbrake when conducting passenger activities



BC failed to keep both hands on the steering when driving



BC failed to align bus close to kerb (Trip hazard)



Joint Walkabout with SMRT at Gali Batu Depot to understand causes of own turf accidents

Onboard Bus, Interchange and Slip, Trip and Fall Audits



Bus Safety Bulletins and Infographics



Bus Industry Safety and Health Community of Practice Meetings with Bus Operators & National Transport Workers' Union

4. Public Transport Safety and Security Awards Day (PTSSA)

- An annual event recognising public transport workers for their contributions to safety and security
- Awards presented to bus operators and individuals for outstanding safety records, vigilant acts that prevented incidents, and ground-up initiatives that enhanced the safety and security of our public transport network.



Photos from PTSSA 2025

5. Public Engagements on Bus Safety

**Inaugural LTA Bus Safety Roadshow on
23 & 24 Aug 2025**



**Bus Safety Talks at
Active Ageing Centres**



**Bus Safety Booth at OnePunggol
First Anniversary Event**



“Bus Safety for Everyone” Video

 #Bus safety matters to us!  #SGBUS

**Bus Safety Talks during School
Assemblies**



Our Commitment to Bus Safety



High Profile Public Bus Accidents

21 taken to hospital after bus hits road blocker at Terminal 3; Certis officer taken off duty

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The accident occurred when a road blocker was suddenly deployed after a security barrier was lifted to allow the bus to proceed.

Tower Transit bus hits trailer load in Rochor, 5 people aged 39-93 injured

Five people were conveyed to Raffles Hospital.

Ruth Chai | June 06, 2024, 06:08 PM



44 taken to hospital after bus accident in Jurong West; LTA probing

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Two double-decker buses were involved in a traffic accident near Block 425, Jurong West Avenue 1, on the morning of Dec 14.
ST PHOTO: NG SOR LUAN

7-month-old baby & 77-year-old among 4 injured in AMK accident involving 2 buses & car

Police investigations are ongoing.

Nadya Pang | March 09, 2026, 11:41 AM



Male pedestrian, 63, dies after bus collision at Havelock Road on Feb. 16, 2026

Investigations are ongoing.

Seri Mazliana | February 17, 2026, 04:00 PM



Bus crashes through road divider in Pasir Ris and hits 4 other vehicles, 3 people taken to hospital

Videos posted on social media show the bus veering towards a section of centre railings along the road divider shortly after making a turn onto Pasir Ris Drive 1



Accidents which led to the Formation of Bus Safety Tripartite Taskforce (May to Jun 2024)

Paradox of bus safety is that the better safety performs, the less visible it becomes — until an accident occurs...

Recent Accidents (Dec 2025 to Apr 2026)

Tripartism in Action



Stakeholders of Bus Safety Tripartite Taskforce (BSTT)

Government (LTA) — Sets the regulatory framework and safety standards for the public bus industry, driving policy and continuous improvement through regular audits and safety engagements with industry stakeholders.

Bus Operators — Implement safety standards and practices on the ground and foster a strong culture of safety through targeted programmes and staff engagements.

National Transport Workers' Union (NTWU) — Represents the interests and welfare of Bus Captains and public transport workers, advocating for better working conditions and promoting safe best practices.

Formation of Bus Safety Tripartite Taskforce (BSTT)

- The Bus Safety Tripartite Taskforce was formed in Jul 2024 to review ways to enhance public bus safety for commuters, bus captains and other road users.



- Engaged key stakeholders:
 - Surveys with 2,300 members of the public, 3,400 bus captains
 - In-person focus group discussions with over 200 bus captains, commuters and road users
 - Local and international safety practitioners

Recommendations from the Bus Safety Tripartite Taskforce



A. EQUIPPING BUS CAPTAINS WITH THE RIGHT TOOLS

Empowering bus captains with the right training, technology and support to drive safely and confidently.



B. IMPROVING INTERNAL PROCESSES AND PRACTICES

Strengthening operational processes, standards and workplace practices to build a strong safety culture.



TOWARDS SAFER PUBLIC BUSES



TRIPARTISM IN ACTION

C. IMPROVING THE ROAD ENVIRONMENT

Working with partners to enhance road infrastructure, traffic conditions and road user behaviour for safer journeys.



COLLABORATION

We work together across sectors.



ACCOUNTABILITY

We take ownership and uphold standards.



CONTINUOUS IMPROVEMENT

We learn, adapt and innovate for better outcomes.

SAFE CAPTAINS. SAFE BUSES. SAFE JOURNEYS. **EVERY DAY.**

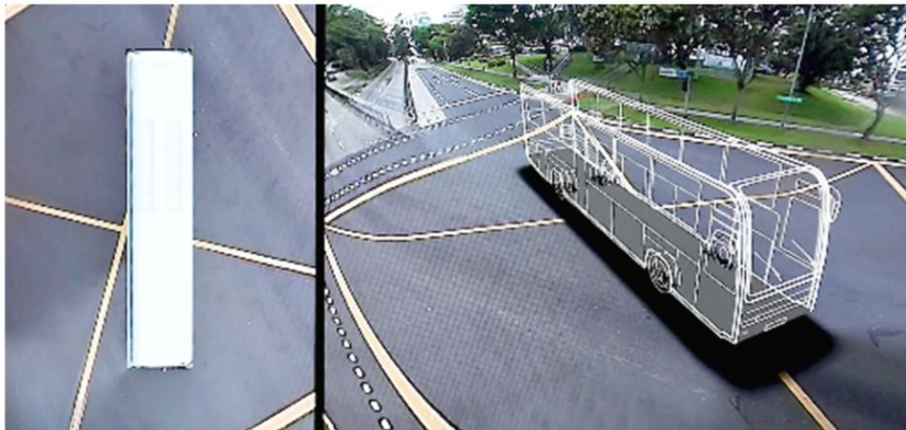
A. Equipping Bus Captains with the Right Tools



Anti-Fatigue System



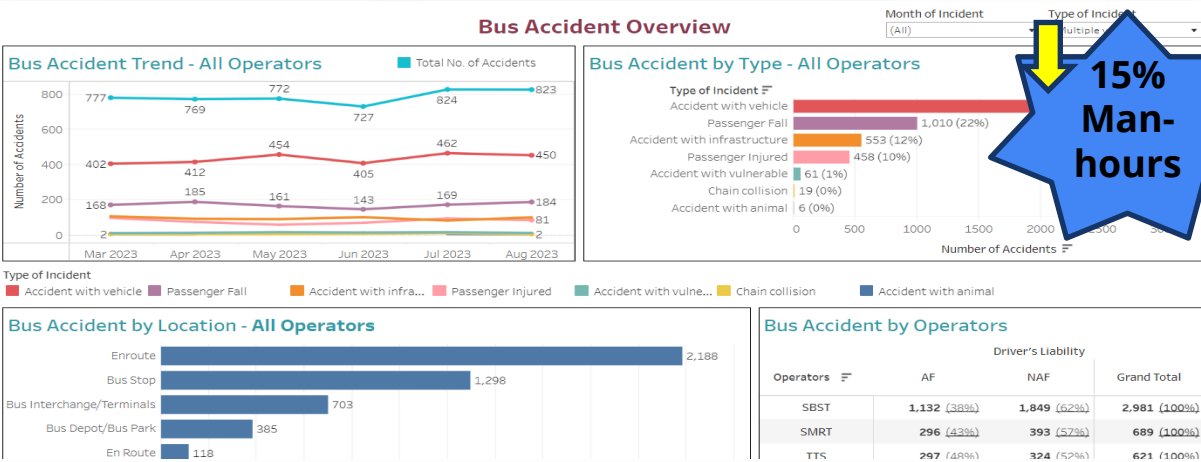
AI Camera Mirror System



360-Degree Camera System with AI

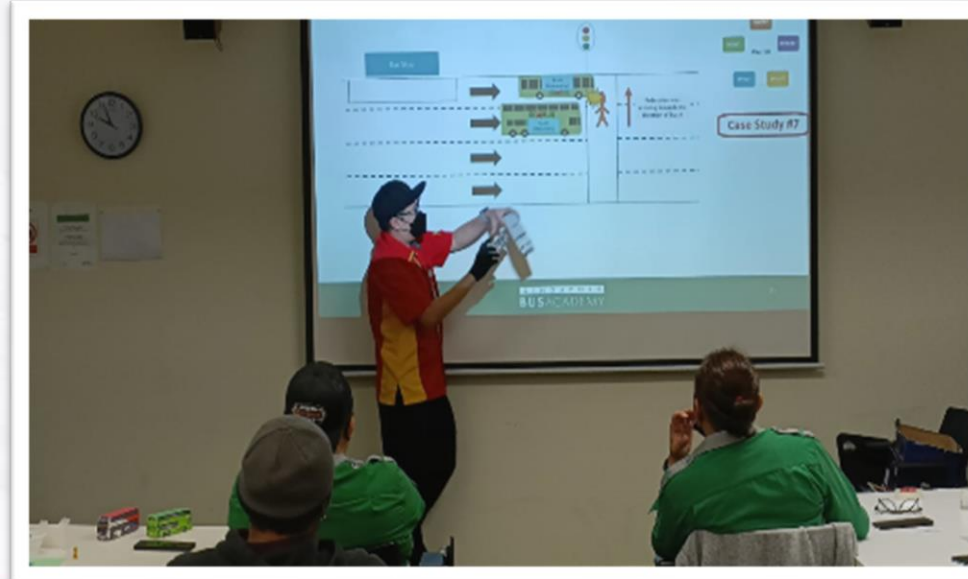


Advanced Alerts on Rear Electronic Display System

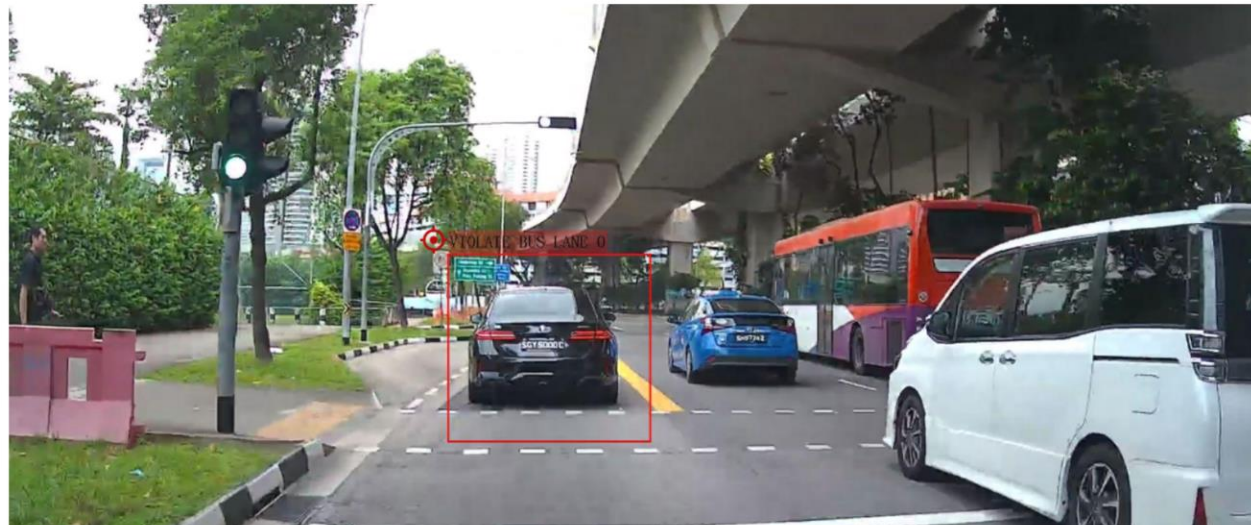


B. Improving Internal Processes & Practices

- Review of bus services with runtimes longer than 2 hours
- Progressive implementation of 30 minutes meal break
- For all Bus Captains (BCs) to complete the Bus Captain Drive Safe Programme
- Pilot launch of Training Points System for BCs
- Safety Driving Incentives/ Awards for BCs



C. Improving the Road Environment



Use of CCTV system onboard buses to detect traffic violations



Bus Priority Box and Yellow box to help buses exit bus stops safely and smoothly



Enhanced Road Works Management – Upskilling of Security Officers

Conclusion

- **Tripartism** is Singapore's way to get all key stakeholders to co-own the outcome that we envisage.
- The **Man** (Bus Captains), **Machine** (Buses) and **Medium** (Road Conditions) on which our buses rely upon forms the basis to enhance bus safety.
- Continued emphasis for **education and engagement** of commuters and other road users are also critical.



Prime Minister Lawrence Wong
May Day Rally 2026
1 May 2026

“ Government, unions and employers **work together** – not as adversaries but as **partners**.

“ We can do all this because of our uniquely Singaporean advantage: **Tripartism**.

“ This is really **tripartism in action** – delivering **win, win, win** outcomes!”

PM Lawrence Wong at the May Day Rally 2026
His call for stronger tripartism and collective effort to build a better, fairer Singapore.

4 – 6 November 2026 | Suntec Singapore Convention & Exhibition Centre

Singapore Urban Mobility Week (SUMW) brings together the land transport ecosystem through an integrated exhibition and high-level conference, spotlighting policies, technologies and partnerships shaping the future of urban mobility.

What You Can Expect to See at SUMW



Event Highlights



Exhibition Showcase



Technical Visits



High Level Networking



Leaders Summit



Industry Forums

Register Now



**Come Join Us
at SUMW!**

Thank You!



We look forward to continued collaboration that drives meaningful progress in Bus Safety for all!