

Tackle Train Delays Properly

The Straits Times Forum Online Story (October 19, 2011)

WHILE it is true that occasional breakdowns and accidents within the train system are inevitable, last Saturday's report ('Human jam at Tanjong Pagar') highlights the need for public transport operators to review existing contingencies.

Following the full opening of the Circle Line last week, Singaporeans' reliance on public transport - particularly the MRT system - has increased significantly.

When delays are expected because of the need to rectify carriage faults or take broken-down trains out of service, the service providers must swiftly inform commuters and explain the situation. This would not only allay frustrations and allow passengers to be more informed - especially during peak-hour traffic - but well-intentioned announcements with estimations and explanations of the delay would also encourage individuals to seek alternatives wherever possible.

This would help ease crowding or human jams, and prevent further losses in time and money.

Apart from announcements, operators should invest in social media platforms and devices to roll out live alert systems, which would prove to be beneficial given the country's usage of the Internet.

Future crisis management strategies to deal with lengthy delays should also include the employment of backup bus services to ferry stranded commuters along strategic routes. The integration of our transport system should make it more convenient for passengers to chart alternative routes to their destinations.

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