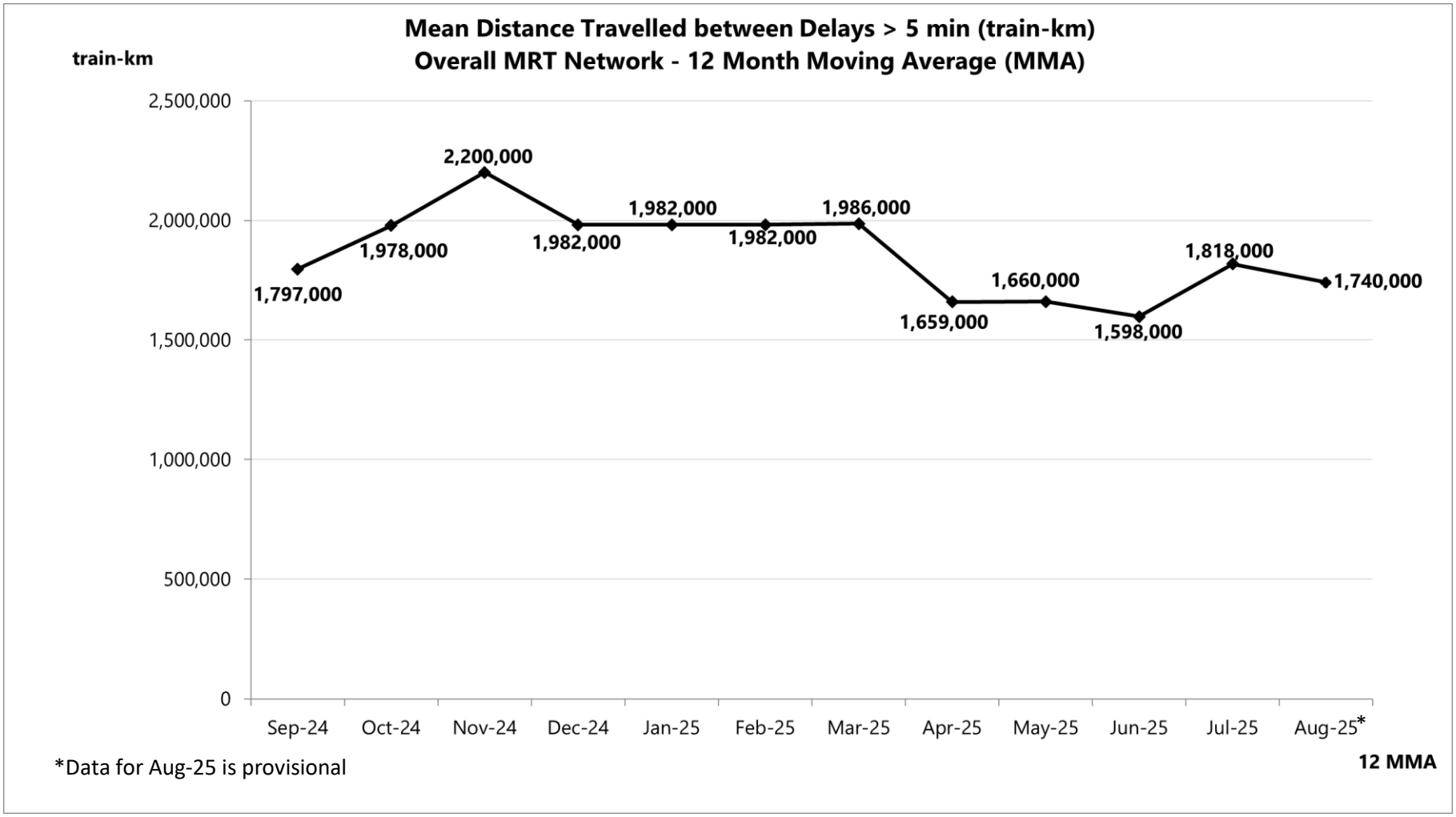
Last Updated: 10 Oct 2025

Performance of Rail Service Reliability

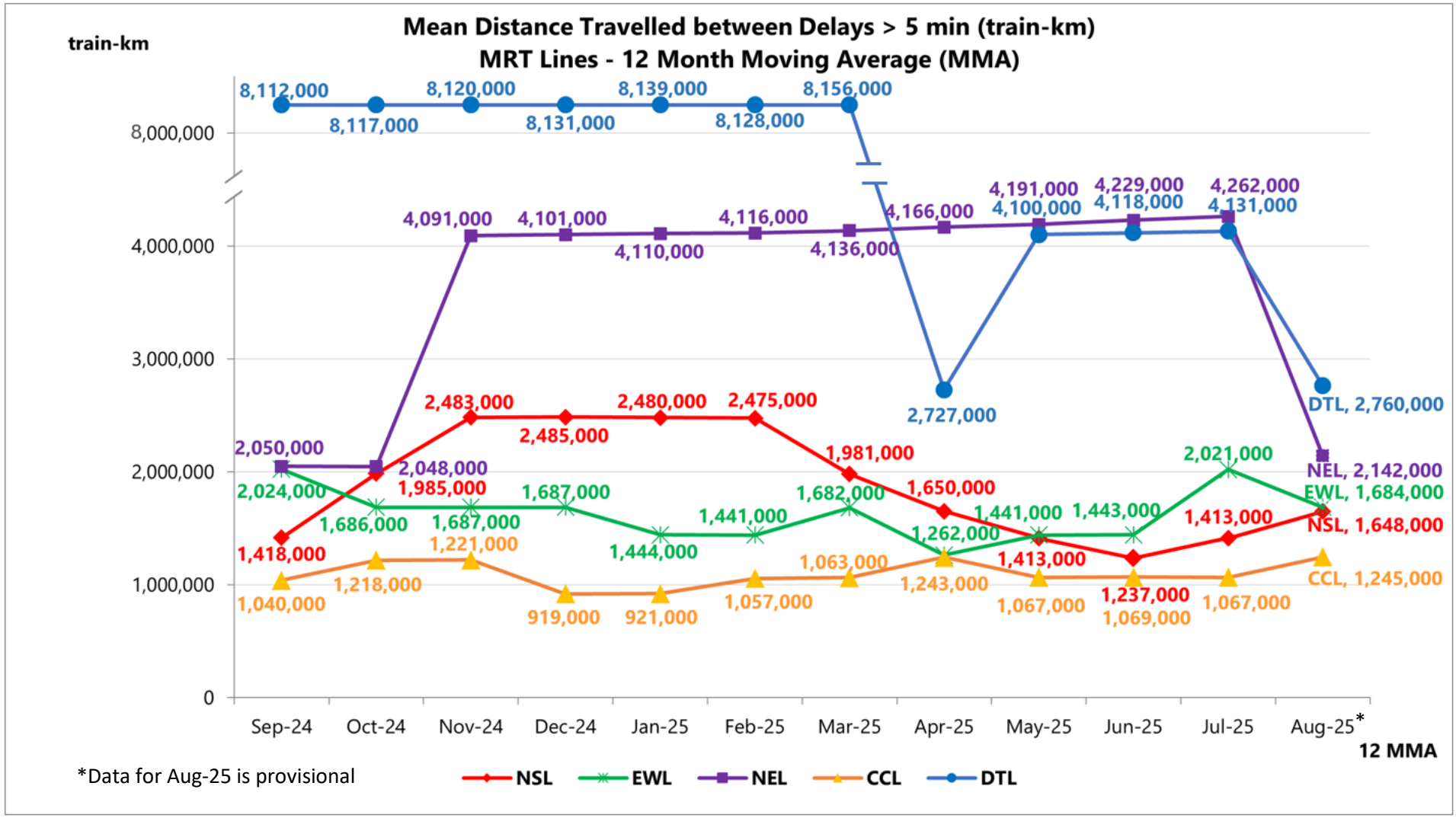
Figures are subject to adjustment pending ongoing incident investigations.

Figure 1: Mean Distance Travelled Between Delays > 5 min (train-km) for Overall MRT Network – 12 Month Moving Average (MMA)



Note: Figure for each month refers to the 12-month moving average up to that month (e.g. figure for Aug 2025 reflects the 12-month moving average from Sep 2024 to Aug 2025)

Figure 2: Mean Distance Travelled Between Delays >5 min (train-km) for MRT Lines – 12 Month Moving Average (MMA)



Last Updated: 10 Oct 2025

Table 1: Mean Distance Travelled Between Delays >5 min (train-km) for Overall MRT Network and MRT Lines – 12 Month Moving Average

12 Month Moving Average (MMA)												
Month	**Sep-24**	**Oct-24**	**Nov-24**	**Dec-24**	**Jan-25**	**Feb-25**	**Mar-25**	**Apr-25**	**May-25**	**Jun-25**	**Jul-25**	**Aug-25***
Overall MRT Network	1,797,000	1,978,000	2,200,000	1,982,000	1,982,000	1,982,000	1,986,000	1,659,000	1,660,000	1,598,000	1,818,000	1,740,000 ↓
NSL	1,418,000	1,985,000	2,483,000	2,485,000	2,480,000	2,475,000	1,981,000	1,650,000	1,413,000	1,237,000	1,413,000	1,648,000 ↑
EWL	2,024,000	1,686,000	1,687,000	1,687,000	1,444,000	1,441,000	1,682,000	1,262,000	1,441,000	1,443,000	2,021,000	1,684,000 ↓
NEL	2,050,000	2,048,000	4,091,000	4,101,000	4,110,000	4,116,000	4,136,000	4,166,000	4,191,000	4,229,000	4,262,000	2,142,000 ↓
CCL	1,040,000	1,218,000	1,221,000	919,000	921,000	1,057,000	1,063,000	1,243,000	1,067,000	1,069,000	1,067,000	1,245,000 ↑
DTL	8,112,000	8,117,000	8,120,000	8,131,000	8,139,000	8,128,000	8,156,000	2,727,000	4,100,000	4,118,000	4,131,000	2,760,000 ↓

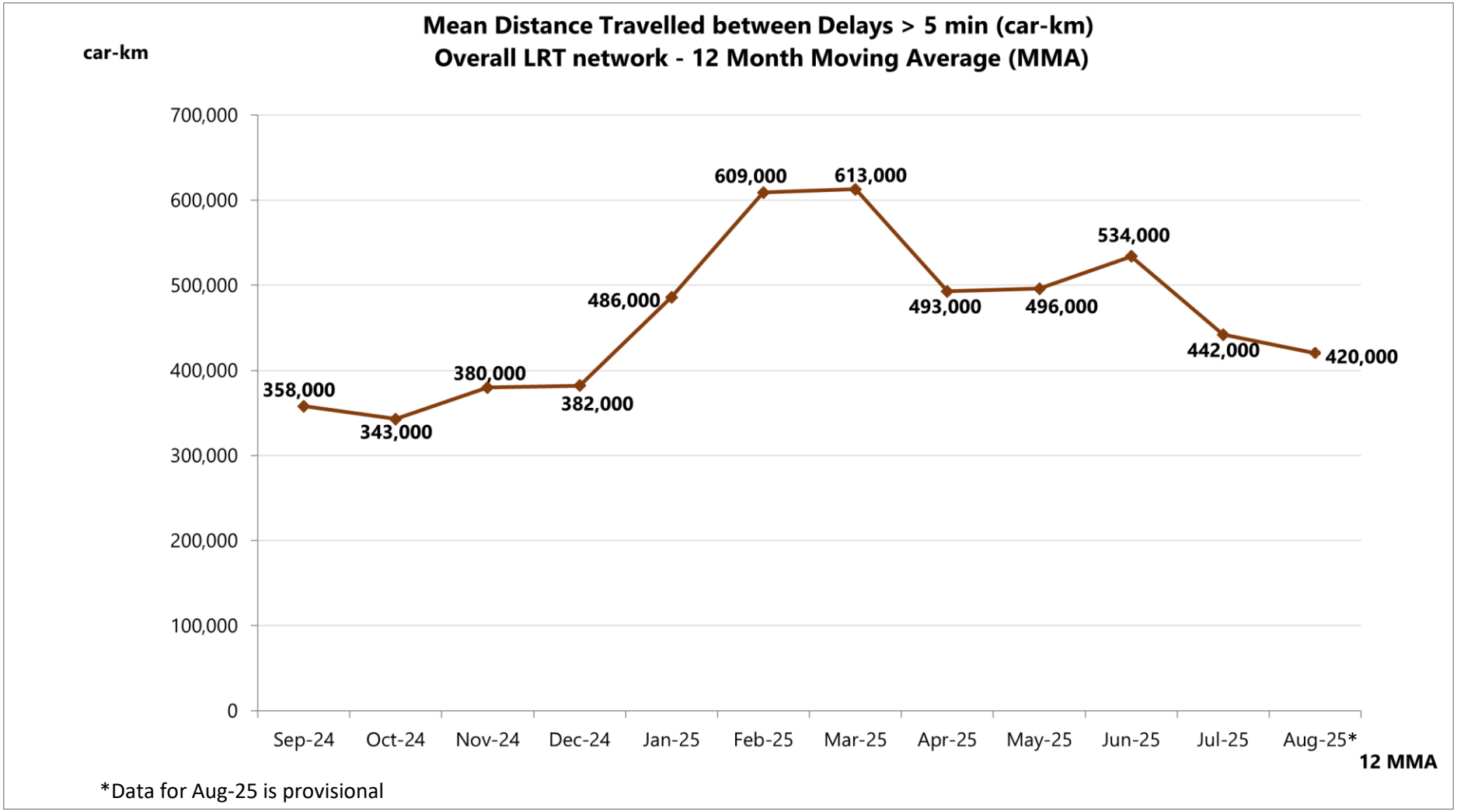
Note:

a) Figure for each month refers to the 12-month moving average up to that month (e.g. figure for Aug 2025 reflects the 12-month moving average from Sep 2024 to Aug 2025)

b) The arrows beside the latest month indicate the performance trend compared to the previous month

c) *Data for Aug 2025 is provisional

Figure 3: Mean Distance Travelled Between Delays >5 min (car-km) for Overall LRT network – 12 Month Moving Average (MMA)



*Data for Aug-25 is provisional

Figure 4: Mean Distance Travelled Between Delays > 5 min (car-km) for LRT Lines – 12 Month Moving Average (MMA)

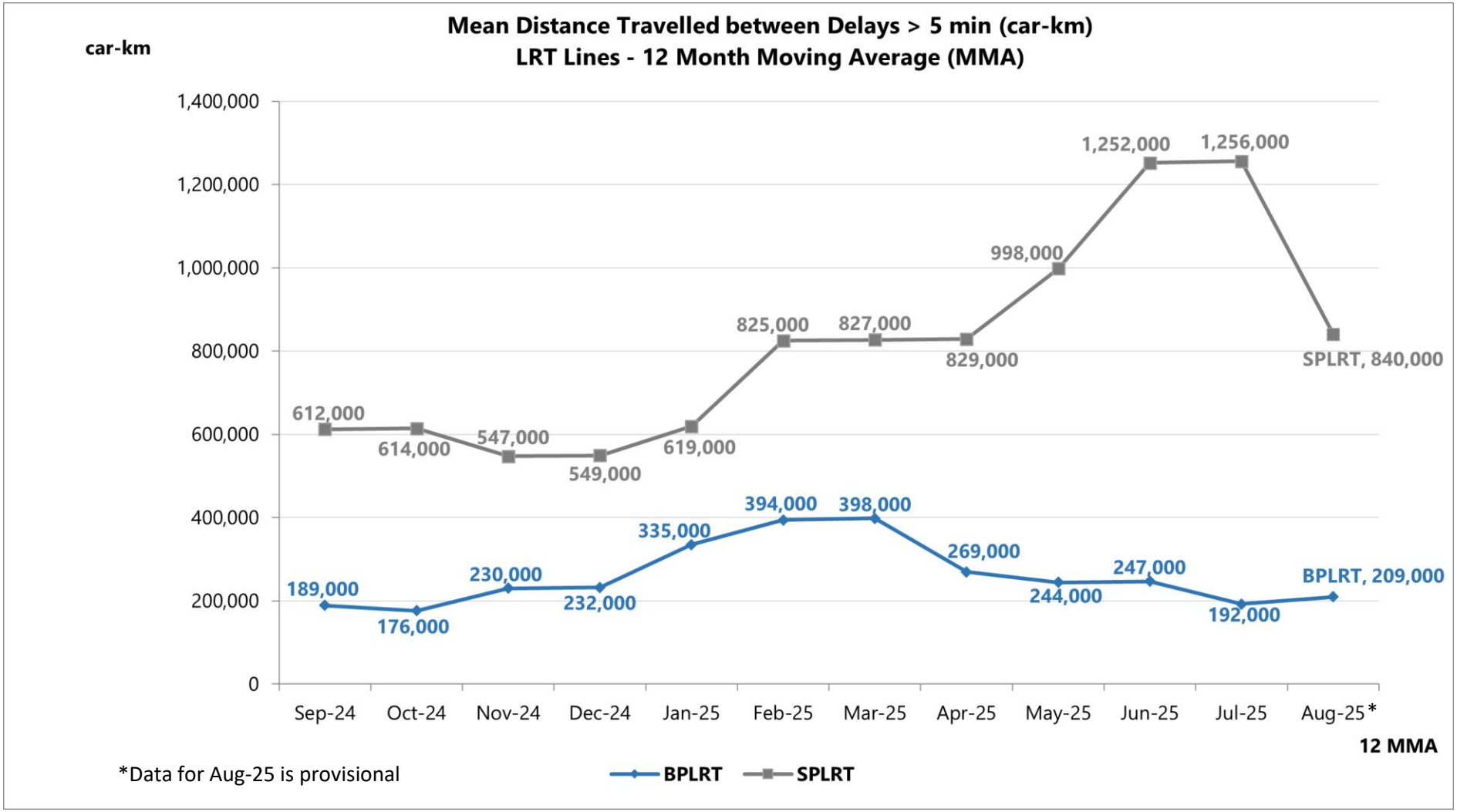


Table 2: Mean Distance Travelled Between Delays >5 min (car-km) for Overall LRT Network and LRT Lines – 12 Month Moving Average

12 Month Moving Average (MMA)												
Month	**Sep-24**	**Oct-24**	**Nov-24**	**Dec-24**	**Jan-25**	**Feb-25**	**Mar-25**	**Apr-25**	**May-25**	**Jun-25**	**Jul-25**	**Aug-25***
Overall LRT Network	358,000	343,000	380,000	382,000	486,000	609,000	613,000	493,000	496,000	534,000	442,000	420,000 ↓
BPLRT	189,000	176,000	230,000	232,000	335,000	394,000	398,000	269,000	244,000	247,000	192,000	209,000 ↑
SPLRT	612,000	614,000	547,000	549,000	619,000	825,000	827,000	829,000	998,000	1,252,000	1,256,000	840,000 ↓

Note:

a) Figure for each month refers to the 12-month moving average up to that month (e.g. figure for Aug 2025 reflects the 12-month moving average from Sep 2024 to Aug 2025)

b) The arrows beside the latest month indicate the performance trend compared to the previous month

c) *Data for August 2025 is provisional

Table 3: Number of Service Delays (>30 min)

Month	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25*
Mileage of Overall MRT Network (train-km)	3,248,000	3,390,000	3,280,000	3,392,000	3,351,000	3,084,000	3,369,000	3,323,000	3,380,000	3,316,000	3,471,000	3,417,000
No. of >30 min delays for Overall MRT Network	2	0	0	1	0	0	1	1	0	0	0	2
NSL	0	0	0	0	0	0	0	0	0	0	0	0
EWL	1	0	0	0	0	0	0	0	0	0	0	0
NEL	0	0	0	0	0	0	0	0	0	0	0	1
CCL	1	0	0	1	0	0	1	0	0	0	0	0
DTL	0	0	0	0	0	0	0	1	0	0	0	1
Mileage of Overall LRT Network (car-km)	605,000	635,000	613,000	632,000	645,000	586,000	642,000	621,000	644,000	626,000	653,000	650,000
No. of >30 min delays for Overall LRT Network	0	1	0	0	0	0	0	0	0	0	2	2
BPLRT	0	1	0	0	0	0	0	0	0	0	2	0
SPLRT	0	0	0	0	0	0	0	0	0	0	0	2

Note:

a) *Data for August 2025 is provisional

Box 1: Reliability Performance of the Thomson-East Coast Line (TEL)

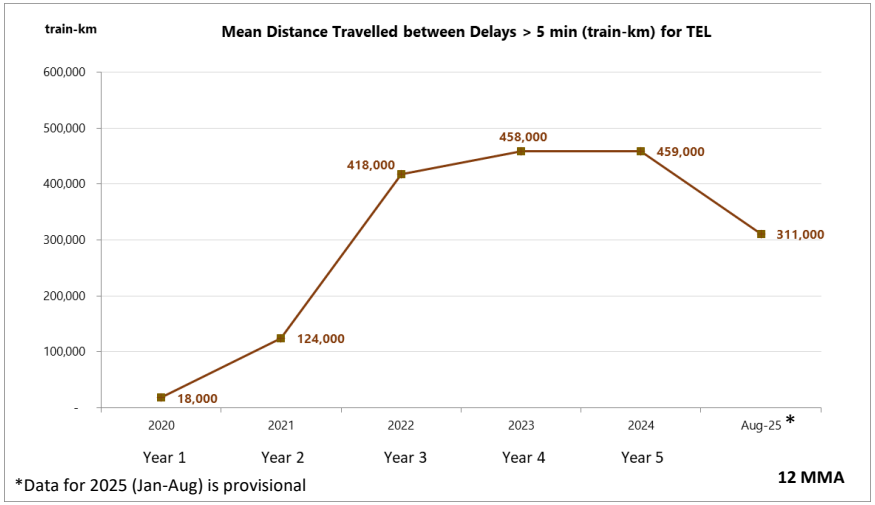
While MKBF provides a reasonable indicator for reliability of mature rail lines, its limitations can make it less reflective of the reliability of a newer line. A newer rail line in its early stages tends to operate significantly lower mileage, especially since ridership remains relatively low and trains are not being operated at more typical frequencies. Similar to the LRT network, MKBF figures are more sensitive for lines with lower mileage.

In addition, the operation of new lines, especially lines that are still undergoing construction and extension, will take time to stabilise. Since the start of the phased opening of the TEL, LTA and the operator have been working with the Original Equipment Manufacturers (OEM) to resolve teething issues, as well as to conduct the necessary updates and tests to prepare for future stages. These teething issues for TEL included the signalling system, which LTA and the operator have been working with the OEM to address. Such teething issues that arise during initial operations and as a result of system updates can result in delays, even though the nature of such delays are different from those encountered during the operation of mature lines.

Given that the TEL has accumulated one year of more representative data with most of the line in service, following the opening of TEL Stage 4 in Jun 2024, LTA will commence reporting the TEL's MKBF (see Figure 5 below). We have also provided the MKBF for the Downtown Line (DTL) when it first opened as a reference. Similar to the TEL, the DTL experienced a lower MKBF performance in its initial years of operation following the opening of DTL Stage 1 in Dec 2013. The MKBF improved over the years as the DTL's mileage increased with progressive opening of various stages of the line and increased ridership, and as teething issues were resolved over time.

The opening of TEL Stage 4 in end-Jun 2024 was a significant milestone in the completion of the TEL, increasing the length of the TEL substantially from about 30km to 41km. However, the TEL project is not fully complete, as works on TEL Stage 5 are still underway by LTA, the operator and OEMs. More time is needed before the TEL's performance stabilises. We expect the performance of the TEL to improve after it fully opens in 2026 and its operations have stabilised, such that its fault trends can be fairly compared with our other mature lines.

Figure 5: Mean Distance Travelled Between Delays >5 min (train-km) for TEL and DTL – 12 Month Moving Average (MMA)



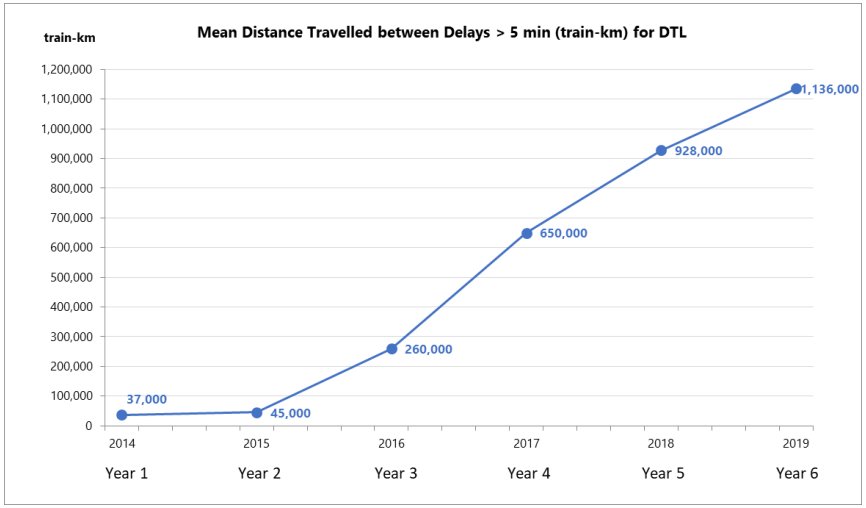


Table 4: Mean Distance Travelled Between Delays >5 min (train-km) for TEL – 12 Month Moving Average

12 Month Moving Average (MMA)													
Period	**2020**	**2021**	**2022**	**2023**	**2024**	**Jan-25**	**Feb-25**	**Mar-25**	**Apr-25**	**May-25**	**Jun-25**	**Jul-25**	**Aug-25***
TEL	18,000	124,000	418,000	458,000	459,000	417,000	406,000	398,000	439,000	429,000	439,000	373,000	311,000

Note:

a) *Data for August 2025 is provisional

Table 5: Number of TEL Service Delays (>30 min)

Month	**Sep-24**	**Oct-24**	**Nov-24**	**Dec-24**	**Jan-25**	**Feb-25**	**Mar-25**	**Apr-25**	**May-25**	**Jun-25**	**Jul-25**	**Aug-25***
TEL	0	1	0	0	0	0	1	0	0	0	1	0

Note:

a) *Data for August 2025 is provisional

Comparison with Other Global Metros

In Singapore, we track the reliability of our MRT network by looking at **Mean Kilometres Between Failure (MKBF)**, which is the average distance that a train travels before it encounters a delay of more than five minutes. Other metro operators in Hong Kong and Taipei publish MKBF data in car-km.

To compare our MRT network with other overseas metros listed below, we have converted our MKBF data in train-km to car-km, as shown in the table below.
(Changes from the last edition of the report are highlighted below; figures are extracted from latest publicly available information where available.)

Metro System	MKBF (car-km)	Date Range (latest publicly available)
Singapore MRT	[*Updated*] **8,386,000**	**Sep 2024 - Aug 2025**
Hong Kong MTR	4,289,769	Apr 2025 - Jun 2025
New York City Subway	[*Updated*] 192,000	Sep 2024 – Aug 2025
Taipei Metro	19,116,000	Jan 2023 - Dec 2023

Note:
a) Data drawn from latest publicly available sources. The table above serves as a broad comparison, as the detailed calculation methodology as well as reporting periods may differ slightly from metro to metro.
b) A higher MKBF means that the train cars of the metro system travel a longer distance before facing a delay of more than five minutes. Hence, the higher the MKBF, the better the reliability of the metro.

Other metros focus on more severe disruptions. For instance, Japanese metros report the number of rail disruptions that result in delays of 30 minutes or more, per million train-km run. The table below presents how our MRT network compares with the metros in the largest Japanese cities, in terms of number of >30 min service delays per million train-km.

Metro System	No. of Service Delays >30 min per Million Train-km		
	2021	**2022**	**2023**
Singapore MRT	0.08	0.18	0.13
Nagoya Subway	0.08	0.17	0.09
Osaka Metro	0.26	0.36	0.41
Tokyo City – Toei Subway	0.23	0.47	0.47
Tokyo City – Tokyo Metro	0.18	0.37	0.11
Yokohama Subway	1.03	1.17	0.78

Note:
a) Data drawn from latest publicly available sources. The table above serves as a broad comparison, as the detailed reporting requirements may differ slightly between Singapore and Japanese metros.
b) The lower the number of service delays per million train-km travelled, the better the reliability of the metro.

Annex – Historical Data on Performance of Rail Service Reliability

Figure A1: Mean Distance Travelled Between Delays > 5 min (train-km) for Overall MRT Network – 2020 to 2024

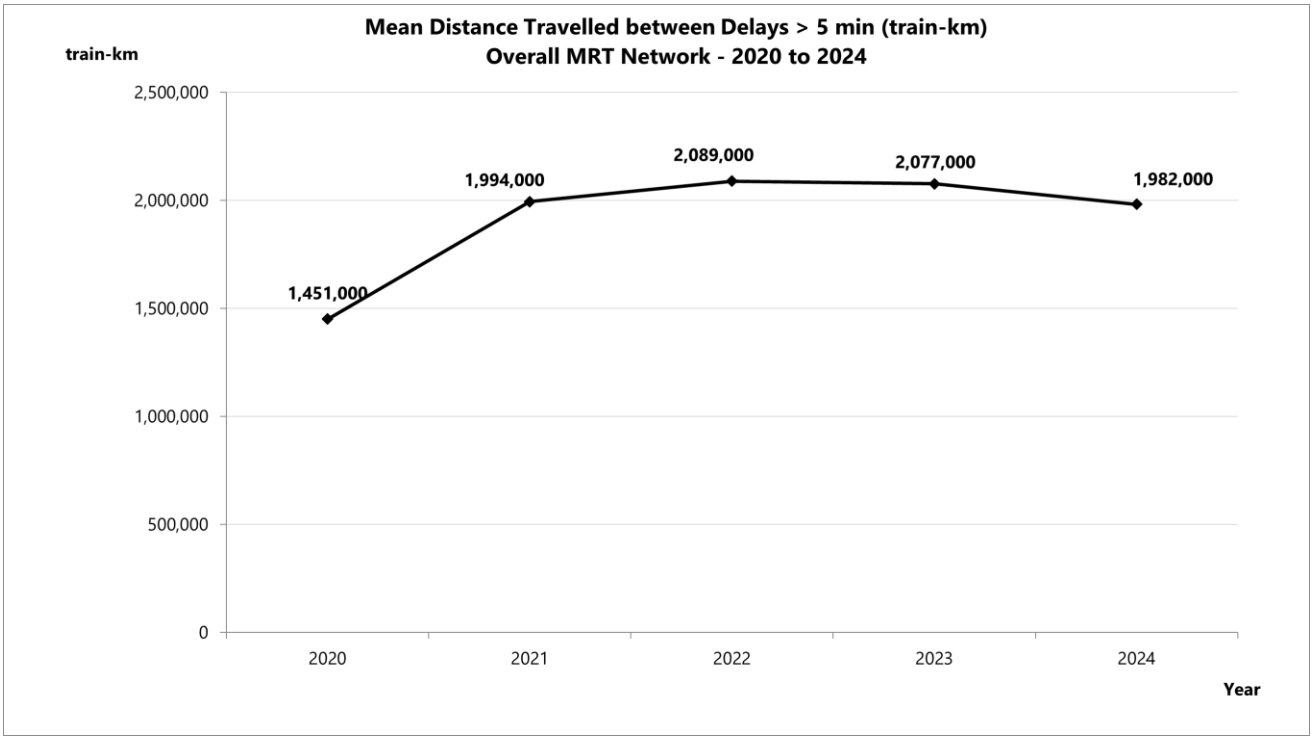


Figure A2: Mean Distance Travelled Between Delays >5 min (train-km) for MRT Lines – 2020 to 2024

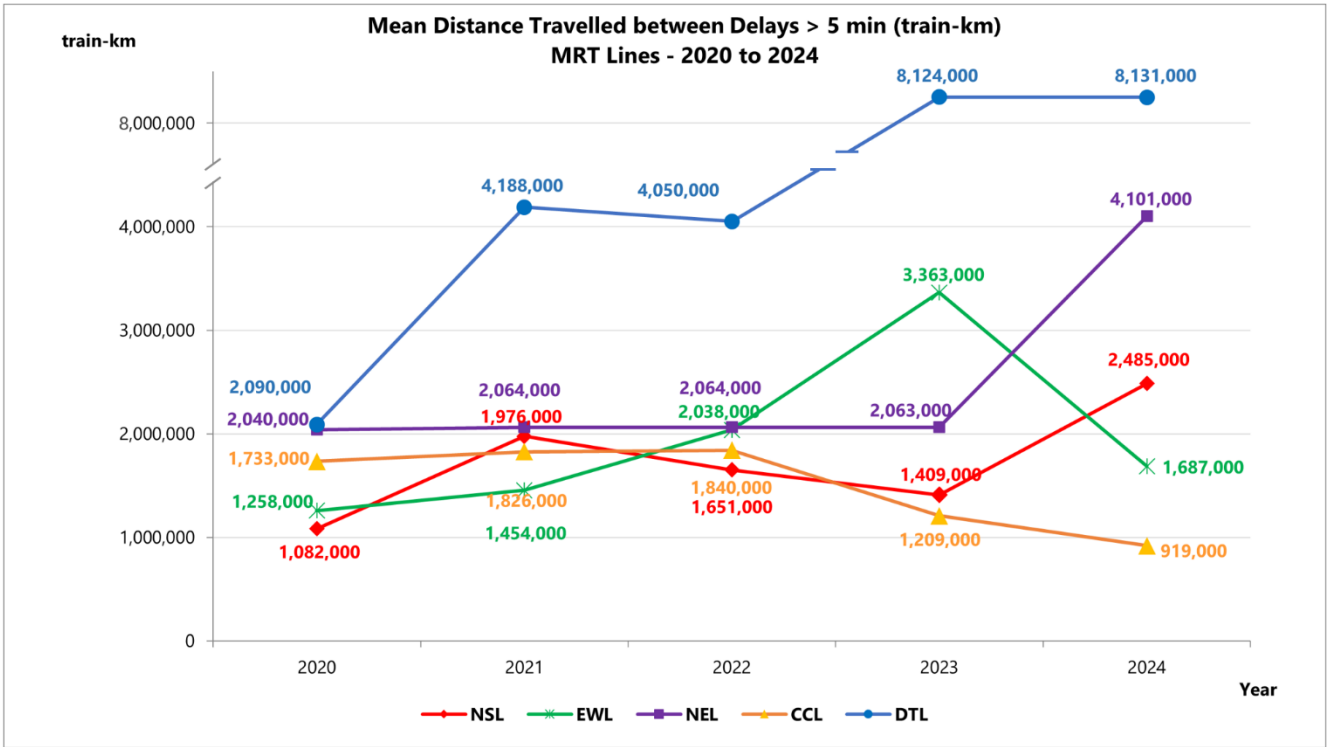


Table A1: Mean Distance Travelled Between Delays >5 min (train-km) for Overall MRT Network and MRT Lines – 2020 to 2024

Year	2020	2021	2022	2023	2024
Overall MRT Network	1,451,000	1,994,000	2,089,000	2,077,000	1,982,000
NSL	1,082,000	1,976,000	1,651,000	1,409,000	2,485,000
EWL	1,258,000	1,454,000	2,038,000	3,363,000	1,687,000
NEL	2,040,000	2,064,000	2,064,000	2,063,000	4,101,000
CCL	1,733,000	1,826,000	1,840,000	1,209,000	919,000
DTL	2,090,000	4,188,000	4,050,000	8,124,000	8,131,000

Figure A3: Mean Distance Travelled Between Delays >5 min (car-km) for Overall LRT network – 2020 to 2024

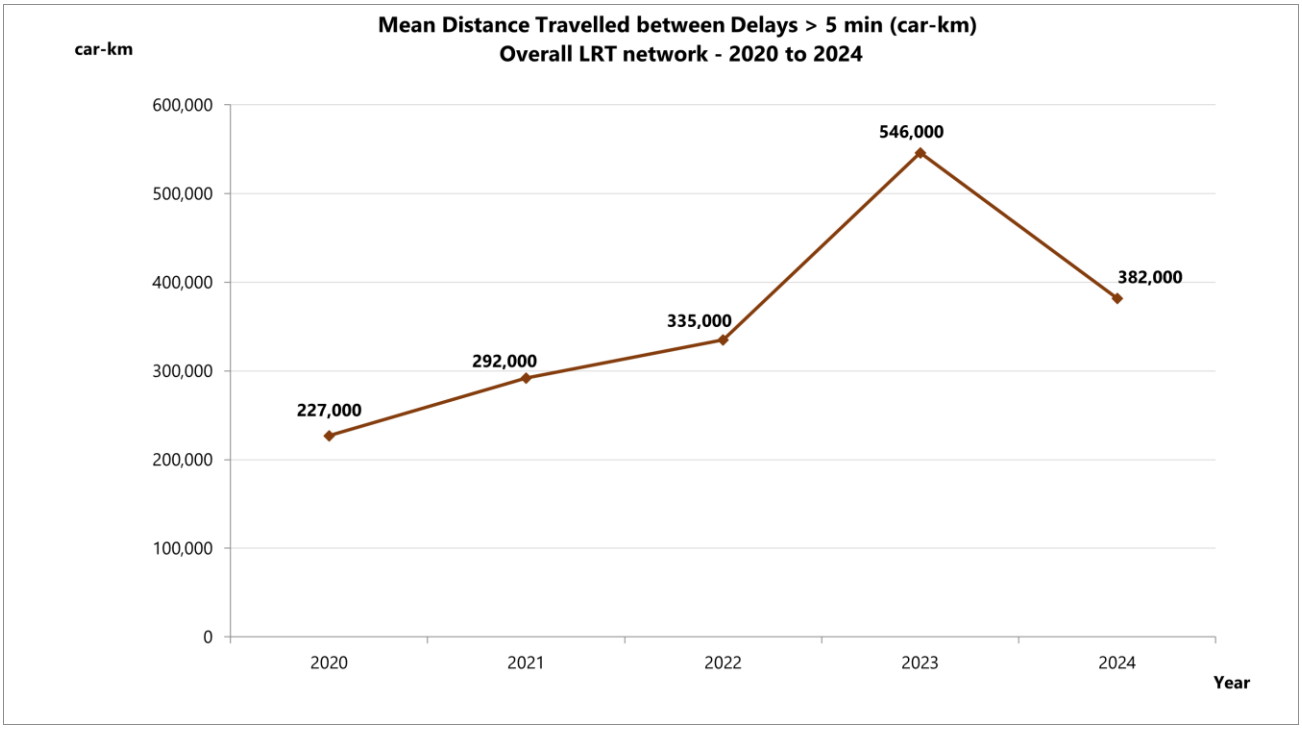


Figure A4: Mean Distance Travelled Between Delays > 5 min (car-km) for LRT Lines – 2020 to 2024

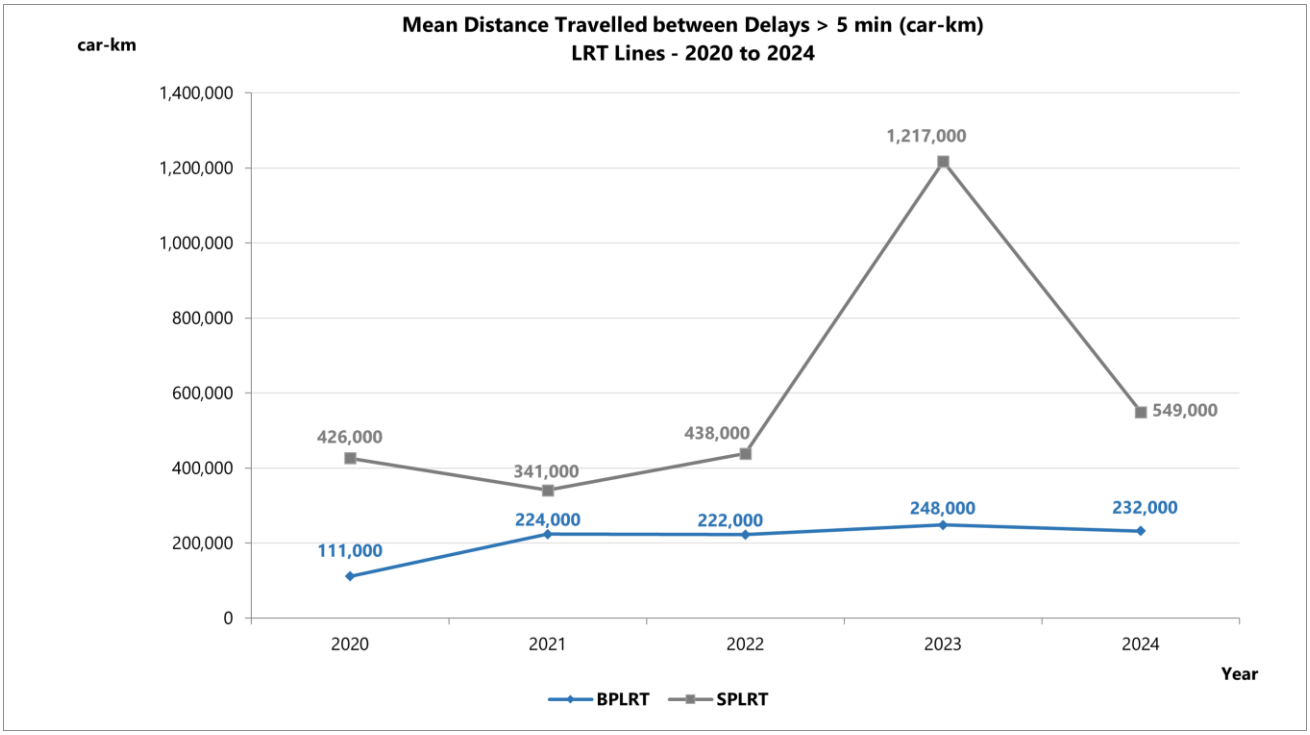


Table A2: Mean Distance Travelled Between Delays >5 min (car-km) for Overall LRT Network and LRT Lines – 2020 to 2024

Year	2020	2021	2022	2023	2024
Overall LRT Network	227,000	292,000	335,000	546,000	382,000
BPLRT	111,000	224,000	222,000	248,000	232,000
SPLRT	426,000	341,000	438,000	1,217,000	549,000

Table A3: Number of Service Delays (>30 min)

Month	2020	2021	2022	2023	2024
Mileage of Overall MRT Network (train-km)	39,177,000	39,871,000	39,696,000	39,453,000	39,644,000
No. of >30 min delays for Overall MRT Network	6	3	7	5	7
NSL	1	1	1	3	0
EWL	2	0	1	0	2
NEL	1	1	2	0	0
CCL	1	1	2	2	4
DTL	1	0	1	0	1
Mileage of Overall LRT Network (car-km)	6,799,000	7,019,000	7,037,000	7,104,000	7,257,000
No. of >30 min delays for Overall LRT Network	5	4	2	3	4
BPLRT	1	1	1	3	2
SPLRT	4	3	1	0	2