

## Existing and Enhanced OPS for Rail Operators

OPS	OPS as of 1 January 2014	Intended OPS from Further Tightening
<p>Train Headways</p> <p>(except when trains have to be withdrawn to or launched from depots in the early morning or late nights, or when trains have to be withdrawn for maintenance activities to sustain reliability)</p>	<p>Off-peak headway improvements for NSEWL and NEL tightened to <math>\leq 5</math> minutes, and <math>\leq 7</math> minutes for CCL (progressive for NSEWL, and fully implemented from September 2014).</p>	<p>Peak headway improvements for CCL, NEL and NSL in 2016; and EWL in 2018 (after EWL re-signalling project completion).</p> <p>For travel towards the city, commuters can expect the train frequencies on NSEWL to improve to about 100 to 110 seconds for the heaviest morning peak timings, from 120 to 180 seconds previously. For NEL, morning peak train frequencies will improve to about 120 seconds, from 160 seconds previously; and for CCL, improve to about 160 seconds from 210 seconds previously.</p> <p>To ensure tighter headways can be delivered, new standards on train fleet availability during peak periods will be introduced.</p>
<p>Frequency of Occurrence (FOO) on train disruptions and severe service degradation incidents</p>	<p>Standard tightened on allowable occurrence of train disruptions (lasting more than 30 mins) to not more than 1 occurrence in any 4-week moving period.</p>	<p>Standard to be enhanced to track severe service degradation incidents (trains running at significantly slower speeds for a prolonged period) that result in increased travelling time for commuters.</p>
<p>Occurrence of delays</p>	<p>&gt; 5-min initial delay indicator introduced.</p>	<p>Additional standard to track cumulative delays across each MRT line by measuring end-to-end journey time.</p>
<p>Key station equipment</p>	<p>Reliability standard tightened for General Ticketing Machines, Passenger Service Machines and Automatic Fare Gates.</p>	<p>Standards to be enhanced for lifts and escalators to limit prolonged downtime of individual equipment. Scheduled maintenance to be arranged for lifts and escalators to be conducted during off-peak hours and outside operating hours as far as possible.</p>
<p>Security related OPS</p>	<p>Existing Code of Practice sets out security standards for MRT systems.</p>	<p>New security-related standard will be imposed:</p> <ul style="list-style-type: none"> <li>• Depot Perimeter Video Surveillance System (VSS) Reliability</li> <li>• Station VSS Reliability</li> <li>• Train VSS Reliability</li> </ul>