

Annex: Initiatives to Address Crowding on Trains

The LTA together with the public transport operators are rolling out various initiatives to address the crowding issue.

Immediate Measures

a. **Additional Train Trips to Reduce Crowding and Waiting Times**

To meet travel demand, operators have added more than 900 train trips weekly since February 2008. This has resulted in shorter train headways and has helped to alleviate the crowding on trains where these additional services were introduced.

b. **Removal of Train Seats to Create More Standing Room**

In conjunction with the ongoing train refurbishment programme, some trains will be modified to give standing passengers more room. 14 seats will be removed from the existing 50 seats in each car.¹ SMRT will selectively deploy these modified trains to give a more comfortable ride to passengers along the Bukit Batok to Jurong East section during the morning peak. SMRT will roll out the first modified train for morning peak-hour service tomorrow. A total of 10 trains will be modified and all will be launched by the end of January 2009.

c. **In-train and Station Platform Announcements**

To avoid a situation where commuters crowd the doorways of trains, making it difficult for others to board, the operators have introduced both in-train and on-platform announcements:

- Pre-recorded announcements to remind commuters to move towards the centre of the train car have been manually activated by train officers, as and when necessary, since August 2008.
- Automatic station platform announcements during the morning peak, to remind commuters to stand behind the yellow line and to move to a less crowded area along the platform for quicker boarding, have been introduced since end-August 2008 at selected platforms such as Yishun Station (south bound) and Jurong East Station (east bound).

¹ There are 6 cars per train.

d. **Service Ambassadors**

SMRT has deployed service ambassadors since September 2008 at crowded stations such as Bukit Batok and Jurong East stations during the morning peak hours. They help to enhance commuter safety and encourage commuters to move towards less crowded areas: at the ends of the platform and the middle of train cars.

e. **Additional Bus Options**

LTA is working with local constituencies, grassroots leaders and transport operators to explore the feasibility of additional bus services to alleviate passenger loads at the more crowded stations.

Medium-term measures

a. **Expansion of Rail Network**

Several rail projects which will commence operations from 2009 onwards include BLE and the Circle Line. With the Downtown Line targeted for completion by 2016 and the construction of Thomson Line, Eastern Region Line, Tuas Extension to EWL and the NSL Extension, the RTS network will double from 138km to 278km by 2020.

b. **Purchase of New Trains**

The Government has called a tender for 22 trains which are scheduled to be delivered from end May 2011 onwards. These trains will be added to the existing NSEW lines.

c. **Jurong East Modification Project**

By 2012, when the Jurong East Modification Project (JEMP) is completed, commuters will experience significant improvement through quicker train turnaround and passenger loading during the morning peak-of-peak period. This is because the addition of a new track alignment and platform at the Jurong East interchange station will address the existing infrastructural constraint by giving trains a direct route through Jurong East station. When completed in 2012, commuters can expect a waiting time of around 2 minutes at stretches that experience heavy loading during the peak-of-peak periods, compared to the current 2.5 to 4.5 minutes.
