



Changes to SWAT Services

From 1 July 2022

Change in Service Level

- Revert to original service level (pre-covid times) starting 1 July 2022
 - Home To Work (H2W): Pick up from bus stop within 1km walking distance from requested location
 - Work To Home (W2H): Drop off at nearest MRT stations instead of just Pioneer/Boon Lay MRT

	Service level	
	Home to Work (H2W)	Work to Home (W2H)
Monday - Friday	Pick up from bus stop within 1km walking distance from requested location	Drop off at nearest MRT stations instead of just Pioneer/Boon Lay MRT
Saturday & Sundays	Pick up from fixed MRT stations (refer to the next slide) based on bookings	Follow existing arrangements

- Company Co-payment
 - The company will continue with the pre-covid co-payment until further notice.
 - New pricing will be delayed until further notice.

Fixed MRT Stations for H2W **Weekends Pick Up**

- Boon Lay
- Bishan
- Buona Vista
- Choa Chu Kang
- Paya Lebar
- Woodlands Civic Centre

Air Distance from TBV

Within 30km

30 - 35km

35 - 40km

40km and above

Pricing for SCM Direct employee:

Zone A

2 Way Pass
\$22 / month

1 Way Pass
\$11 / month

Single trip
\$1 / Trip

Zone B

2 Way Pass
\$35.20 / month

1 Way Pass
\$17.60 / month

Single trip
\$1.60 / Trip

Zone C

2 Way Pass
\$48.40 / month

1 Way Pass
\$24.20 / month

Single trip
\$2.20 / Trip

Zone D

2 Way Pass
\$61.60 / month

1 Way Pass
\$30.80 / month

Single trip
\$2.80 / Trip

**Sembcorp Marine
Tuas Boulevard Yard**

**PRICING MECHANISM
FOR MONTHLY PASS
AND SINGLE TRIP**

Air Distance from TBV

Within 30km

30 - 35km

35 - 40km

40km and above

Pricing for Non SCM direct employees (i.e contractors/clients)

Zone A

2 Way Pass
\$140.80 / month

1 Way Pass
\$70.40 / month

Single trip
\$3.20 / Trip

Zone B

2 Way Pass
\$154.00 / month

1 Way Pass
\$77.00 / month

Single trip
\$3.50 / Trip

Zone C

2 Way Pass
\$167.20 / month

1 Way Pass
\$83.60 / month

Single trip
\$3.80 / Trip

Zone D

2 Way Pass
\$180.40 / month

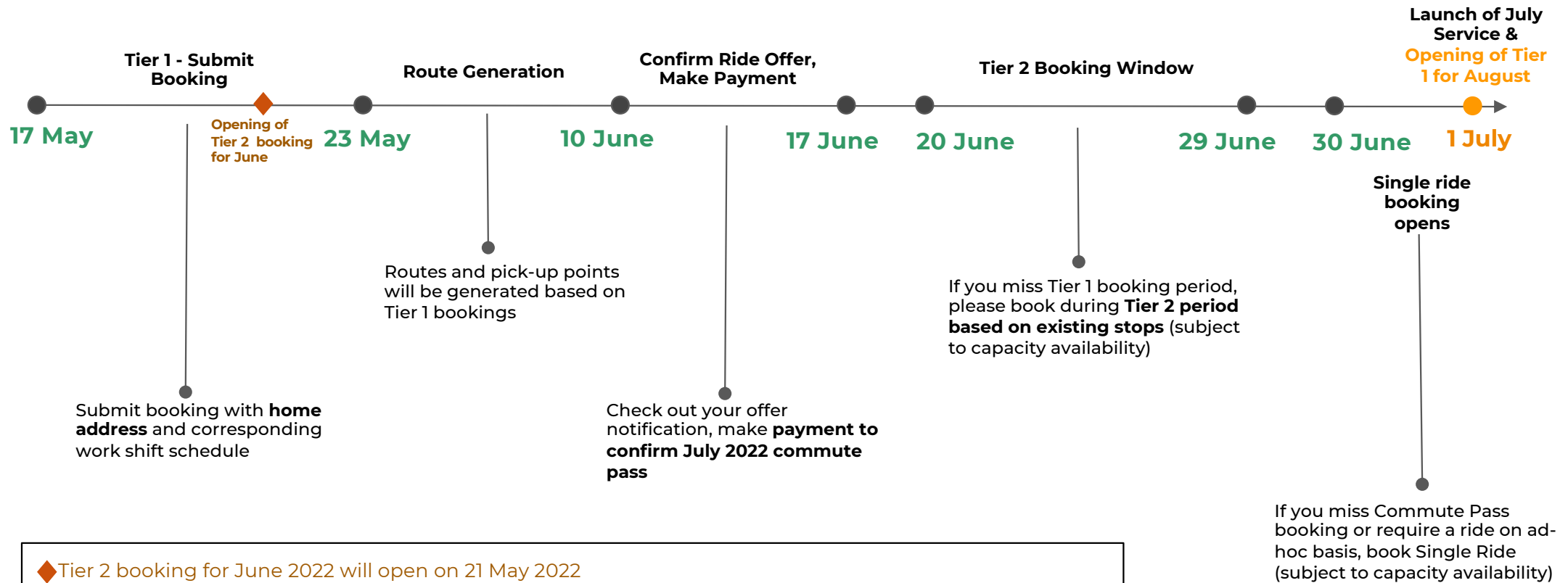
1 Way Pass
\$90.20 / month

Single trip
\$4.10 / Trip

 Sembcorp Marine
Tuas Boulevard Yard

**PRICING MECHANISM
FOR MONTHLY PASS
AND SINGLE TRIP**

July 2022 Commute Pass Booking Timeline

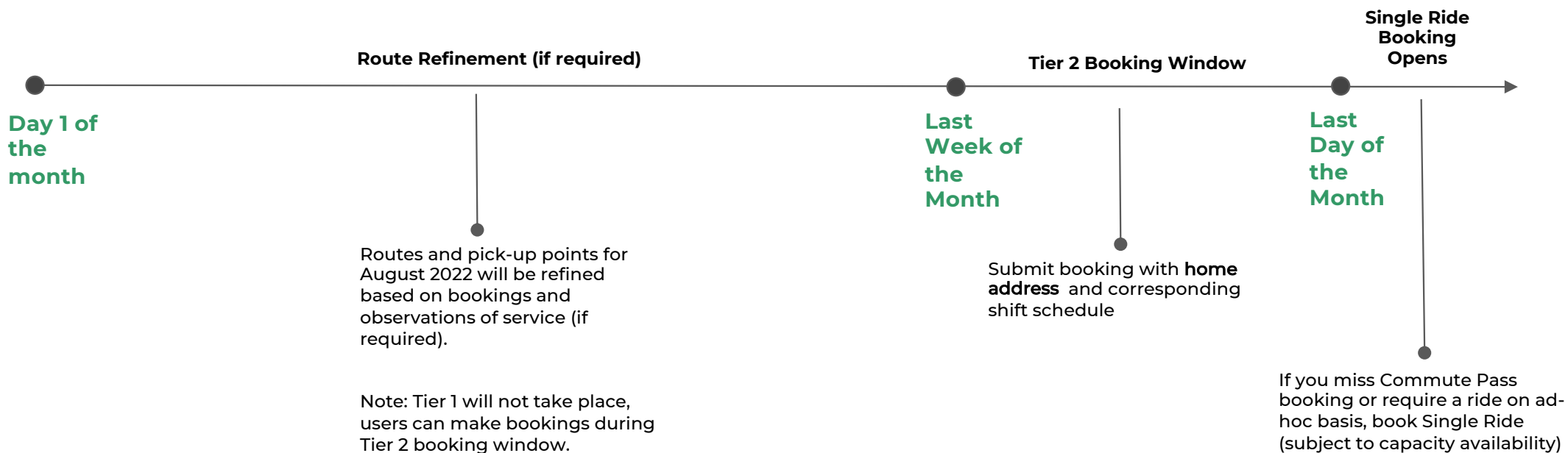


◆ Tier 2 booking for June 2022 will open on 21 May 2022
● Tier 1 booking for August 2022 will open on 1 July 2022

In-app notifications will be sent to serve as a reminder to book your rides

Commute Pass Booking Timeline

From August 2022 and onwards



In-app notifications will be sent to serve as a reminder to book your rides

FAQ on Changes to SWAT from 1 July 2022

Q1. Why is the distance from doorstep increased from 700m to 1km?

By increasing the distance from doorstep, we encourage better pooling of passengers and potentially faster bus journey times.

Q2. Why does SWAT seem to be more expensive than public transport?

Public transport will always be cheaper due to more flexible passenger carrying rules larger permitted and larger scale of operations. This said, the service provided by SWAT is not the exactly the same. A large proportion of persons stand throughout their journey back home during peak hours when going to work and home. SWAT offers a seat throughout the journey. Travel times with SWAT are also shorter and the convenience provided better. The higher cost of SWAT comes from having all these.

Q3. Where are the pick up point for work to home service?

Pick up point will be along the main road along Tuas South Boulevard between PCC and Corporate building.

Q4. Why does the service level for weekends differ from weekdays?

The demand for weekends are lower compared to weekdays. More demand means better routes and pick up & drop off points.

Q5. Do I need to re-download SWATBiz app or re-register my SWATBiz account?

You do not need to re-download the SWATBiz app or re-register your SWATBiz account.

Q6. Will there be any price adjustments in the future?

The long-term intent is for all riders of SWAT to pay fees that cover the full cost of operation. New pricing will be delayed until further notice.



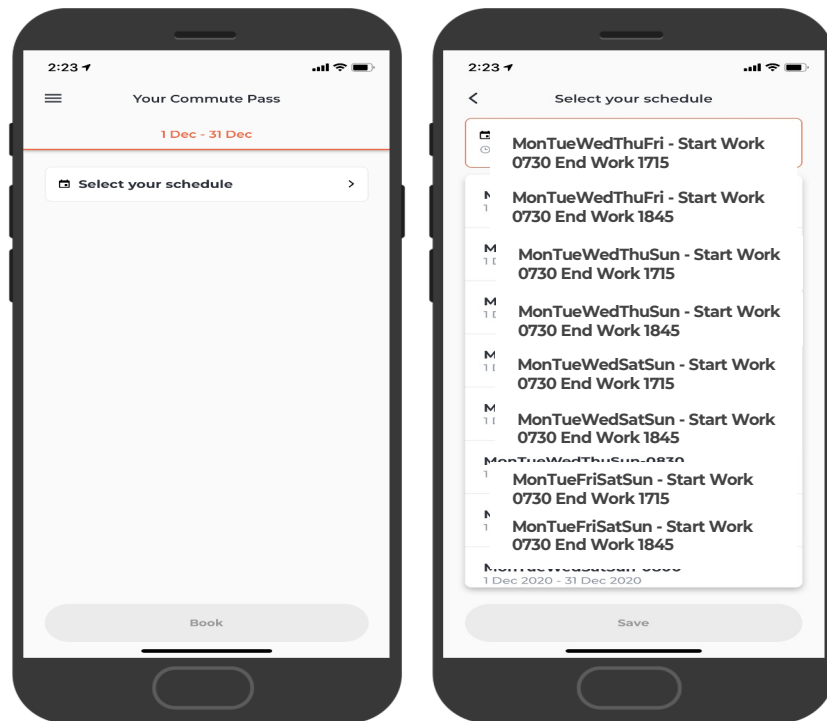
SWAT
MOBILITY

SWATBiz User Guide

SWAT Mobility x SCM TBY

Changes to Naming of Schedule

- SWATBiz enhances the booking flow experience to allow employees to **select individual work shift schedule**
 - Employees will see following options when selecting the schedule
 - Schedule naming component **<Working days><start work time><end work time>**



Example:

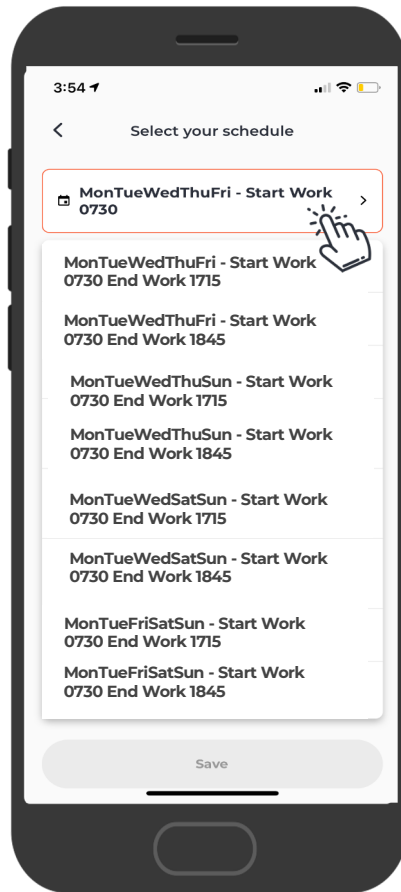
MonTueWedThuFri-Start Work 0730 End Work 1715

Your working days Your start work timing Your end work timing

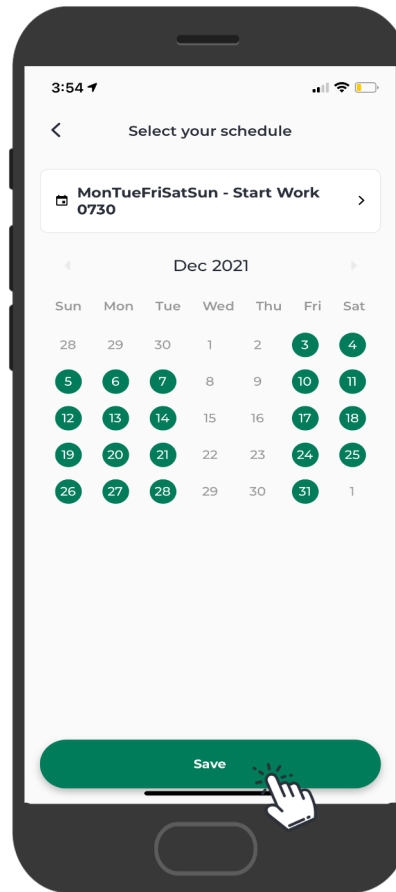
Note: In the scenario whereby you end work at 1715 for most of the working days, please select shifts ending with End Work 1715

Tier 1 Booking (H2W + W2H)

Select Your Work Schedule

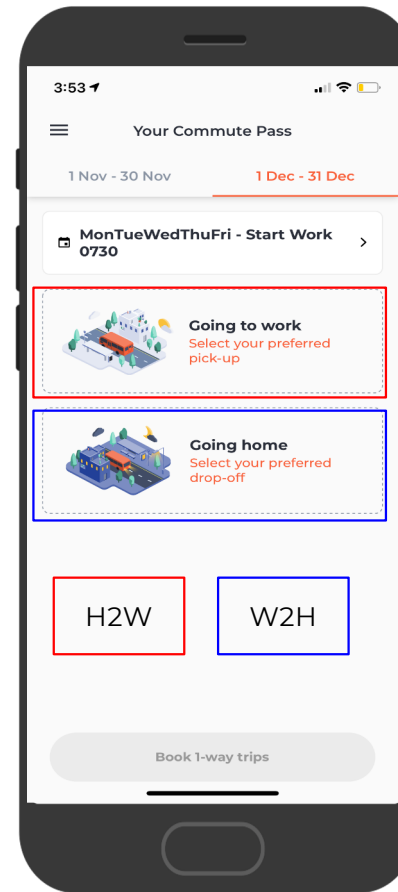


Check on the calendar that you picked the correct work schedule

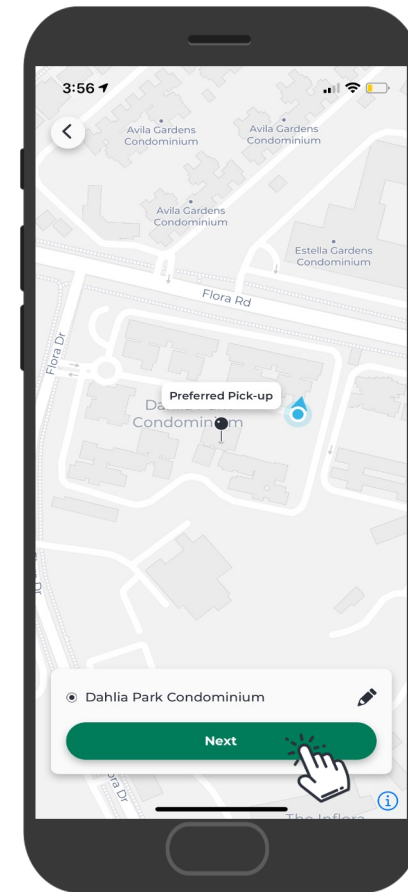


Going to work = Home to Work service

***You will now see booking options for 2 directions**



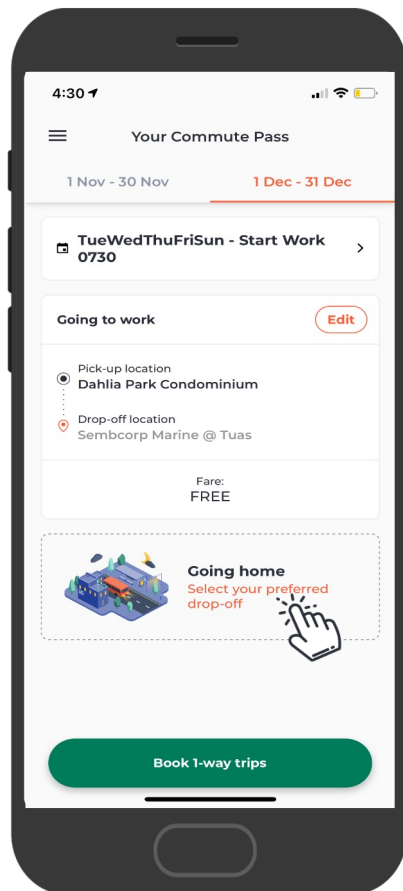
Input your **home address** as pick-up point



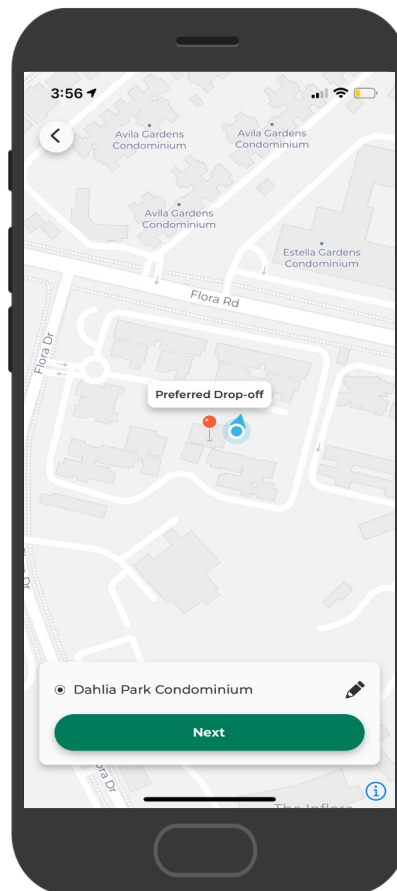
Tier 1 Booking (H2W + W2H)

Going home = Work to Home service

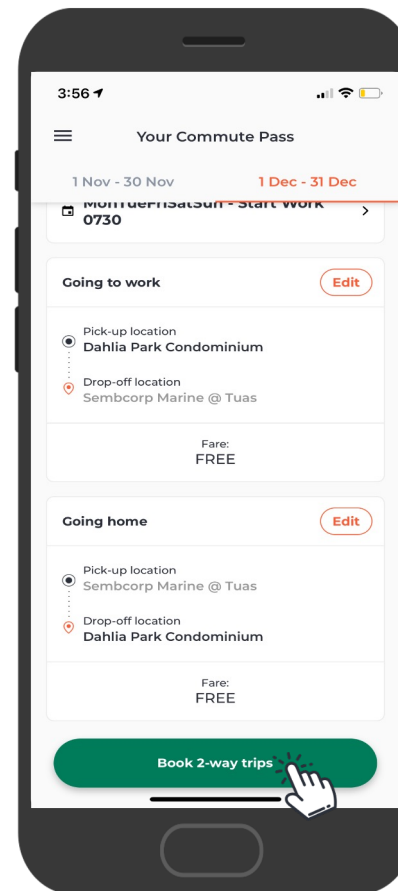
***You will now see booking options for 2 directions**



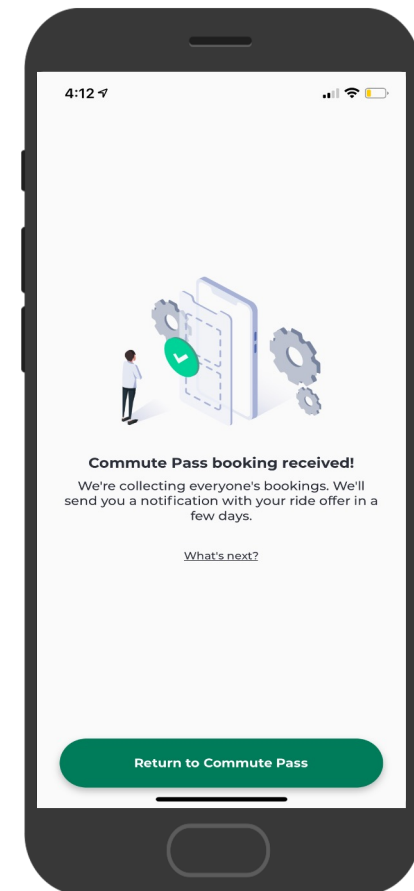
Input your **home address** as drop-off point



Confirm that your pick-up and drop-off locations are correct and press Book

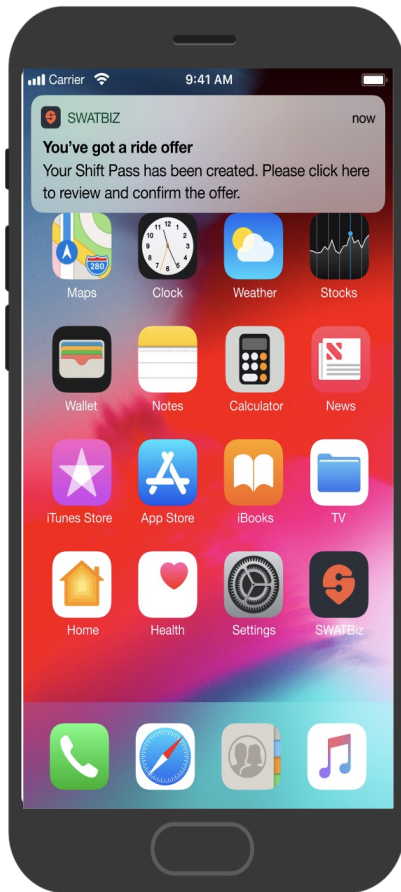


Your commute pass has been received and will be processed

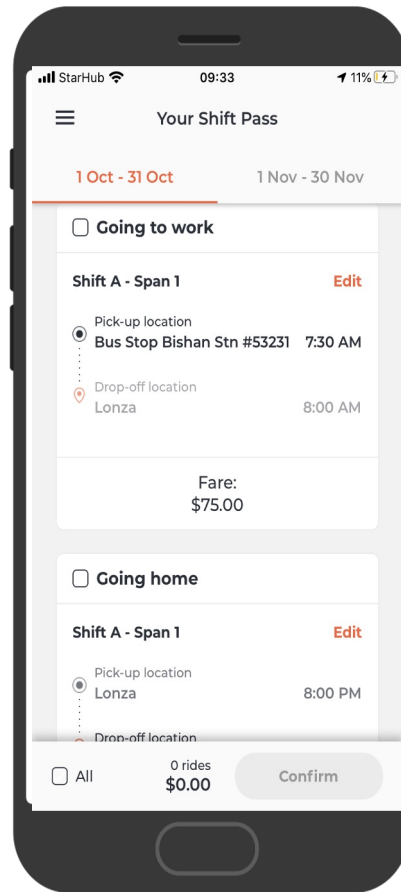


Tier 1 Booking Acceptance (H2W + W2H)

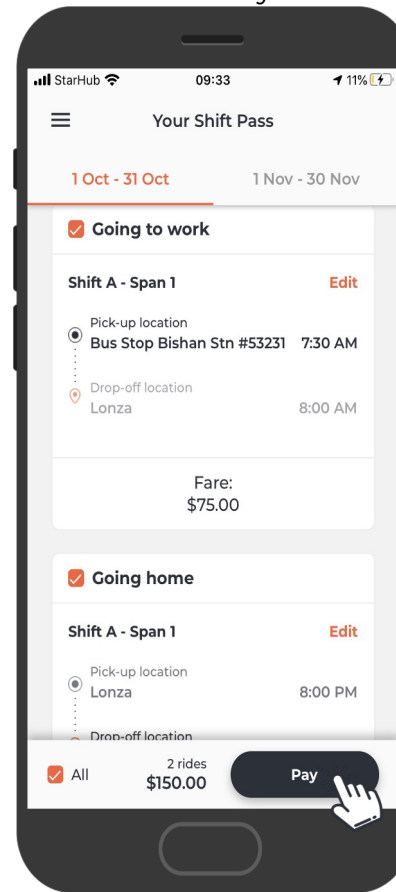
Once routes are generated, passengers will receive a notification



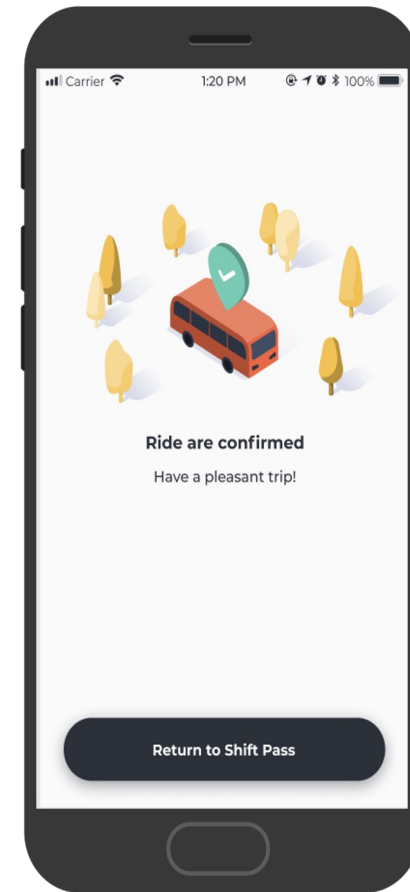
You will now receive 2 sets of bookings, one for H2W and one for W2H



Press **Edit** to see other stops nearby. Once confirmed, click "All" checkbox and click "Pay"

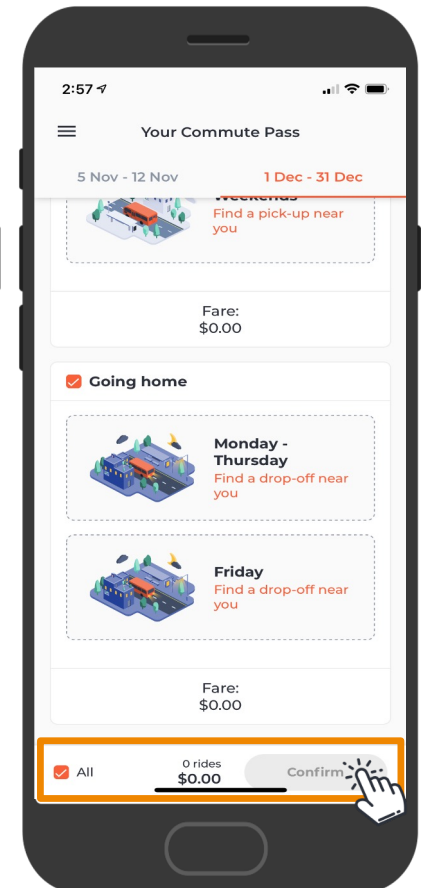
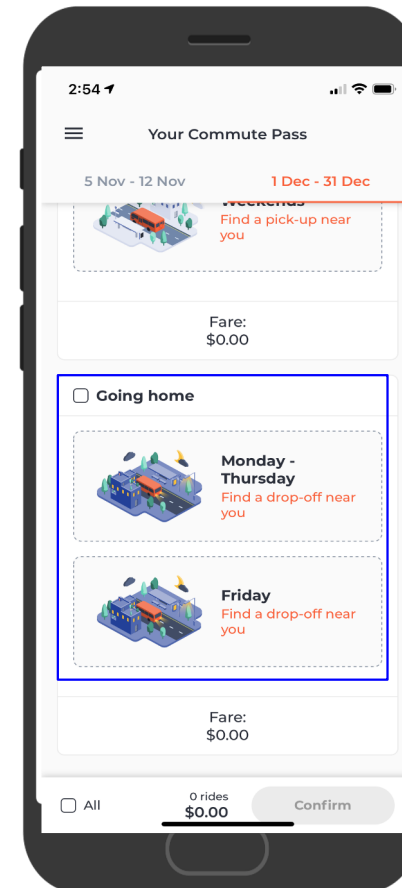
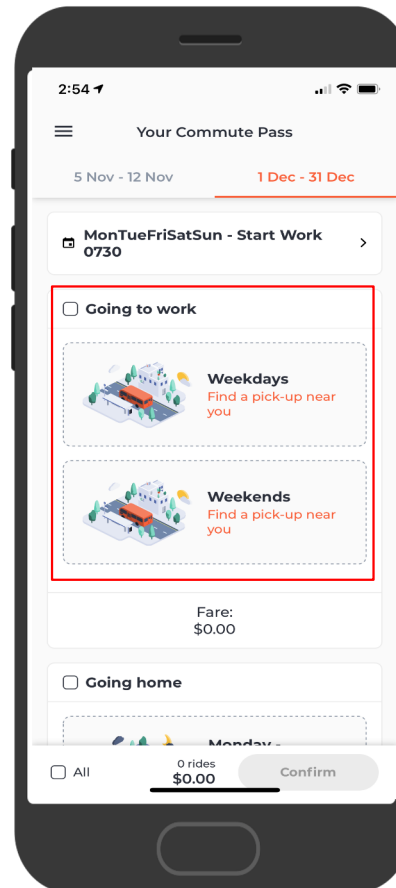


Your commute pass has been confirmed
***No changes will be made after this**



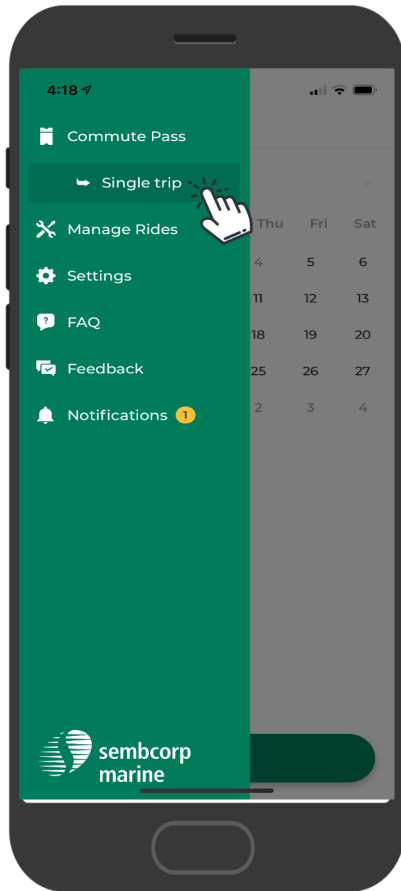
Tier 2 Booking (H2W + W2H)

- Depending on passenger's work schedule, you will be shown:
 - Going to work (H2W):**
Weekdays and Weekends booking options
 - Going home (W2H):**
Monday-Thursday and Friday booking options
- Passenger will have to make bookings onto existing generated stops by clicking onto each individual boxes.
- Tick the "All" checkbox to book all selected trips
- Prices will be shown at the bottom right before payment is required

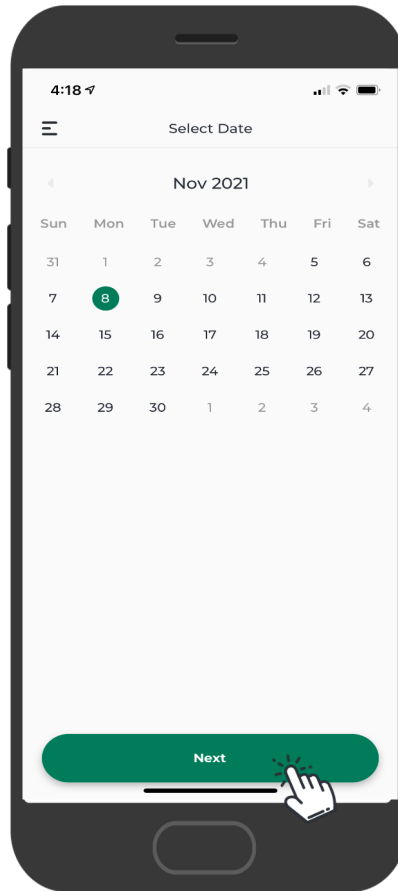


Single Trip Booking (H2W + W2H)

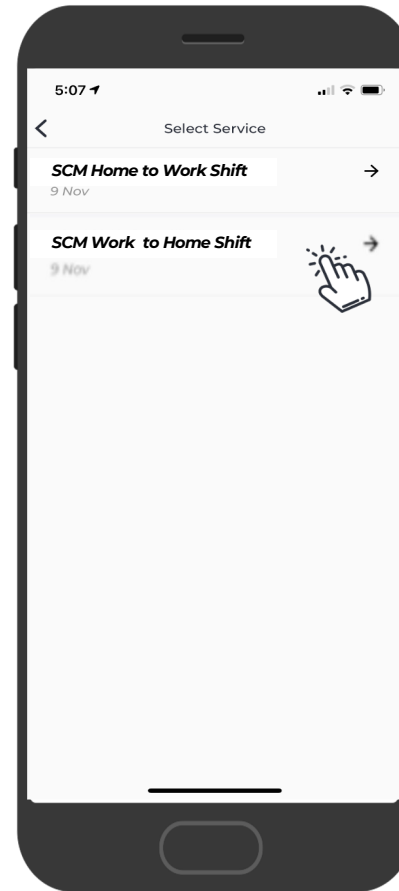
Use the side menu "Single Trip" booking to make single trip bookings



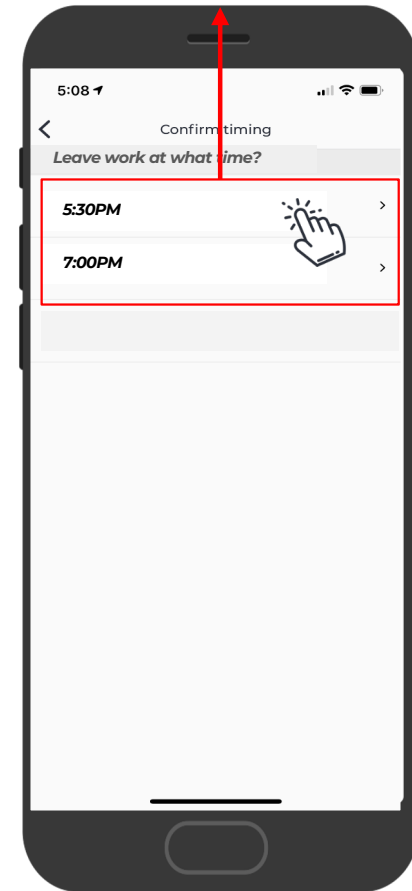
Select the date which you wish to make the booking



You will see 2 services:
SCM Home to Work Shift
SCM Work to Home Shift

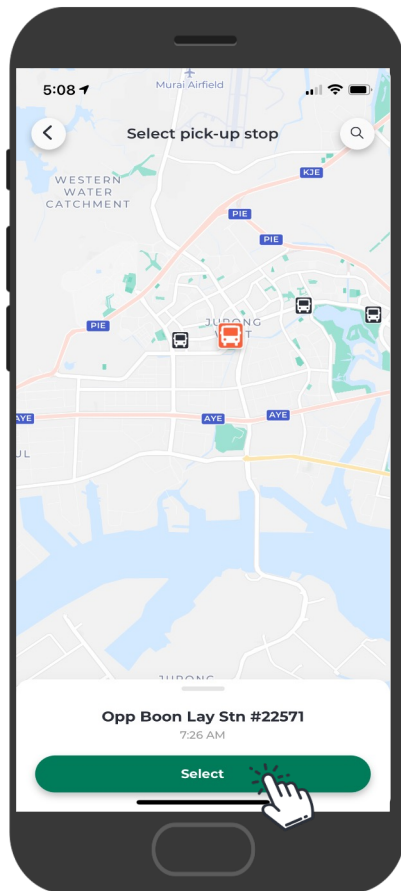


Select the timing you wish to depart SCM
***OT routes can be booked by clicking 7:00pm**



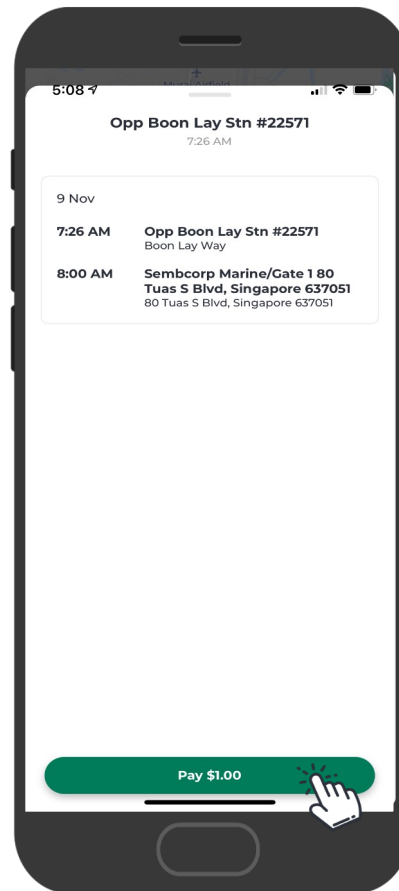
Single Trip Booking (H2W + W2H)

Pick the Drop-Off stops from the generated stops



Confirm Drop-Off details and click "Pay" to confirm your booking

***Payment is needed for Single Trip if Commute Pass is not booked**



Booking Confirmed

