

## **COMFORTDELGRO BUS EXPANDS NETWORK WITH NEW ON-DEMAND DIRECT BUS SERVICE**

4 September 2019 – How would you like a bus at your beck and call? One that will come get you even if you are the only passenger?

Well, thanks to the latest on-demand bus service by ComfortDelGro Bus, residents of Tanjong Rhu and Meyer Road are now enjoying such convenience.

Called ComfortConnect, the new on-demand bus service which began its three-month trial on 15 August, operates from Mondays to Fridays between 10am and 4pm, and serves a total of 16 physical/virtual stops, including the majority of the condominiums in the Tanjong Rhu/Meyer Road area, Parkway Parade, the Singapore Swimming Club as well as Dunman High School (Annex A). No fares are collected during the trial.

This is similar to the on-demand bus services that its sister company in Australia, CDC NSW, had launched in Woolgoolga<sup>1</sup> and the Bella Vista, Norwest and Hills Showground suburbs of Greater Western Sydney<sup>2</sup>.

If response is good after the trial, this will be ComfortDelGro Bus' sixth direct bus service. The other five direct bus services include the popular scheduled Tanjong Rhu to Shenton Way premium service.

To book a ride on this new service, passengers have to download its newly-developed ComfortConnect App, which is available on the Apple App Store and Google Play store. They can then select a stop as a pick-up point and another as a drop-off point, indicate the date and time of pick-up before selecting book. They will receive an in-app notification once the ride is confirmed and another notification at least two minutes before the bus arrives. The bus will complete the ride even if there is only a single booking.

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<sup>1</sup> Whoopi Connect (<https://woopicconnect.com.au>)

<sup>2</sup> Hillsbus MetroConnect (<https://hillsbusmetroconnect.com.au>)

Said Mr Pang Weng Heng, CEO of ComfortDelGro Bus: “ComfortDelGro Bus has been providing direct as well as first and last mile shuttle services to and from residential areas where public transport coverage is less extensive. We believe that on-demand services have the potential to supplement conventional public transport services. Through this trial, we hope to gauge the commercial viability of on-demand services which will help us plan for new services in the future.”

Ms Sarah, a resident who goes to Parkway Parade two to three times a week, downloaded the ComfortConnect app and tried out the on-demand bus service. She said: “This is a very convenient direct service to Parkway Parade. It saves me from having to take a long walk to Mountbatten Road to take a public bus as there are no public bus services to Parkway Parade from where I stay. I like that this service is fast and efficient.”

Ms Joey Teng, General Manager of Parkway Parade, welcomes the trial of an extra transport option for shoppers to and from Parkway Parade. She said: “It is a good initiative on the part of ComfortDelGro Bus in trialling a direct on-demand bus service. The service area includes our mall as it means greater convenience for our shoppers residing in the Tanjong Rhu and Meyer Road area.”

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## **Background**

ComfortDelGro is one of the world's largest land transport companies with a total fleet size of about 42,300 buses, taxis and rental vehicles. It operates in seven countries – Singapore, Australia, the United Kingdom, China, Ireland, Vietnam and Malaysia – giving it the broadest footprint amongst its international peers.

ComfortDelGro Bus Pte Ltd is the largest private land transport company in the private charter-bus industry with a fleet of 530 buses, serving over 165 multinationals, schools and other organisations. It operates employee and school bus charters as well as overland bus services to West Malaysia. It also operates premium bus services and shuttle bus services for industrial parks, shopping malls, educational institutions and condominiums.



ComfortConnect



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## On-Demand Bus Service



**BETWEEN**  
**TANJONG RHU /**  
**MEYER ROAD &**  
**PARKWAY PARADE**

- Ride FREE for 3 months
- Book a seat via the App
- Mondays - Fridays
- 10am - 4pm
- 16 virtual stops

### 16 Stops

- Opp Costa Rhu Condo
- Bef Tanjong Rhu View
- Pebble Bay
- Tanjong Ria Condo
- Opp S'pore Swimming Club
- Dunman High School
- Opp The Seafront
- Opp Hawaii Tower Condo
- Opp Meyer Park Condo
- Opp Makena Condo
- **PARKWAY PARADE**
- Opp Dunman High School
- S'pore Swimming Club
- Opp Tanjong Ria Condo
- Opp Pebble Bay
- Parkshore Condo

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