

PRESS COMMUNIQUE

Resumption of Metro Express passenger services



Metro Express Ltd is pleased to inform the public that passenger services will resume on Friday 15 May 2020 from 06:00 hours, as previously announced by the Government. Metro Express plans to run with its fast, fixed journey times trips and is ready to safely welcome passengers on board. All our stations, platforms and Light Rail Vehicles (LRVs) are regularly deep cleaned and thoroughly disinfected. Appropriate safety, health and sanitary measures, without compromising on our customer service, have been put in place by our team. All resumption protocols have been implemented in collaboration with the Ministry of Land Transport and Light Rail, relevant Authorities, our Operations & Maintenance Consultants (SMRT) and all relevant stakeholders, in line with best safety practices adopted by railway operators worldwide.

Hours of operation

The operating hours of the Light Rail Vehicles (LRV's) will initially be from **06:00 hours to 19:00 hours** Monday to Sunday until further notice, with peak hours as follows:

- **morning peak** from 06:00 hours to 10:00 hours; and
- **afternoon peak** from 14:30 hours to 19:00 hours.

Please note that the expected frequency of trains will be within 15 minutes during peak hours and within 30 minutes during off-peak hours, with rapid and reliable journey times.

Safety, sanitary measures and protocols

All passengers are expected to ensure their personal protection, proper hygiene, to comply with all instructions and prevailing laws/regulations when travelling. As usual, Metro Express Customer Service staff will be present at every station to guide passengers and ensure that safety, health and sanitary protocols are followed.

- It is mandatory to wear a protective mask before accessing the platforms and to travel on Metro Express services.
- Passengers will have to produce their Work Access Permit before boarding the LRVs.
- To facilitate the practice of social distancing, all passengers have to strictly follow floor markings, stickers, safety instructions and show discipline when using the Metro Express services.
- Metro Express staff will also carry out body temperature checks to identify passengers who may have fever-like symptoms.
- The LRV's doors open and close automatically, therefore there is no need to touch the door buttons.
- For their own safety, passengers are advised to avoid using lifts and use staircases

- instead, as well as maintain social distancing on escalators.
- Passengers are advised to use MEGCard to travel on Metro Express in order to make ticketing as contactless as possible, minimise sanitary risk, and to avoid queues. The MEGCard is safe and simple to use.

We thank you for your understanding, patience and cooperation. We look forward to welcome passengers on a quick, fixed travel times, safe and secure journey to their destination.

TRAVELLING QUICKLY ON BOARD OUR LRVs IS YOUR DOUBLE HEALTH SECURITY ASSURANCE.

MEL Management
Ebène

13 May 2020