




FACTSHEET: Technology Features of the new Woodlands Integrated Transport Hub

(Issued on 4 June 2021)

S/N	Features	Description
1	<p style="text-align: center;">Smart Robot</p> 	<ul style="list-style-type: none"> • A new Smart Robot will be deployed to provide contactless customer service to help commuters with wayfinding and bus service information. • It also has built-in CCTV cameras, which act as extra roving cameras. • While performing the abovementioned duties, the Smart Robot also cleans the floors at WITH.
2	<p style="text-align: center;">Escalator Handrail Cleaner</p> 	<ul style="list-style-type: none"> • This feature sterilises and cleans the escalator at regular intervals throughout the day to provide a safe environment for commuters. • It also broadcasts escalator safety messages and monitors the escalators for faults, so repairs can be carried out promptly.
3	<p style="text-align: center;">AI-enabled CCTVs</p>	<ul style="list-style-type: none"> • AI-enabled CCTV cameras help to alert SMRT staff to wheelchair users or commuters with walking aids entering the interchange. • The CCTV cameras also detect unattended bags and loitering behaviour.

4	<p align="center">QR Code at Boarding Berth</p>	<ul style="list-style-type: none"> • As part of sustainability efforts, bus service information are now accessible through QR codes instead of printed brochures. • The QR codes will be available at all boarding berths in WITH.
5	<p align="center">Bus boarding assistance panel</p>	<ul style="list-style-type: none"> • Commuters who require assistance from bus captains to board assistance can use the bus boarding assistance panel. • The panels are installed at every boarding berth near the priority queue areas. • These panels have braille plates for the visually impaired commuters.
6	<p align="center">SMART Toilet System</p> 	<ul style="list-style-type: none"> • The system includes a feedback system where a commuter is able to alert cleaners immediately if a toilet requires cleaning in between fixed cleaning times. • WITH is the 4th bus interchange (after YITH) to be fitted with a SMART toilet system.

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