

EMERGENCY Q&A

WHAT SHOULD I DO IN AN EMERGENCY?

ON THE PLATFORM

If someone is on the track,

- use the red emergency telephone to contact the station staff; or
- activate the Emergency Stop Plunger at the platform to prevent an approaching train from entering the station.
 - All above-ground MRT stations: The Emergency Stop Plunger is located on walls and pillars along the platform.
 - All LRT stations: The Emergency Train Stop button is located on the walls and pillars along the platform.

IN THE TRAIN

MRT

Locate the Emergency Communication Button (ECB) next to the train door.

- Press the ECB to speak to the train officer.
- If you press the ECB while the train is at a platform, it will not move off.
- If the ECB is pressed when the train is moving between two stations, it will come to a stop at the next station.

Caution: Activate the ECB only in an emergency as indiscriminate use will result in unnecessary delay of train services.

LRT

- Stay calm and use the Emergency Telephone on board to alert the Control Centre staff.
- Follow instructions and advice.

HOW DO I EVACUATE FROM A STATION?

- Stay calm, listen to the public address announcements and follow instructions given by the staff.
- Take care of children and elderly co-passengers.
- Do not tap your card as you are going through the faregates.
- Depart the station via the normal exits.

HOW DO I EVACUATE FROM A TRAIN STALLED BETWEEN TWO STATIONS?

Do not worry. The lights and ventilation system in the train will still be on.

MRT

Emergency ramps are provided at both ends of the train. However, you are advised to:

- stay calm and take care of children and elderly co-passengers
- walk to the emergency exits at either ends of the train in an orderly fashion
- Should you need to operate the Emergency Detrainment Ramp on your own:
 1. Enter the train officer's cabin.
 2. Push out the plastic window and pull down the red lever.
 3. Lift the two red handles on both sides of the Emergency Detrainment Ramp.
 4. Push the ramp forward.
 5. Walk down the ramp and flip the second leaf over.
 6. Walk down the extended ramp on the track.
 7. Walk along the tracks to the nearest station.

This set of instructions is located on the door leading to the driver's cab.

LRT

- Stay calm. Take care of children and elderly co-passengers travelling with you.
- Do not attempt to pull open the train doors and get off the train.
- Listen to the in-train announcements and follow the instructions given by the staff.
- The Control Centre staff will attempt to bring the train to the nearest station for passengers to alight. If this is not possible, staff will be sent to rectify the problem on-site, or guide passengers to the nearest station via the emergency walkway.