

SAFETY WHEN TAKING THE MRT

1. AT THE STATION

AT THE STATION

- When entering the station, watch your step on stairs and escalators. Do hold onto the handrails and keep your eyes on the stairs and escalators
- Be aware of passengers in wheelchairs and those pushing prams/strollers, carrying foldable bikes and bulky items.
- For your own safety, do not run when in the station or on the platform.
- Do note that wet floors can be slippery. While we make every effort to ensure floors are clean and dry. If you do spot a wet area, please report its location to our station staff.
- For the comfort and safety of other passengers, please refrain from:
 - smoking when inside the station
 - roller skating, rollerblading, skateboarding, and riding your bicycle, motorised/electric scooters
- Flammable liquids and gases are not allowed in the station.
- At the fare gate, tap your card on the reader on your right, and wait for the barrier to clear before entering. Please allow the passenger in front of you to move off before tapping your card.

2. RIDING THE ESCALATOR

RIDING THE ESCALATOR

- Check the direction of the escalator before you step on it and get ready to step off when you reach the landing.
- Always use the handrail to maintain your balance. Never ride on the handrail.
- Keep left when riding on the escalator. Give way to others who wish to pass.
- Stay clear of the yellow borders on the escalator, especially the edges where the steps meet or touch the sides of the escalator as your feet or clothing may get trapped.
- Always raise your feet and step carefully on or off the escalator. Do not drag or slide your feet off the edge of the escalator.
- Do not block the escalator landing. Never stop, stand or play on an escalator landing.
- Hold your child's hand while riding the escalator. Always supervise children while riding escalators.
- For the safety of your child, do not push his/her pram or stroller on the escalator. Use the lift instead.
- Always check for loose shoelaces or anything that can be trapped in the moving parts of the escalator before stepping on it.

RIDING THE ESCALATOR

During an Emergency

1. A moving escalator can be stopped and used as a fixed staircase during emergency evacuations.
2. Pressing the emergency button located at either ends of the escalator or mid-way incline section stops the escalator.



3. TAKING THE LIFT

TAKING THE LIFT



- Please use the lift if you have limited physical abilities or mobility, are carrying bulky items, pushing prams/strollers or are feeling unwell.

During an emergency

1. In a power failure or when the fire alarm is activated, the lift will stop at street level. Exit quickly in a calm and orderly manner.

4. ON THE PLATFORM

ON THE PLATFORM

- When the train doors open, please stand within the queue lines and allow passengers to alight before boarding.
- Do not rush to board the train when its doors are closing. Do listen for the door closing chime and announcement.
- Do not retrieve items that have fallen onto the tracks. Please seek assistance from our station staff.
- When boarding and alighting the train, please mind the gap between the platform edge and the train. If you are caught in the gap, remain calm and alert other commuters to press the Emergency Stop Plunger (for the North-South East-West line) located on a wall or pillar at the station platform. For the Circle Line, press the Emergency Train Stop located on the station platform. This will prevent the train from moving off.
- For less crowded train cars, wait at the first and last train carriages.
- Please keep yourself and your belongings clear of the doors upon entering and when exiting the train car.
- Station platforms have tactile ground surface indicators to guide the visually impaired.

5. ON THE TRAIN

ON THE TRAIN

- When boarding and alighting the train, please mind the gap between the platform edge and the train.
- Please move to the centre of the train car upon boarding to facilitate commuter traffic in and out of the train.
- Do not lean against the train doors or the door to the train captain's cabin which is located at both ends of the train (for North-South East-West Line).
- Do not bring flammable liquids and gases onboard the train.
- Please keep prams/strollers, bags and luggage out of the way of fellow commuters. These must never block walkways and doorways.
- If you are caught between train doors, remain calm and alert other commuters to press the emergency communication button to inform the train captain. The train will not depart if its doors are not fully closed.

DURING AN EMERGENCY



1. Press the red Emergency Communications Button (ECB) located beside the train door to speak to our staff. Speak into the intercom and report the type of incident.
2. To find out which train car you are travelling on, look for the four-digit number located near the gangway between train cars.

6. EMERGENCY EVACUATION

FROM A TRAIN STATION

- Stay calm.
- Listen to the public address announcements.
- Follow instructions given by our staff.
- Please assist and give way to children, pregnant women, the elderly and disabled passengers.
- In the event of a fire or explosion, the fare gates will be opened to facilitate evacuation. You do not need to tap your card as you pass through it.
- Depart the station through the designated exits.
- Leave congested areas and stations.

FROM A TRAIN STALLED BETWEEN TWO STATIONS

- Stay calm and wait for in-train announcements.
- Follow the instructions given by our staff.
- Emergency lights and ventilation for in train air circulation will be activated and this will last for 45 minutes.
- Walk in an orderly fashion to the emergency exits located at both ends of the train. Please assist and give way to children, pregnant women, the elderly and disabled passengers.
- Should you need to activate the Emergency Detrainment Ramp, proceed to the train captain's cabin at the front end of the train. Follow instructions located on the door leading to the train captain's cabin. For the Circle Line, the ramp is located at both ends of the train.
- Never attempt to jump from a train car by forcing open the train doors. The train is 1.2m above the ground and you may hurt yourself.

FROM A TRAIN STALLED BETWEEN TWO STATIONS

- Smashing the windows is discouraged. This is especially dangerous in the event of a chemical attack.
- Do not step out onto the tracks unless instructed by our staff as the power rail may still be 'live' and passengers risk being electrocuted.
- To speak to our staff, press the red Emergency Communications Button (ECB) located beside the train door and speak into the intercom.
- To find out which train car you are riding on, look for the four-digit number located near the gangway between train cars.
- If you are on the LRT, our control centre staff will bring the train to the nearest station for passengers to alight. If this is not possible, our staff will attend to the problem on-site, or guide passengers to the nearest station along the emergency walkway.

EMERGENCY DETRAINMENT RAMP

- Detrainment ramps are located at both ends of the trains. Use them only in emergencies.
- North-South and East-West Lines detrainment ramps are accessible from the train captain's cabins located at both ends of the train.
- Circle Line and Bukit-Panjang Light Rail Transit detrainment ramps are located at both ends of the train.
- Push out the plastic window, pull down the red lever and enter the train captain's cabin.
- Lift the two red handles on both sides of the Emergency Detrainment Ramp.
- Push the ramp forward.
- Walk down the ramp and flip the second leaf over.
- Walk down the extended ramp onto the track.
- Walk along the tracks to the nearest station.

7. EMERGENCY EQUIPMENT IN STATIONS AND ON BOARD TRAINS

North-South and East-West Lines

EMERGENCY EQUIPMENT IN STATIONS AND ON BOARD TRAINS

Fire Extinguisher

Located at the station platform and in train cars. Report any fire to our station staff immediately.

EMERGENCY EQUIPMENT IN STATIONS AND ON BOARD TRAINS



Emergency Stop Button for Escalators

Located at escalator landings. For some escalators, it is also located at the mid-way incline section of the escalator. In an emergency, press the button to stop the escalator.

EMERGENCY EQUIPMENT IN STATIONS AND ON BOARD TRAINS



Emergency Stop Plunger

Located on a wall or pillar at the station platform. Press the plunger to stop an approaching train from entering the station. If the train is at the platform, it will be prevented from moving off.

EMERGENCY EQUIPMENT IN STATIONS AND ON BOARD TRAINS



Emergency
Public
Telephone

Emergency Telephone

Located at the station platform. Use it to communicate with station staff at the Passenger Service Centre.

EMERGENCY EQUIPMENT IN STATIONS AND ON BOARD TRAINS



Emergency Communication Button

Located beside alternate train doors. Press the button to communicate with the train captain. Once activated, if the train is at the platform, it will be prevented from moving off. If the train is in motion, it will come to a stop at the next station.

EMERGENCY EQUIPMENT IN STATIONS AND ON BOARD TRAINS



Emergency Detrainment Ramp

Located at both ends of the train and accessed via the train captain's cabin. In an emergency, activate the ramp to evacuate.

8. EMERGENCY EQUIPMENT IN STATIONS AND ON BOARD TRAINS

Circle Line

EMERGENCY EVACUATION

Fire Extinguisher

Located at the station platform and in train cars. Report any fire to our staff immediately.

Emergency Train Stop and Intercom

Located at the station platform. Press the plunger to stop an approaching train from entering the station. If the train is at the platform, it will be prevented from moving off. Use the intercom to communicate with our staff.

Emergency Telephone

Located at the station platform and concourse. Use it to communicate with our staff.

EMERGENCY EVACUATION

Door Unlock Handle

Located beside every train door. In an emergency, open the cover and turn the switch clockwise to open the door and evacuate from the train onto the walkway.

Communication Button

Located at alternate Door Unlock Handle panels. Press the button to communicate with Control Centre staff. Once activated, if the train is at the platform, it will be prevented from moving off. If the train is in motion, it will come to a stop at the next station.

Emergency Door

Located at both ends of the train. In an emergency, open the door to evacuate from the train onto the walkway. Used designated escape routes from the platform to the street level during an emergency.

9. EMERGENCY EQUIPMENT IN STATIONS AND ON BOARD TRAINS

Bukit Panjang Light Rapid Transit

EMERGENCY EVACUATION

Fire Extinguisher

Located at the station platform and in train cars. Report any fire to our staff immediately.

Intercom

Located at the General Ticketing Machine and station platform wall or pillar. Use the intercom to communicate with our staff.

Emergency Stop Button for Escalators

Located at escalator landings. For some escalators, it is also located at the mid-way incline section of the escalator. In an emergency, press the button to stop the escalator.

Emergency Telephone

Located at the station platform and in the train. Use it to communicate with our staff.

EMERGENCY EVACUATION

Emergency Train Stop

Located at the station platform wall or pillar. Press the plunger to stop an approaching train from entering the station. If the train is at the platform, it will be prevented from moving off.

Emergency Pull Handle

Located beside every train door. In an emergency, pull the handle to open the door and evacuate from the train onto the walkway.

Emergency Next Station Stop

Located at both ends of the train. In an emergency, press the button to stop the train at the next station.