

ANNEX B – DETAILS OF THE MOU SIGNINGS

1. MOU between SBS Transit and StarHub

Aim:

Collaboration to Disseminate Travel Information According to Passenger Locations for Better Journey Management

Areas of Focus:

RIMS is a mobile app developed by StarHub to enhance customer experience during train service delays or disruptions. Utilising AI and data analytics technologies, RIMS streamlines the travel experience by keeping passengers up to date on the latest service disruption information, recommend alternative travel options based on their locations and offer navigation direction to station exits. This empowers passengers to make better informed decisions on their travel plans and manage their journeys by assisting them to reach their destinations efficiently. The RIMS app is expected to be released for public download in 3Q 2024.

2. MOU between SBS Transit and RSP Architects Planners & Engineers

Aim:

Collaboration to Develop an Intelligent Avatar for Better Customer Experience at Transport Nodes

Areas of Focus:

AIVA is an AI digital human concierge designed to elevate the customer experience at SBS Transit's bus interchanges and MRT stations. A co-creation effort by SBS Transit, RSP Architects Planners & Engineers, Samadhi Ventures and Hong Kong start-up Pantheon Lab, AIVA's speech capabilities are powered by generative AI technology that combines smart language understanding and processing with powerful reasoning. This allows her to interact with passengers at the digital kiosk and provide travel-related information at transport nodes. AIVA will be trialled at Ang Mo Kio Bus Interchange from June 2024 with plans to deploy a second kiosk at Bayfront Station on the Downtown Line in 3Q 2024.

3. MOU between SBS Transit and FingerDance

Aim:

Collaboration to Enhance Public Transport Accessibility for Passengers With Hearing Loss Through a Sign Language Avatar

Areas of Focus:

Developed by NUS start-up FingerDance, SiLVIA is a virtual avatar that uses advanced speech recognition algorithms to instantly translate spoken or written words into sign language. Powered by generative AI technology, SiLVIA promotes greater accessibility for the hard of hearing and those with hearing loss to travel independently and confidently on public transport. SiLVIA will be rolled out on a trial basis at Chinatown Station on the North East Line in July 2024.

4. MOU between SBS Transit and Aviation Virtual

Aim:

Collaboration to Develop an AI-based System for Effective Training in Radio Communication and Enhance Employee Safety

Areas of Focus:

SAIRUS is a generative AI training solution currently under development by local SME, Aviation Virtual, which aims to enhance staff training in radio communications. Through an app on their smartphones or computers, SBS Transit staff can practise their radio communications protocol with a virtual avatar at their convenience without being constrained by the availability of an actual human trainer. SAIRUS uses machine learning technology to comprehend spoken words of the staff, and provide realistic responses in various training scenarios to ensure staff safety.

5. MOU between SBS Transit and I.O.T. Workz

Aim:

Collaboration to Adopt IoT Technology for Greater Efficiency in Facilities Management of MRT Stations

Areas of Focus:

Local start-up, I.O.T. Workz, has developed a smart Internet-of-Things (IoT) solution for more efficient management of facilities on the North East Line. IoT sensors are installed at critical server rooms at the MRT stations to closely monitor temperature and humidity levels to ensure that optimal environmental conditions are maintained. In the event of any abnormalities or if the temperature and humidity readings cross a specific threshold, an automatic alert is sent to the Operations team for prompt intervention. Additionally, staff have access to a centralised cloud-based platform where they can monitor current readings, look up historical data, and assess comprehensive datasets to gain insights into facility performance.

6. MOU between SBS Transit and NEU Battery Materials

Aim:

Collaboration on the Sustainable Use of EV Batteries in the Public Transportation Industry

Areas of Focus:

SBS Transit and NEU Battery Materials are collaborating to explore the recycling of electric bus batteries that have reached the end of their usable life. This partnership aims to advance responsible resource management practices and reduce our environmental footprint.