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SMRT introduces seven WAB services to serve passengers-in-wheelchairs

1. From 1 June 2009, SMRT will introduce seven trunk and feeder Wheelchair Accessible Bus (WAB) services. Service 171, 811 and 851 originating from Yishun bus interchange, Service 172 and 307 from Choa Chu Kang bus interchange and Service 189 and 945 from Bukit Batok bus interchange will serve the needs of passengers-in-wheelchairs. Some of these services call at medical facilities such as the Singapore General Hospital, KK Women and Children's Hospital, Tan Tock Seng Hospital, Jurong Medical Centre, and Bukit Merah, Choa Chu Kang and Clement polyclinics.
2. Vice President, SMRT Buses Ms Kang Huey Ling shared, "In April last year, SMRT invested in a fleet of environmentally-friendly Euro V buses with low-floor boards and ramps that are able to accommodate passengers-in-wheelchairs. Now, with the completion of modification works to Yishun, Choa Chu Kang and Bukit Batok bus interchanges, we are ready to bring convenience to passengers-in-wheelchairs through our WAB services. This is in support of the government's policy of encouraging the use of public transport."
3. In rolling out the WAB services for passengers-in-wheelchairs, SMRT carried out modification works at the three interchanges and installed:
 - (a) Directional and indicative signs to guide wheelchair users to the correct booth for boarding;
 - (b) Ramps, guard rails and special boarding berths at interchanges;

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(c) Call buttons at boarding berths which passenger-in-wheelchairs can use to request for staff assistance to board the WAB bus.

Please see attached fact sheet for details.

4. "The safety of our passengers is our key priority. Our Service Leaders have been trained to operate the ramps on our WAB buses correctly and to provide assistance to passengers-in-wheelchairs when needed," Ms Kang emphasised.
5. Besides being wheelchair friendly, the Euro V WAB buses meet higher emission standards, reducing harmful nitrous oxide pollutants in emission by about 43 percent compared to Euro IV buses. The introduction of these buses in our fleet is part of SMRT's commitment as an eco-friendly organisation.
6. One in two buses operating on each WAB service route would be wheelchair accessible. Each WAB can accommodate two passengers-in-wheelchair. SMRT Buses plan to launch more WAB services later this year, as it adds another 66 WAB Euro V buses in its fleet by Dec 2009.

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More information on SMRT's first seven Wheelchair Accessible Bus services

These are some of the major facilities along the routes of SMRT's first seven wheelchair accessible bus services.

Originating Bus Interchange	Service No.	Facilities along the route
Yishun	171	MRT stations: Yishun, Newton, Orchard, Somerset, Dhoby Ghaut, City Hall
	811	MRT station: Yishun
	851	Medical Facilities: Singapore General Hospital, KK Hospital, Tan Tock Seng Hospital, Thye Hua Kwan Hospital, National Cancer Centre, Bt Merah Polyclinic, Yishun Polyclinic MRT stations: Yishun, Khatib, Yio Chu Kang, Novena, Little India, Bugis, City Hall, Clarke Quay, Chinatown, Outram Park, Tiong Bahru
Chua Chu Kang	172	Medical facilities: Jurong Medical Centre, Choa Chu Kang Polyclinic MRT stations: Choa Chu Kang, Boon Lay
	307	Medical facility: Choa Chu Kang Polyclinic MRT stations: Choa Chu Kang, Yew Tee
Bukit Batok	189	Medical facility: Clementi Polyclinic MRT stations: Bt Batok, Clementi
	945	MRT stations: Bt Batok, Bt Gombak

Passengers can also refer to the following websites to find out which SMRT bus routes offer WAB services:

- (a) SMRT e-Bus Guide: <http://www.smrtbuses.com.sg/ebusguide/busguide.asp>

The e-Bus Guide also provides information on wheelchair accessibility of bus stops along the route.

- (b) Transitlink's Public Transport Journey Planner: <http://transitlink.com.sg>

- (c) Public Transport@SG: www.publictransport.com.sg

Facilities at Yishun, Choa Chu Kang and Bukit Batok bus interchange for passengers-in-wheelchairs

1. Passengers-in-wheelchairs can locate the special boarding berths by following directional signs with the blue icon of passenger-in-wheelchair placed along the route:



An example of a directional sign to the bus interchange



Directional sign to special boarding berth



2. Upon reaching the special boarding berth, passengers can use the call button to speak to interchange staff for assistance.
3. Passengers should indicate which WAB service they are taking, and staff would assist passengers to board the WAB bus when it calls at the berth.



Boarding Berthing at interchange for passenger-in-wheelchair

Alighting from WAB bus

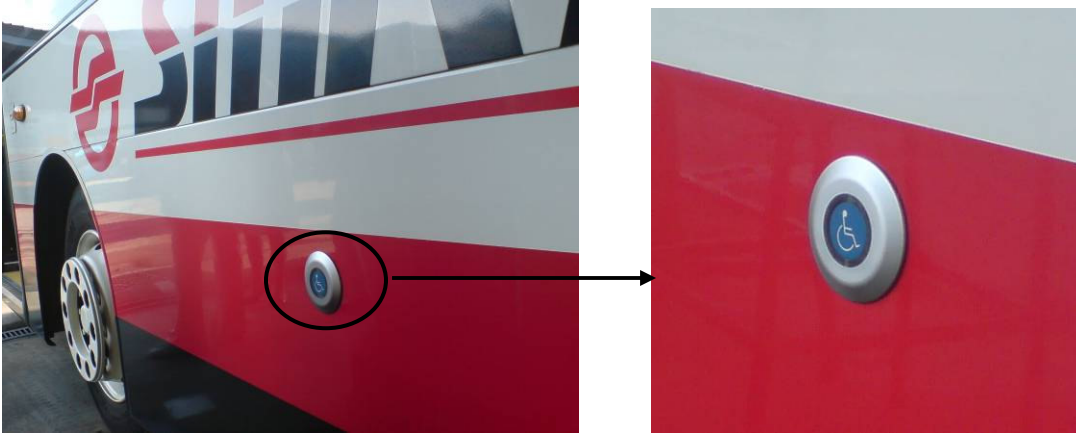
4. Passengers-in-wheelchairs should press the blue button to indicate that they wish to alight from the bus. This button will indicate to our Service Leader that he should assist the passenger to alight.



Location of seat for passenger-in-wheelchair and blue call button

Call for assistance to board WAB

Passengers-in-wheelchairs or their traveling companions can also call on the Service Leader to assist with the boarding by pressing a blue button located at the side of the bus



Location of blue button at the side of bus. There are two buttons on the side of each bus
