

TECHNICAL REFERENCE

**Mass rapid transit and light rapid transit –
Basic principles and requirements for service
delivery, commuter experience, and incident
management**

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Foreword

This Technical Reference (TR) was prepared by the Working Group on Mass Rapid Transit and Light Rapid Transit – Basic Principles and Requirements for Service Delivery, Commuter Experience, and Incident Management set up by the Technical Committee on Railway Systems under the purview of the Transportation Standards Committee.

This TR is a provisional standard made available for application over a period of three years. The aim is to use the experience gained to update the TR so that it can be adopted as a Singapore Standard. Users of the TR are invited to provide feedback on its technical content, clarity and ease of use. Feedback can be submitted using the form provided in the TR. At the end of the three years, the TR will be reviewed, taking into account any feedback or other considerations, to further its development into a Singapore Standard if found suitable.

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Acknowledgement is made for the use of information from the above publication

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Mass rapid transit and light rapid transit – Basic principles and requirements for service delivery, commuter experience, and incident management

1 Scope

This Technical Reference (TR) covers basic principles and requirements for service delivery, commuter experience, and the recommended operational considerations for managing major incidents.

2 Normative references

There are no normative references in this standard.

3 Terms and definitions

For the purposes of this Technical Reference, the following terms and definitions apply.

3.1 Actual revenue train km operated

A combination of both scheduled trips and additional unscheduled revenue trips. It does not include the non-revenue train movement between the depot and the first/last service station, as well as train transfer trips without passengers between different depots.

3.2 End-to-end journey time

The time taken for a train to depart from a terminal station and arrive at the other terminal station determined by the rail operator, inclusive of all interstation runtimes and station dwell times at intermediate stations.

3.3 Interstation runtime

The time taken for a train to depart from a station and arrive at the next station.

3.4 Line clear

The process of checking that the track is safe for train movement.

3.5 Train fleet

The total number of trains, which excludes decommissioned trains, trains unavailable due to special projects (e.g. testing) and trains undergoing planned long-term maintenance (e.g. overhaul, refurbishment).

3.6 Train service degradation

A situation where a scheduled train service headway is more than doubled, for a duration of more than 60 min.