Last Updated: 16 Jan 2026

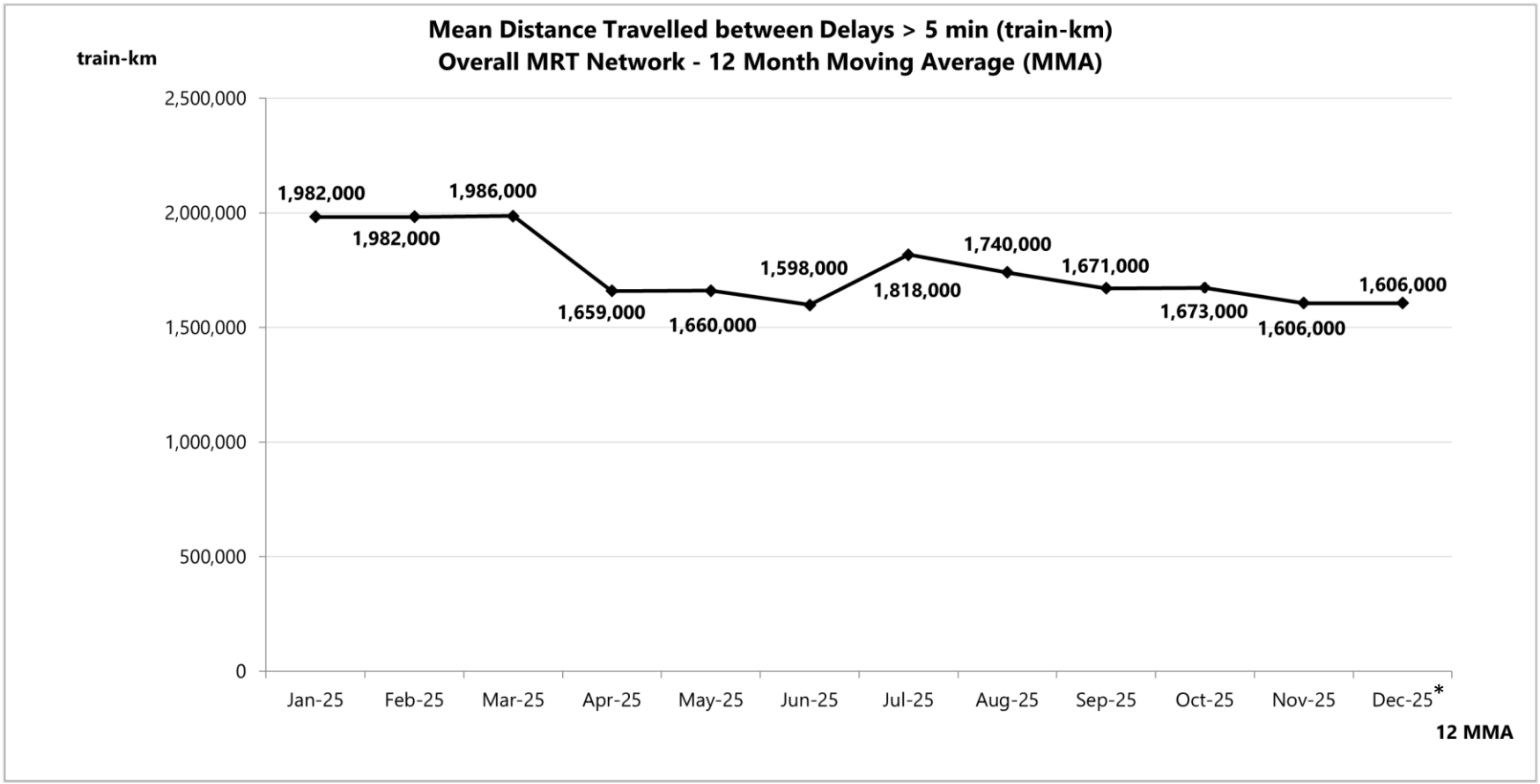
Performance of Rail Service Reliability

Figures are subject to adjustment pending ongoing incident investigations

**Data for Dec-25 is provisional for this report*

(A) Mean Kilometres Between Failure (MKBF)

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 Dec 2025 reflects the 12-month moving average from Jan 2025 to Dec 2025)

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

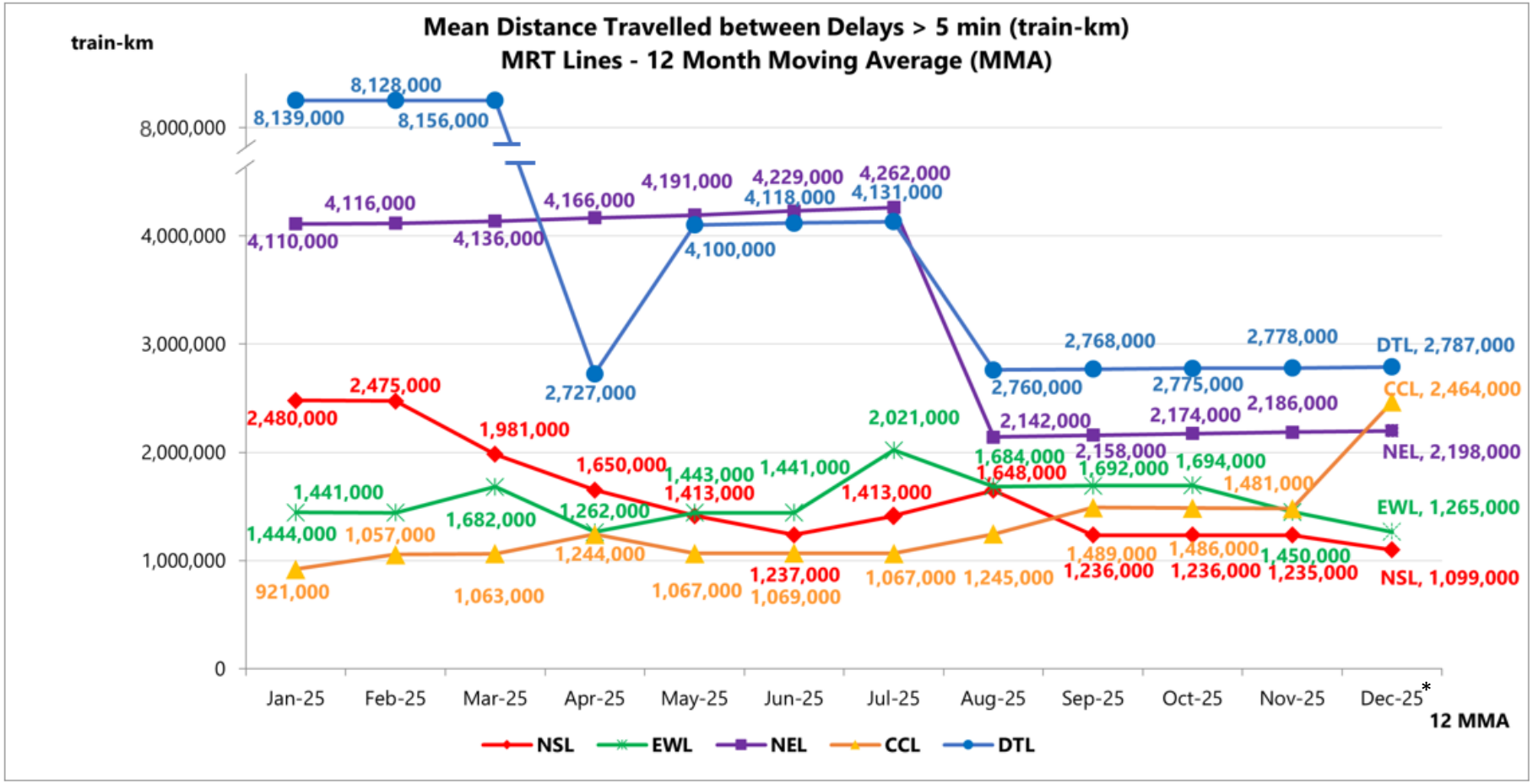


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Table 1: Mean Distance Travelled Between Delays >5 min (train-km) for Overall MRT Network and MRT Lines – 12 Month Moving Average

12 Month Moving Average (MMA)												
Month	**Jan-25**	**Feb-25**	**Mar-25**	**Apr-25**	**May-25**	**Jun-25**	**Jul-25**	**Aug-25**	**Sep-25**	**Oct-25**	**Nov-25**	**Dec-25***
Overall MRT Network	1,982,000	1,982,000	1,986,000	1,659,000	1,660,000	1,598,000	1,818,000	1,740,000	1,671,000	1,673,000	1,606,000 ↓	1,606,000 =
NSL	2,480,000	2,475,000	1,981,000	1,650,000	1,413,000	1,237,000	1,413,000	1,648,000	1,236,000	1,236,000	1,235,000 ↓	1,099,000 ↓
EWL	1,444,000	1,441,000	1,682,000	1,262,000	1,441,000	1,443,000	2,021,000	1,684,000	1,692,000	1,694,000	1,450,000 ↓	1,265,000 ↓
NEL	4,110,000	4,116,000	4,136,000	4,166,000	4,191,000	4,229,000	4,262,000	2,142,000	2,158,000	2,174,000	2,186,000 ↑	2,198,000 ↑
CCL	921,000	1,057,000	1,063,000	1,244,000	1,067,000	1,069,000	1,067,000	1,245,000	1,489,000	1,486,000	1,481,000 ↓	2,464,000 ↑
DTL	8,139,000	8,128,000	8,156,000	2,727,000	4,100,000	4,118,000	4,131,000	2,760,000	2,768,000	2,775,000	2,778,000 ↑	2,787,000 ↑

Note:

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

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

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

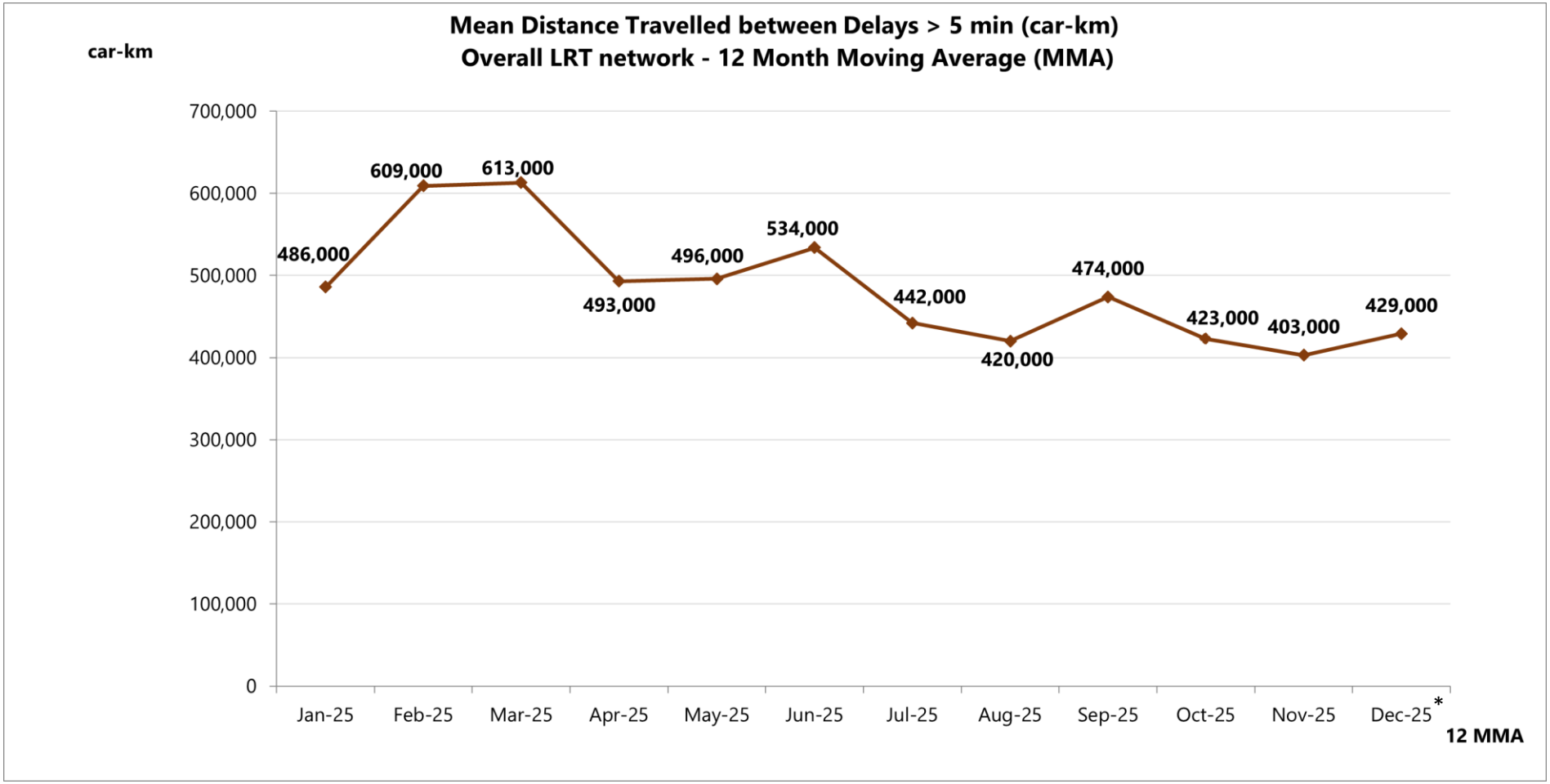

Figure 4: Mean Distance Travelled Between Delays > 5 min (car-km) for LRT Lines – 12 Month Moving Average (MMA)

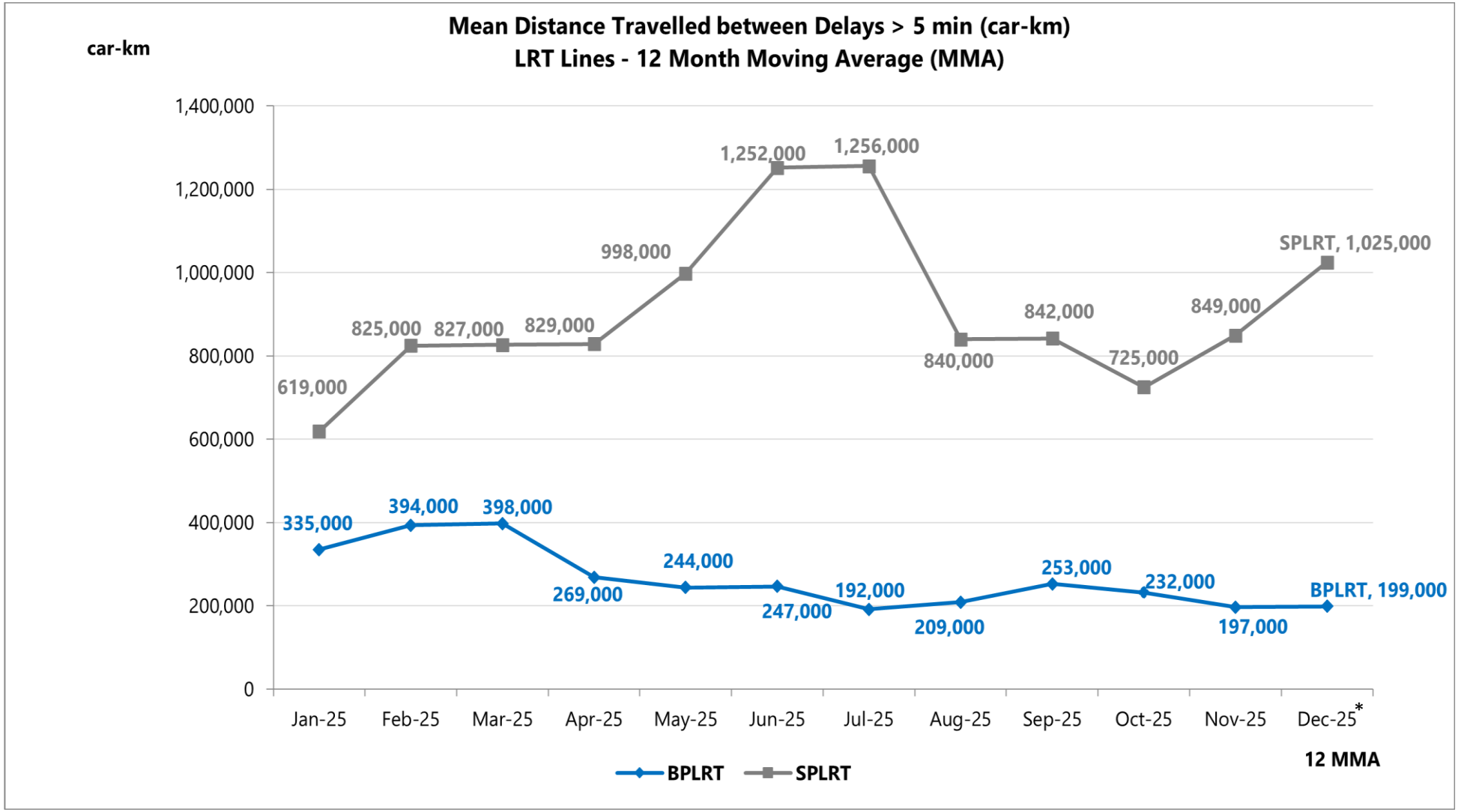

Table 2: Mean Distance Travelled Between Delays >5 min (car-km) for Overall LRT Network and LRT Lines – 12 Month Moving Average

12 Month Moving Average (MMA)												
Month	**Jan-25**	**Feb-25**	**Mar-25**	**Apr-25**	**May-25**	**Jun-25**	**Jul-25**	**Aug-25**	**Sep-25**	**Oct-25**	**Nov-25**	**Dec-25***
Overall LRT Network	486,000	609,000	613,000	493,000	496,000	534,000	442,000	420,000	474,000	423,000	403,000 ↓	429,000 ↑
BPLRT	335,000	394,000	398,000	269,000	244,000	247,000	192,000	209,000	253,000	232,000	197,000 ↓	199,000 ↑
SPLRT	619,000	825,000	827,000	829,000	998,000	1,252,000	1,256,000	840,000	842,000	725,000	849,000 ↑	1,025,000 ↑

Note:

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

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

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

Month	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25*
Mileage of Overall MRT Network (train-km)	3,351,000	3,084,000	3,369,000	3,323,000	3,380,000	3,316,000	3,471,000	3,417,000	3,330,000	3,445,000	3,260,000	3,410,000
No. of >30 min delays for Overall MRT Network	0	0	1	1	0	0	0	2	2	0	1	0
NSL	0	0	0	0	0	0	0	0	0	0	0	0
EWL	0	0	0	0	0	0	0	0	1	0	1	0
NEL	0	0	0	0	0	0	0	1	0	0	0	0
CCL	0	0	1	0	0	0	0	0	1	0	0	0
DTL	0	0	0	1	0	0	0	1	0	0	0	0
Mileage of Overall LRT Network (car-km)	645,000	586,000	642,000	621,000	644,000	626,000	653,000	650,000	639,000	667,000	655,000	688,000
No. of >30 min delays for Overall LRT Network	0	0	0	0	0	0	2	2	1	1	0	0
BPLRT	0	0	0	0	0	0	2	0	0	0	0	0
SPLRT	0	0	0	0	0	0	0	2	1	1	0	0

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.

Metro System	MKBF (car-km)	Date Range (latest publicly available)
Singapore MRT	**7,747,000**	**Jan 2025 – Dec 2025**
Taipei Metro	23,009,000	Jan 2024 - Dec 2024
Hong Kong MTR	8,156,550	Jul 2025 - Sep 2025
New York City Subway	198,000	Dec 2024 – Nov 2025

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**	**2024**
Singapore MRT	0.08	0.18	0.13	0.18
Nagoya Subway	0.08	0.17	0.09	0.00
Tokyo City – Toei Subway	0.23	0.47	0.47	0.06
Osaka Metro	0.26	0.36	0.41	0.20
Tokyo City – Tokyo Metro	0.18	0.37	0.11	0.26
Yokohama Subway	1.03	1.17	0.78	0.31

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.

Additional Indicators of Rail Reliability

While MKBF remains a simple and internationally recognised indicator of rail reliability, it does not reflect the duration of each disruption, and the actual impact on commuters. To complement this, LTA publishes the number of delays over 30 minutes, to reflect the frequency of more severe disruptions.

LTA also tracks other performance indicators, such as the percentage of scheduled train services operated as planned, and the percentage of trains that complete their trips on time.

Section B – Train Service Delivery and Train Punctuality

Train Service Delivery (TSD) measures the actual distance travelled by trains compared to the scheduled distance, expressed as a percentage. A higher Train Service Delivery reflects higher rail reliability, as it means that more trains were operated according to schedule. It complements MKBF by capturing the extent of service disruptions, as longer disruptions will have a bigger impact on mileage travelled, and therefore lower the Train Service Delivery percentage. Nevertheless, as disruptions usually affect only part of a line for part of the day, with normal operations continuing elsewhere, Train Service Delivery for well-run metro systems is expected to be high. At a network level, we have consistently achieved Train Service Delivery exceeding 99%, which is comparable to global metros such as the Hong Kong MTR. The Train Service Delivery figures are shown in Table 4 are for each month.

$$\text{Train Service Delivery (TSD)} = \frac{\text{Train-km travelled}}{\text{Train-km scheduled}} \times 100\%$$

Table 4: Train Service Delivery

Train Service Delivery			
Month	**Oct-25**	**Nov-25**	**Dec-25***
Overall MRT Network	99.92%	99.89% ↓	**99.84%** ↓
NSL	99.99%	99.99% =	**99.99%** =
EWL	99.94%	99.87% ↓	**99.62%** ↓
NEL	99.92%	99.95% ↑	**99.87%** ↓
CCL	99.69%	99.69% =	**99.68%** ↓
DTL	99.95%	99.93% ↓	**99.97%** ↑

Note:

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

Comparison with Other Global Metros

The table below shows how the Train Service Delivery of our MRT network compares with other overseas metros that measure a similar indicator.

Metro System	Train Service Delivery (TSD)	Date Range (latest publicly available)
Singapore MRT	**99.84%**	**Dec 2025**
Metros in Chinese Cities	99.99%	Jan 2024 – Dec 2024
Hong Kong MTR	99.9%	Jul 2025 - Sep 2025
Sydney Metro	99.77%	Jul 2024 – Jun 2025
Melbourne Metro	99.03%	Nov 2025
Berlin U-Bahn	95.70%	Oct 2025
New York City Subway	94.2%	Dec 2024 - Nov 2025
London Underground	91.8%	Nov 2025 - Dec 2025

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. Data is reported to different precision as published by individual metros.

b) A higher Train Service Delivery means that more trains are running as scheduled. Hence, the higher the Train Service Delivery, the better the reliability of the metro.

c) Chinese metros include 38 cities who are members of the China Association of Metros

Train Punctuality (TP) measures the percentage of train trips that complete their trips "on time" at the end of each line or a scheduled turnaround point within two minutes of schedule. Train Punctuality complements MKBF by tracking the consistency of rail operations, and the predictability of journeys and wait times. Train Punctuality is affected by service disruptions, as well as other operational problems that do not result in a full stoppage of service (e.g. slower travel speeds due to minor signalling or track faults). It also captures the effect of other operational irregularities, such as longer dwell times at stations. Lower punctuality means that train frequencies are less regular, which can cause longer wait times and crowdedness.

Our MRT network has consistently achieved Train Punctuality above 99%, with some fluctuations. This is also comparable to global metros such as the Taipei Metro. It is more challenging to maintain Train Punctuality on shorter lines, as operators have less time to adjust travel speeds or dwell times to "catch up" if the train meets with a delay. For example, with reference to Table 5, Train Punctuality figures for the North East Line (NEL), which is the shortest line in our network, are typically lower than that for longer lines. The Train Punctuality figures shown in Table 5 are for each month.

$$\textbf{Train Punctuality (TP)} = \frac{\textbf{Train trips that arrive at destination terminals within time window}}{\textbf{Total number of train trips}} \textbf{ X 100\%}$$

Table 5: Train Punctuality

Train Punctuality			
Month	**Oct-25**	**Nov-25**	**Dec-25***
Overall MRT Network	99.32%	99.41% ↑	**99.55%** ↑
NSL	99.60%	99.25% ↓	**99.37%** ↑
EWL	98.68%	99.15% ↑	**99.66%** ↑
NEL	99.26%	99.84% ↑	**99.25%** ↓
CCL	99.10%	98.97% ↓	**99.50%** ↑
DTL	99.95%	99.85% ↓	**99.95%** ↑

Note:

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

Comparison with Other Global Metros

The table below presents how Train Punctuality for our MRT network compares with the other overseas metros that measure a similar indicator.

Metro System	Train Punctuality (TP)	Date Range (latest publicly available)
Singapore MRT	**99.55%**	**Dec 2025**
Metros in Chinese Cities	99.99%	Jan 2024 – Dec 2024
Seoul Metro	99.99%	Jan 2024 - Dec 2024
Hong Kong MTR	99.9%	Jul 2025 - Sep 2025
Taipei Metro	99.48%	Jan 2024 - Dec 2024
Berlin U-Bahn	98.12%	Oct 2025
Tokyo Metro	98%	Jul 2025 – Sep 2025
Melbourne Metro	94.99%	Nov 2025
New York City Subway	84.4%	Nov 2025

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. Data is reported to different precision as published by individual metros.

b) A higher Train Punctuality means that more trips arrive within a specified time window at terminal/turnaround stations as scheduled. Hence, the higher the TP, the better the reliability of the metro.

c) Chinese metros include 38 cities who are members of the China Association of Metros

(C) Passenger Impact of Rail Disruptions

The severity of a service disruption can be measured not only by its length, but also by the number and proportion of passengers impacted. For severe disruptions exceeding 30 minutes, we will provide an estimate of the number of passengers impacted, in both absolute terms and as a proportion of the impacted line's daily ridership. This estimate is based on the historical average ridership through the impacted section during the period of disruption, as ridership data during the actual incident may not fully capture the impact of the incident (e.g. commuters may have chosen a different route to avoid the incident).

Table 6: Estimated Passengers Impacted in the Past 12 Months for Delays >30 min for MRT Lines

SN	Incident date	Line	Estimated Range of Passengers Impacted	Estimated % of daily passengers along the line impacted
1	5 Mar 2025	CCL	5,000 – 50,000	1.4%
2	28 Apr 2025	DTL	<5,000	<1.0%
3	12 Aug 2025	NEL	>50,000	9.7%
4	28 Aug 2025	DTL	<5,000	<1.0%
5	1 Sep 2025	CCL	<5,000	<1.0%
6	16 Sep 2025	EWL	5,000 – 50,000	<1.0%
7	11 Nov 2025	EWL	<5,000	<1.0%

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

While MKBF provides a reasonable indicator for reliability of mature rail lines, it has limitations, especially for newer lines – 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. This sensitivity applies to both new MRT lines like TEL and also LRT lines.

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.

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.

In addition to MKBF data, we will also publish TEL data for the other indicators going forward. Similar to MKBF, as TEL is still undergoing construction and extension, this will take time to stabilise.

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

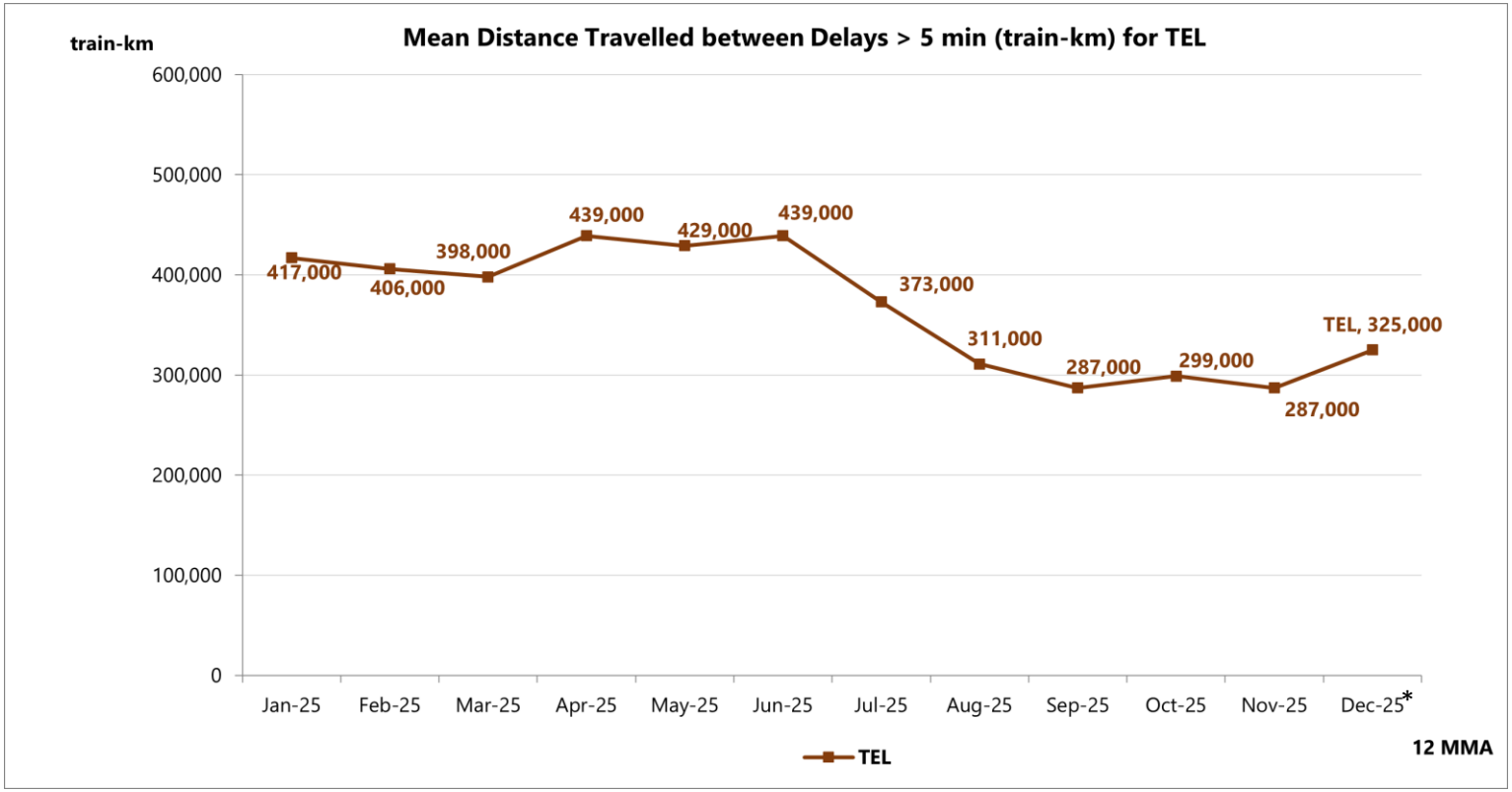

Table 7: Mean Distance Travelled Between Delays >5 min (train-km) for TEL – 12 Month Moving Average

12 Month Moving Average (MMA)												
Period	**Jan-25**	**Feb-25**	**Mar-25**	**Apr-25**	**May-25**	**Jun-25**	**Jul-25**	**Aug-25**	**Sep-25**	**Oct-25**	**Nov-25**	**Dec-25***
TEL	417,000	406,000	398,000	439,000	429,000	439,000	373,000	311,000	287,000	299,000	287,000	325,000

Table 8: Number of TEL Service Delays (>30 min)

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

Table 9: TEL's Train Service Delivery

Train Service Delivery			
Month	**Oct-25**	**Nov-25**	**Dec-25***
TEL	98.21%	99.97% ↑	**99.99%** ↑

Table 10: TEL's Train Punctuality

Train Punctuality			
Month	**Oct-25**	**Nov-25**	**Dec-25***
TEL	98.75%	99.63% ↑	**99.72%** ↑

Table 11: Estimated Passengers Impacted in the Past 12 Months for Delays >30 min for MRT Lines

SN	Incident date	Line	Estimated Range of Passengers Impacted	Estimated % of daily passengers along the line impacted
1	12 Mar 2025	TEL	<5,000	<1.0%
2	1 Jul 2025	TEL	5,000 – 50,000	4.4%
3	17 Sep 2025	TEL	5,000 – 50,000	4.1%