






Annex B – New SMRT Commuter Experience Touchpoints (SCET) Initiatives
 Issued with the Media Release, “Empowering Commuters with Up-to-date Information to Improve the Journey Experience” issued on 5 February 2018.

S/N	Programme Description	Implementation
1	<p>iStand</p> 	<ul style="list-style-type: none"> - Four-sided informational panels that provide essential information for commuters such as ticketing information, station and train timing information, and common enquiries. - Color-coded into 4 broad categories for better visualization - Strategically located near station entrance for increased access and visibility of essential information - Currently on trial at Tanjong Pagar, Somerset, Bugis
2	<p>Enhanced Digital Signages</p> 	<ul style="list-style-type: none"> - These displays will update commuters on train services on various MRT lines - Replaces current paper signages on PSC and helps to de-clutter panels - Currently implemented at Tanjong Pagar, Somerset and Bugis. - Plans are in place to progressively install these signages in 15 other high-traffic MRT stations along NSEWL by April 2018.
3	<p>Improved Charging Kiosks</p> 	<ul style="list-style-type: none"> - Newly-designed charging kiosks can currently be found in 30 MRT stations along NSEWL - These improved charging kiosks come with digital screens for commuters to view the next train arrival timings while charging their mobile devices.

<p>4</p>	<p>QR Codes</p>  <p>Download the SMRTConnect app for real time travel information to better plan your journey.</p> <p>For commuters seeking alternative travel options</p> <ol style="list-style-type: none"> Download or use a QR code reader Scan the QR code for travel options from THIS station <p>Scan the QR code for travel options for ALL SMRT stations</p> <p>You can also visit https://smrt.com.sg/Journey-with-Us/Trains/Alternative-Travel-Options or approach our staff for a printed copy.</p> 	<ul style="list-style-type: none"> - QR code posters have been put up across all NSEWL and CCL stations. - Provides commuters with a self-help option to get alternative travel information and plan their journey, especially in an event of a train disruption - These QR codes are unique to each MRT station, and provide key information on travel options - QR code on the left provides travel options from the station that they are at, while QR code on the right provides travel options for all other SMRT stations.
<p>5</p>	<p>E-Slips</p>	<ul style="list-style-type: none"> - Electronic travel slips will soon replace manually issued travel slips at all MRT stations. - These e-slips will reduce waiting time for commuters to obtain proof of travel, especially when MRT services are delayed. - This option is also supports SMRT's green (environmentally friendly) efforts - More information will be available when the service is ready for roll out.