

# [An analysis of lands transport authority tourism essay](https://assignbuster.com/an-analysis-of-lands-transport-authority-tourism-essay/)

Aim of the report: The main focus is on how they improve the public transport system for local . Though this analysis, we will get to see the improvement of the public transport system like bus, trains , taxis , fares and the facilities in both bus and trains including bus stop , trains station and taxi stand.

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## 1. Introduction

LTA which is known as Land Transport Authority was formed in 1 September 1995 after merging with 4 government agencies:

Registry of Vehicles

Mass Rapid Transit Corporation

Roads & Transportation Division of the Public Works Department of Singapore

Land Transport Division of the then-Ministry of Communication

LTA has the responsibility to lead the overall public transport system in Singapore like rail, bus, taxis and road(for example: expressway)The aim of LTA is to provide a public transport network that are effective, time-saving, economical and sustainable to meet local’s requirement based on overall financial(economic) status. Secondly, to set up a environment-free while creating the best use of our transport measures and to provide security for the well-being of the local that travel by public transport.

## 2. How does the planning of rail system influences the land transport system?

## 2. 1)History of trains system and expansion of route

MRT(mass rapid transit) is the backbone of the Singapore railway system. There are currently 87 stations in operation. 31 stations on East-West line, 25 stations on North-South line, 15 stations on North-East line and 16 stations on Circle line. It was operated by these 2 companies: SMRT and SBS Transit. Trains frequency for peaks hours is between the range of 1-2mins, for non-peak hours is about 4-8 mins.

The planning of route was began in the year 1967 , it was part of an urban renewal and development project which aimed to formulate a long-term comprehensive concept plan for facilitating the Singapore’s future development. The trains routes are expected to operate in the year 1992. It consist of 67 km of track to be constructed, with 42 stations, of which 26 would be elevated, 1 at grade and 15 underground. It was managed by MRT Corporation which is currently LTA.

The construction of train route began in the year 1983, and the first stage of train route was completed and operated in 7 November 1987 and the last stage was completed in July 1990 which marks the completion of train routes 2 years ahead of schecules. Each direction was determined by TWO COLOUR at that time.

http://www. google. com. sg/imglanding? q= mrt%20map&imgurl= http://upload. wikimedia. org/wikipedia/commons/2/23/Singapore\_old\_mrt\_map. png&imgrefurl= http://commons. wikimedia. org/wiki/File: Singapore\_old\_mrt\_map. png&usg= \_\_tSbLsy80d3dWMYwtTkzTJt92pzE=&h= 968&w= 1280&sz= 157&hl= en&sig2= Qna-1ryn2j2gnFMg7roR3w&itbs= 1&tbnid= acuCejOKZKC9mM:&tbnh= 113&tbnw= 150&prev=/images%3Fq%3Dmrt%2Bmap%26start%3D36%26hl%3Den%26sa%3DN%26gbv%3D2%26ndsp%3D18%26tbs%3Disch: 1&ei= miFUTMWeJMO9rAe2woTzAw&start= 34&sa= N&gbv= 2&ndsp= 18&tbs= isch: 1#tbnid= acuCejOKZKC9mM&start= 38

## Subsequence Extension:

Due to more towns was being developed in the early 1990s, more lines were be constructed to reach the people’s needs and conveniences. One of it were be Woodlands line, it serve the residents living in Woodlands, Sembawang directly to the city and Jurong East instead of transferring bus at Woodlands centre or Yishun. Construction begin on the year 1993 and completed in 1996. It replaced the northern terminus, Yishun to present, Jurong East.

Next , the following extension were made :

## Lines

## Purpose

North-East Line( SBS transit)

To serve a fast, conveniences, time saving routes from the new develop place like Punggol and Sengkang to the city

Changi Airport Extension(SMRT)

To serve a direct train service from other places and city (tourist and local).

Serve an other transport options for businessman, exhibition organizer to Changi South industrial park and Singapore Expo

Circle line(SMRT)

To serve a time-saver route to one place to another

Serve as a purpose of bring passengers to the heart of Marina Bay, for example Marina Bay Sands.

Reduce the crowds at the busy interchange like City Hall and Raffles Places.

Downtown Line(future lines)

To serve a time-saver route to one place to another

Besides serving to the heart of Marina Bay, it serve the busy Central Business District from east and north-west side of Singapore

Reduce the crowds at the busy interchange like City Hall and Raffles Places.

Thomson line(future lines)

Shorten the time from Northern side of Singapore to Central Business District

Reduce the crowd on the North South Line

Eastern Region Line(future lines)

Serve the residential area in South-eastern side of Singapore

It connects the Marina Bay areas bypass the residential areas to Changi.

Extension of East West Line and North-South Line & the JEMP

East West Line:

Serve as the connectivity between the Jurong West residential area to the heart of Tuas

Reduce the time travel by trains instead of bus

North South Line

Serve as the direct connection between Marina Bay to upcoming development in Marina south area.

Shorten the waiting time and the crowd at jurong east station (JEMP)

## 2. 2)LRT

LRT(Light rapid transit) consist of 3 lines, Bukit Panjang LRT, Punggol LRT and Sengkang LRT. The purpose of constructing LRT is that to serve a feeder service to link to MRT stations. It reduces the traffic congestion on the road and in addition, the LRT train is environmental free. The LRT system is operated by this two operators: SMRT and SBS transit.

## 2. 3) Maps

Due to more line being built, the old map cannot be used because it is very difficult to determined and they are run out of colour to represent the line. Instead of using 2 colours, they use one colour to represent a line:

Green represents East West line

Red represents North South Line

Purple represents North-East line

Orange represents Circle line

Brown represents Downtown Line.

Grey represents LRT

http://www. lta. gov. sg/projects/index\_proj\_maprail. htm

## 2. 4) Facilities in the station

For the benefits for the all passenger, LTA set up a road sign to each of the MRT exit in order to allow the passengers who alight to find their correct way out. As for the convenience for the elderly and wheelchair passengers, barriers and lift will be built on the exit, concourse and platform instead of escalators and staircase. A wide fare gate was installed for wheelchair passengers. It is to allow them to have a safe journey.

## 3. How does providing more bus and taxi along the road benefit to us?

## 3. 1) Bus service provided

More roads was built, more basic bus were diverted to new bus terminal or extend the distances of the trip. It is to serve a direct convenient service from town to the city. Due to the heavy traffic congestion during peak hours, Express bus and premium bus are provided to cater the passengers from town to city within a shorter time. Express buses operate everyday from 6am to latest 11. 30pm but as for the premium bus, it only operates during morning peak hours.

Premium bus cost more expensive as express bus and other basic bus because it serve as a comfortable and direct bus service to CBD. It only have one trip every Monday to Friday and cost about $3. 50 .

Night rider bus and Nite owl bus serves a direct and comfortable service from city to town after the last train and basic bus has ended. It normally operate at 11. 30pm to 4. 30am for Night rider service which operate by SMRT and 12am to 2am for nite owl bus service which operate by SBS on every Friday, Saturday and eve of public holiday. Night rider cost about $3. 50 per trip and as for night owl, if it is between each HDB town or from city to town will be $4, if within HDB town, it will cost $1. 50 per trip.

## 3. 2)Taxis

Nowaday, getting a taxi is much simpler. You may call cab through the hotline booking, hail along the roadside and queuing at taxi stand outside shopping mall , mrt station or hotel . Taxi can be hail anywhere on the road as long as it doesn’t cause any traffic congestion or waiting for a taxi at the taxi stand.

Taxi stand usually located at the place where there is high demand of taxi like mrt station, outside shopping centre or CBD. Taxi cannot be hail or stop along the road where it is next or near to the taxi stand, bus lanes during their operational hours, lanes with double zigzags lines, and at bus stops, all public roads and side roads in the CBD.

LTA has put up a sign board around the taxi stand in the CBD area so that driver and commuters can take note of the sign board.

There is less taxi available during morning and evening peak hours. Long queue can be seen in high demand location. Passenger may consider booking a taxi half and hour to one hour before to check the availability of the taxi.

## 3. 3) Fares

Distances fares were introduced on 3 July 2010 by Public Transport Council. Bus and train fare will be charged according to distances you have travelled, and it will not impose any additional charged and no transfer penalty on every transfer trip within your journey. You also may also choose the route that you feel comfortable when you travel.

There are rules to follow when you are using distances fare:

Fares must be paid by ez-link and NETS FLASHPAY card

Transfer must be done within 45 minutes and maximum transfer can only made up to 5 transfer

Your journey must be complete within 2 hours.

Train network is only allowed one entry and exit in one journey.

Same bus number is not allowed to board and alight twice within a journey.

It has the standard charges of first 3. 2km of $0. 71 and above 40. 2 of fixed charged $1. 94. As for Senior citizens, they will enjoy 25% discount off adult fares and pay a fixed charged for travel beyond 7. 2km of $0. 86 . Standard charges for first 3. 2km for senior citizen is $0. 53. Senior citizens’ concession fare is applicable for all day on weekends and public holidays but they have to start their journeys after 9am on weekdays to enjoy concession fare.

As for students(exclude polytechnics and university student), they will enjoy they will enjoy 50% discount off adult fares and pay a fixed charged for travel beyond 7. 2km of $0. 58 . Standard charges for student for first 3. 2km is $0. 36. Polytechnics student, university student and NS man will be charged according to adult fare. Student and NS man concession is applicable in monthly basis. Concession is divided into 3 categories: bus concession (unlimited rides on basis bus services per month), train concession (4 rides per day), hybrid concession (combination of bus and train concession per month).

## Monthly Bus Concession Passes

Card Holder

Concession cost(per month)

Primary school student

$22. 50

Secondary school student

$27. 50

Tertiary student

$52. 00

NS man

$61. 00

## Monthly Train Concession Passes

Card Holder

Concession cost(per month)

Primary school student

$20

Secondary school student

$25

Tertiary student

$45

NS man

$50

## Monthly Hybrid Concession Passes(for both bus and train)

Card Holder

Concession cost(per month)

Primary school student

$42. 50

Secondary school student

$52. 50

Tertiary student

$97. 00

NS man

$111. 00

But there are some bus service that doesn’t applicable for distances fares and concession like Premium Bus, Night rider bus, Parks, Chinatown direct and niteowl. This bus has its fixed amount. As for Express, it does charge according to distances fares but concession is not applicable. For student, which is similar to basic bus service, they will enjoy they will enjoy 50% discount off adult fares and pay a fixed charged for travel beyond 7. 2km of $0. 88 . For senior citizen, which is also the similar to basic bus service, they will enjoy 25% discount off adult fares and pay a fixed charged for travel beyond 7. 2km of $1. 31. Express bus has its standard charge of 3. 2km of $1. 31 and maximum charge of 40. 2 km of $2. 54. Standard charges for first 3. 2km for senior citizen is $0. 98 and standard charges for student for first 3. 2km is $0. 66.

Taxi fare is charge based on the metre . Additional charges on Midnight, Morning and evening peak hours, Public Holiday, trip to Central Business District (CBD) during peak hours and other location related surcharges are also applicable.

## 4)SWOT analysis

## Strength

As above introduction mention, the aim of LTA is to give commuters more choice of transportation modes, enhance the effectiveness of the transport network and its accessibility.

Based on the graph above, the average daily ridership has increased in MRT and LRT in past fifteen years due to more MRT and LRT lines has built and it helps to save more time from each direction of town in Singapore to the city areas.

For bus and taxi, it shows that the number is fluctuated in these 15 years. This may due to more bus services is created and more new roads and expressway has constructed that makes more choice of transport mode that causes the fluctuation.

LTA has won a Singapore Quality awards in 2009, the award is to reward to the whole organisation that put in more effort to improve and deliver innovative and quality service to the commuters. The main key of success is the cooperation between partners like public transport operators (SMRT, SBS), engineering/construction contractors to improve the service they provide.

It strongly believes that innovative services may provide satisfaction to the public. Convenient and user-friendly, customer touch-points such as ONE. MOTORING, 77LTA SMS service and the Integrated Feedback Management System are established so that customers may enjoy a less-troublesome, convenient and pleasant experience with LTA. Innovation services helps LTA to serve a faster, one-stop and convenient electronic information like Public Transport Portal and real-time bus arrival

Information via SMS (Applicable in every bus stop or through Handphone GPRS or GPS function.)

It also launches the LTA MASTERPLAN in the year 2008. Aim of the LTA master plan is to supervise the development on land transport system in next decade.

## Weakness

Because there is more rail suicide accident in elevated mrt station, a certain crowded station has already installed the platform screen doors since 2009. It is best to install platform screen doors in every elevated mrt station as soon as possible in order to prevent any accident happen and ensures the commuters safety.

Till now, the overcrowding situation during Peak hours is still unsolved. Even through SMRT and SBS has provided more train running during peak hours but the problem still exist. LTA plan to solve this problem by JEMP, and building more mrt lines like Downtown line that pass by the city area.

When Distance fares were launched on 3 July 2010, there was error in fare charges due to the incorrect distances detected. Instead of paying less, the commuters need to pay more. As at 15 August 2010, TransitLink has given refunds to a total of 80 claims due to distance errors.

## 4. 3) Opportunities

Public Transport Council has been partnership with LTA, SMRT, SBS, and Singapore Kindness Movement to promote proper behaviour in public transport by Dim Sum Dollies (DSDs) as the ambassadors for the whole campaign in Sept 2010. Song will be played in crowded MRT station and bus interchange to create awareness of the good behaviour in public transport.

## Threat

LTA is very concern about the security in Singapore public transport. It is one of the popular places for terrorist attack. It has already happened in trains and buses in the city of Madrid , London & Mumbai , causes a lot of death , injured, a decrease in economy & striking psychological fear & unrest among the citizens. It has shows us the intention of the terrorist.

LTA has authorised Public Transport Security Committee to plans and execute the measure of improving the security of Singapore public transport system by

Setting up CCTV in everywhere in exit, station concourse and platform

Trained police officers and transit security officers are also deployed at our MRT station to ensure the security of the commuters and prevent terrorist attack.

Public education through posters and LCD screen in the station concourse and platform was implemented and in station announcement was made to increase the commuters’ security awareness

Increase the support by commuter by reporting suspicious person, bags, equipment that they find it suspicious to the respective authority.

## Recommendations

In conclusion, I feel that LTA has done a very good job except for the peak hours overcrowding situation and the fares. During peak hours, the bus and trains waiting time and frequency was longer (for circle line only) and yet it is very packed till the commuters have to wait for the next bus or trains. I think they should shorten the waiting time, and increase the number of frequency of bus and trains during peak hours.

Regarding the fares, even although monthly concession is benefit to a lot of students and NS men, it has increase by $2 as the distances fares is required to pay less. It is best to make it balances so that the distances and monthly concession can pay standard and reasonable prices.