

**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 today carries over 82.5 million passengers a year.

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: 94%
  - 1.2 Train Schedule Adherence for NEL Departures at terminal stations within 2 minutes of the timetable : 96%
  - 1.3 Train Service Availability in terms of actual mileage travelled versus planned:
    - NEL: 98%
    - LRT : 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 : > 95%
  - 1.9 Passenger Service Machine (PSM) Availability for NEL : > 95%
  - 1.10 Fare Gates Availability for NEL and LRT : > 95%
  - 1.11 Escalators Availability for NEL : > 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)

## **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 as this will help us to improve our service. You can reach us at:

- 1800-287-2727 (Mon to Fri: 8am to 5.30pm, Sat: 8am to 12pm) or
- email to [crc@sbstransit.com.sg](mailto:crc@sbstransit.com.sg).

- **Lost and Found**

If you lose your belongings on our premises or trains, you can contact us at 6383-7211 (Mon-Fri: 8am to 5.30pm)

- **General Enquiries**

You may also call Transit Link's hotline at 1800-225-6633 if you need information on any of the following services:

- General enquires on bus and MRT services
- General enquiries on fares
- Sale of ez-link cards
- Issue of concessionary travel passes
- Filing of claims
- Reporting lost of concession and GIRO-linked ez-link cards
- Publication and sale of TransitLink Guide

Thank you for travelling with SBS Transit.