

**CUSTOMER SERVICE CHARTER**  
**For**  
**SBS TRANSIT'S RAIL SERVICES**

As the leading public transport service provider in Singapore, we are committed to provide a public transport service that meets the needs of our customers. To this end, we continually seek improvements by upgrading our systems and processes, and finding new ways to improve the overall travel experience of our customers.

In the provision of rail services, SBS Transit operates the North East Line (NEL) MRT and the Sengkang/Punggol Light Rail Transit system under the license of the Land Transport Authority.

The North East Line (NEL) is the world's first fully automated heavy mass transit system which is fully underground. A driverless system, it began operation in 2003 and carries an average of 390,000 passengers daily.

The Sengkang/Punggol Light Rail Transit system (SPLRT) is an elevated, fully-automated people mover system which offers residents convenient access to the town centres as well as seamless connection to the interchanges and the North East Line.

**Service Principle**

We are committed to provide our customer with a safe, reliable and affordable means of travel on our rail network.

**Our Commitment**

**i. Service Reliability**

Our commitment is to our customers where we have and continually seek to exceed the customer service standards stipulated by the Land Transport Authority.

**ii. Safety**

Our commitment to passenger safety is a key priority that drives our operation.

**iii. Passenger Facilities**

Our commitment is in providing a pleasant environment where our stations are clean and well lit, and our facilities and train operations efficient.

### **Standards for Operational Performance**

1. These are the Service Standards that we adhere to and where we submit a monthly report to the Land Transport Authority:

1.1 Train Schedule Adherence for NEL Arrivals at terminal stations within 2 minutes of the timetable:  $\geq 94\%$

1.2 Train Schedule Adherence for NEL Departures at terminal stations within 2 minutes of the timetable:  $\geq 96\%$

1.3 Train Service Availability in terms of actual mileage travelled versus planned:

- NEL:  $\geq 98\%$
- LRT:  $\geq 99.5\%$

1.4 Frequency of Service Disruption Occurrence for NEL and LRT: Not more than 2 per 4-week moving average.

- Service disruption is defined as train service delay of  $> 30$  for NEL and 45 minutes for LRT.

1.5 Incident of Train Collision for NEL and LRT : 0

1.6 Incident of Train Derailment for NEL and LRT: 0

1.7 Fire Incident for NEL & LRT at Station / Train / Pway / Guideway : 0

1.8 General Ticketing Machine (GTM) Availability for NEL and LRT :  $\geq 95\%$

1.9 Passenger Service Machine (PSM) Availability for NEL :  $\geq 95\%$

1.10 Fare Gates Availability for NEL and LRT :  $\geq 95\%$

1.11 Escalators Availability for NEL :  $\geq 99\%$

## 1.12 Lifts Availability for NEL and LRT : ≥98%

*(Note for 1.8 to 1.12: The availability percentage is defined as the actual operating hours measured against the scheduled operating hours of the equipment)*

### **Our Performance Over the Past Five Years**

- [Schedule Adherence](#)
- [Train Service Availability](#)
- [Equipment Availability](#)

### **Making Train Rides Pleasant For All**

i. You can play a part in ensuring a pleasant journey while travelling on the NEL and LRT systems by observing the following pointers:

#### **On the Escalator**

- Hold on to handrails of escalators. Encourage the elderly, parents with young children or people who have difficulties in walking to take the passengers lifts instead of using the escalators.

#### **At the platform:**

- Stand clear of train doors to allow others to alight before boarding.
- Always stand behind the yellow line on the LRT platforms.
- Do not rush into the train when doors are closing.

#### **In the Train**

- Move inside the train where more space is available.
- Give up your seat to senior citizens, mothers with children and expectant mothers.

#### **General Tips**

- Exercise and extend courtesy to other passengers and our members of staff who are there to assist you.
- Listen to instructions and co-operate with our members of staff who are there to assist you.

- ii. You can also approach our staff for assistance

## **Customer Service**

### **• Feedback**

We value our customers' feedback. If you are pleased with the service and assistance provided by us, please let us know. This will encourage us to continue to serve you well. As a service-orientated organization, we value our people who put their best foot forward in delivering service that delights our customers. We would appreciate knowing how they have made your day.

Similarly, if we have not met your expectations, please also let us know so that we can improve in areas that we have not done well. Your feedback will enable us to serve you better.

Our feedback channels are:

- **Hotline:** 1800 287 2727 – Mondays to Fridays from 8:00am to 6.00pm
- [Online feedback form](http://www.sbstransit.com.sg) at [www.sbstransit.com.sg](http://www.sbstransit.com.sg)
- Feedback Forms at bus interchanges
- Letter which can be faxed to 6286 0632 or sent to 205 Braddell Road, Singapore 579701

### **• Lost & Found**

Customers who have lost their belongings on our premises or buses may call our Lost and Found hotline at 6383 7211 which operates daily from 8.00am to the end of our bus operation hours.

### **• Enquiries**

Customers may call our Hotline at 1800 287 2727 (Mondays to Fridays from 8am to 6pm) for enquiries.

They may also call the TransitLink Hotline at 1800 225 5663 for information on the following services:

- General enquiries on bus and train services and fares
- Sale of stored value cards
- Issue of concessionary travel passes
- Filing of claims for wrongly charged fares

- Reporting loss of concession /GIRO-linked ezlink cards
- Sale of TransitLink Guide

Thank you for travelling with SBS Transit!