

SURPRISE VISIT

PM impressed with TBS ticketing system

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KUALA LUMPUR: Prime Minister Tun Dr Mahathir Mohamad wants other bus terminals in the country to emulate the centralised ticketing system (CTS) implemented by the Southern Integrated Terminal (TBS) since it began operations in 2011.

Dr Mahathir, who also commended the effectiveness of the TBS system, said it could raise the quality of the public transport industry, especially bus services.

"I find travellers here are comfortable and the services here are good. But I think this bus station should also be found in other places.

"This model bus station should be built all over Malaysia. Maybe other stations are smaller, but the system here is very good," he said after making an unscheduled visit to TBS in conjunction with the Chinese New Year here yesterday.

Dr Mahathir spent almost an hour checking the operations of the integrated terminal and mingled with the people at the station before visiting the food court on the fourth floor.

CTS, adopted by TBS eight years ago, is the latest system in which the sale of tickets by individual express bus operators is integrated into an innovative and organised system.

Consumers can purchase bus tickets at the counter as well as at self-service ticket kiosks at 12 locations in the terminal. CTS also prevents travellers from being deceived by ticket touts as each ticket purchase required personal details and the destination.

While expressing his satisfaction with the service at TBS, Dr Mahathir wanted consumers to benefit from the existing facilities apart from taking care of its cleanliness.

"If we want to take into consideration the huge number of travellers here, we should ensure the place is clean, including the toilets."

Kumpulan Maju Holdings Sdn Bhd chairman Tan Sri Abu Sahid Mohamed said the idea of building the terminal was mooted by Dr Mahathir in 2000.

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