

## **Emergency Response Standard Operating Procedures for MRT Breakdown**

In the event of an emergency train breakdown, it is imperative that our response is swift, organized, and focused on ensuring the safety of passengers and the efficient restoration of services. This Standard Operating Procedure (SOP) outlines the steps to be taken by all personnel involved in managing and resolving such incidents. The most important thing to do is to remain calm and level headed when dealing with the issue.

### **1. Initial Assessment**

In the event of emergency, train operators like SMRT or SBS transit will notify the authority's emergency response team immediately. The details will also be submitted through the LTI system. Upon contact, please verify all the details of the information such as the location of the breakdown, the nature of the incident and the number of passengers on board. Furthermore, determine if any medical assistance will be required such that we can mobilize the appropriate units such as SCDF immediately. Finally, ensure if emergency evacuation would be carried out by the operators' ground response unit.

### **2. Response Coordination**

The LTI system would have notified all relevant stakeholders for possible responses they need to make. In addition, recommended routes for alternative transportation arrangements would be made available automatically. Please do an assessment of the feasibility of the recommendation and add additional input if needed. Thereafter, mobilize the appropriate units based on the recommendations through the LTI system. In the event of system malfunction, please use other communication means such as telephone call. Emails would have been too slow.

### **3. Monitor ground situation**

CCTVs have been installed in various locations along the rail tracks and at stations. The relevant CCTV footages at affected locations would be made available through the command center link. Observe that all passengers are well taken care of and that the ground response unit have provided clear instructions and assistance. Observe also for potential obstructions or fire that may block the passengers evacuation.

### **4. Technical Response**

Ensure that the train operators have dispatched their maintenance team to the site to address the issue. Help the train operators to prioritize repairs if needed. Ensure other trains affected to be redirected or readjusted.

### **5. Public Relations**

The details of the incident captured by LTI may be used by the Public Relations team to communicate the occurrence to public. You may enter additional information once made known to you if it's not in the system and deemed as not classified information.

### **6. Documentation and Reporting**

LTI will help to document the events as it transpires. Please verify and add more information to the document within 24 hours after the incident has been resolved. This will then be filed in the system for future usage.

**Emergency Contact**

For SCDF Emergency Medical Services: 995

Police Emergency: 999