

SMRT Trains - Managing Operations and Service Quality

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	North South Line	NS
	East West Line	EW
	North East Line	NE
	Circle Line	CC
	Downtown Line	DT

Open 2009 / Fully Operational 2011
Completion 2012



Medina
Creating Possibilities, Inspiring Always

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Case Study:

Train Disruptions
in December 2011

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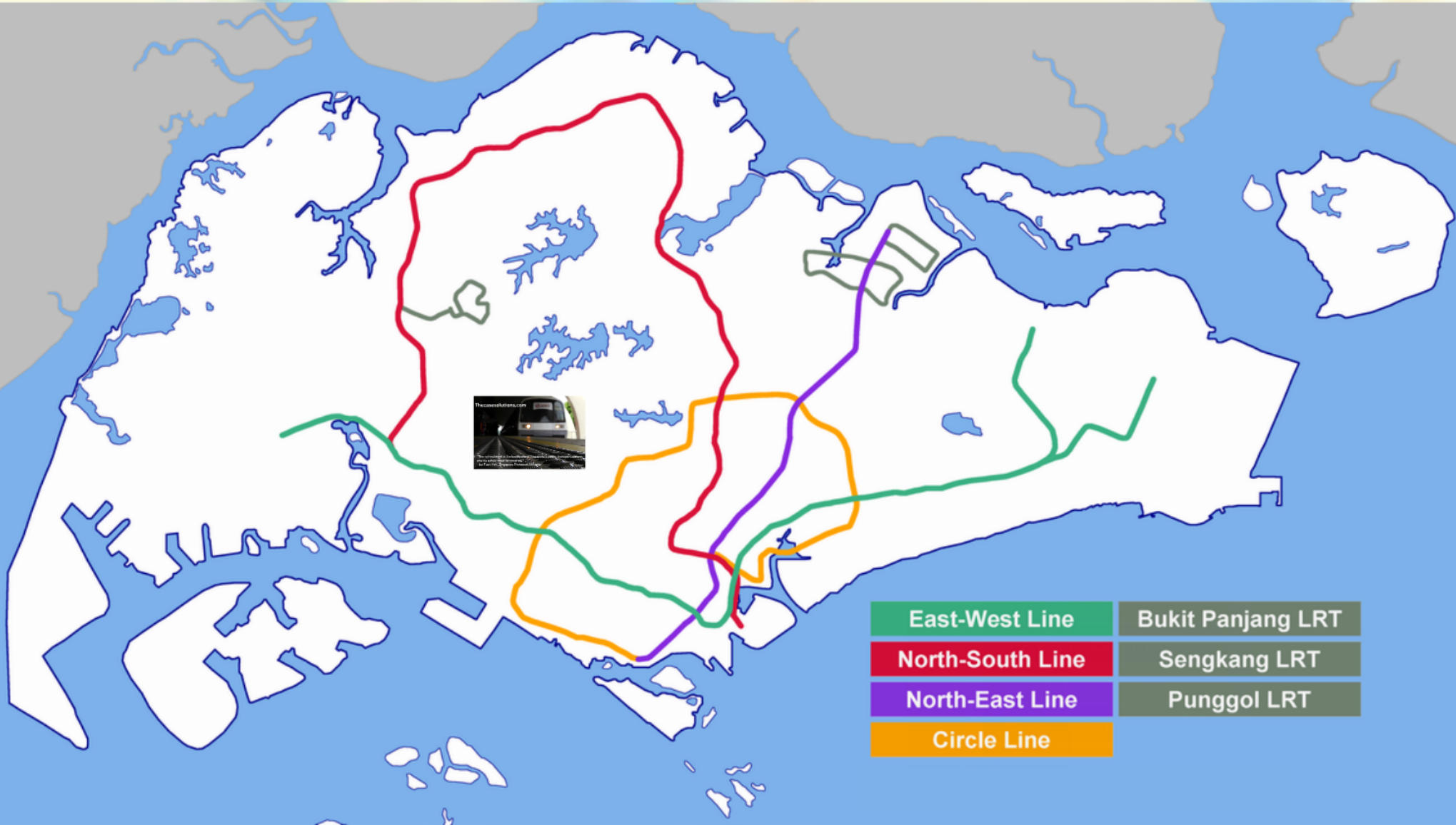
Singapore

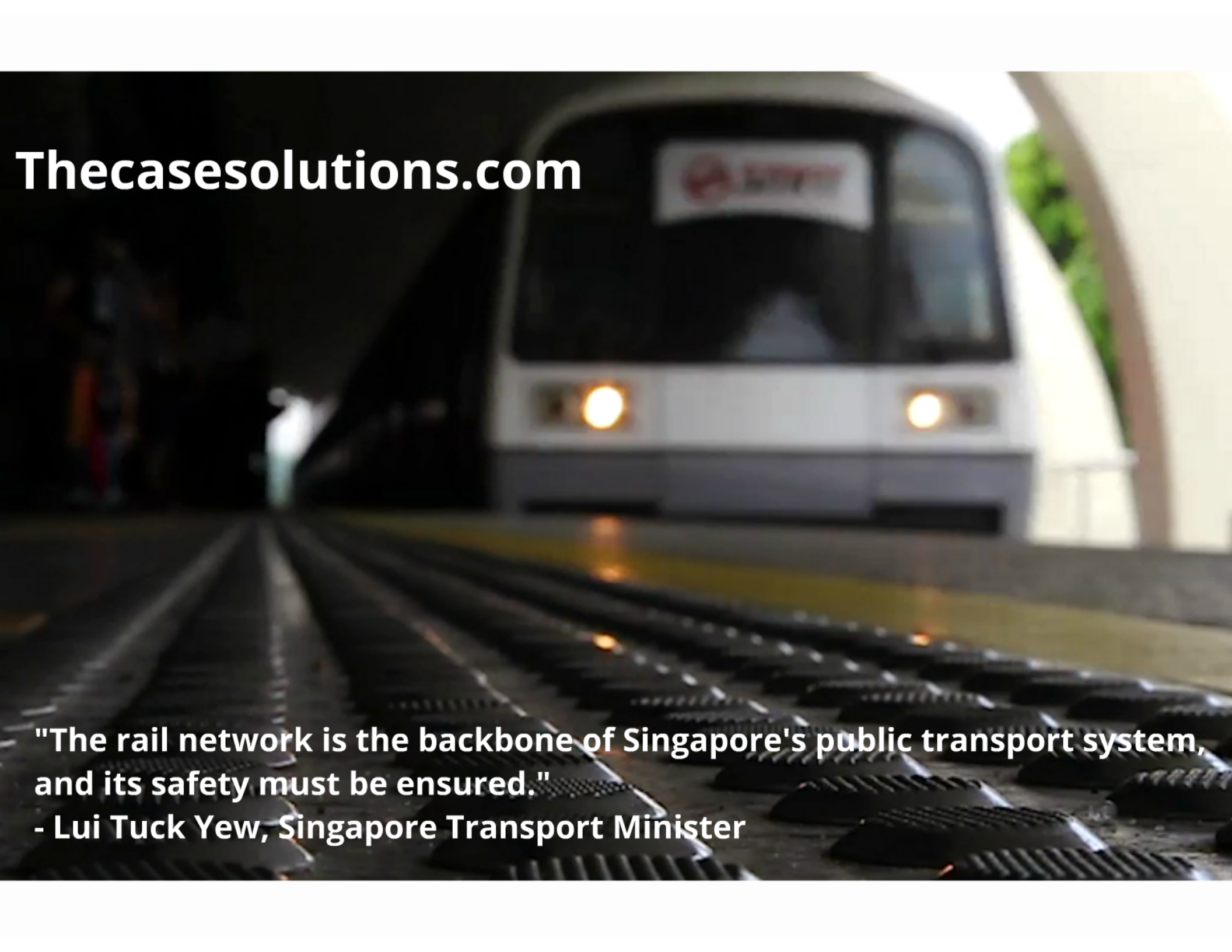


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A photograph of a train emerging from a dark tunnel. The train is white with a grey base and has its headlights on. The tracks lead into the distance, and the scene is dimly lit, with light coming from the tunnel's exit and the train's headlights.

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"The rail network is the backbone of Singapore's public transport system, and its safety must be ensured."

- Lui Tuck Yew, Singapore Transport Minister

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2.3 million Singaporeans take the train daily
(LTA, 2012)





SMRT Peak Period Crowd

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