



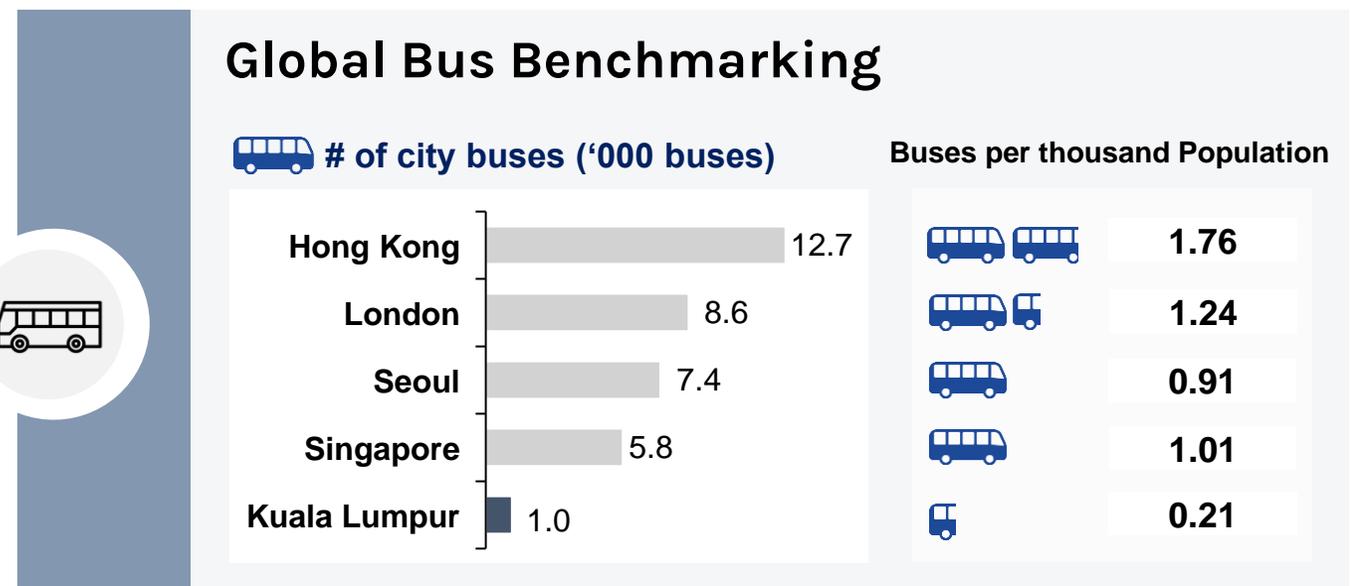
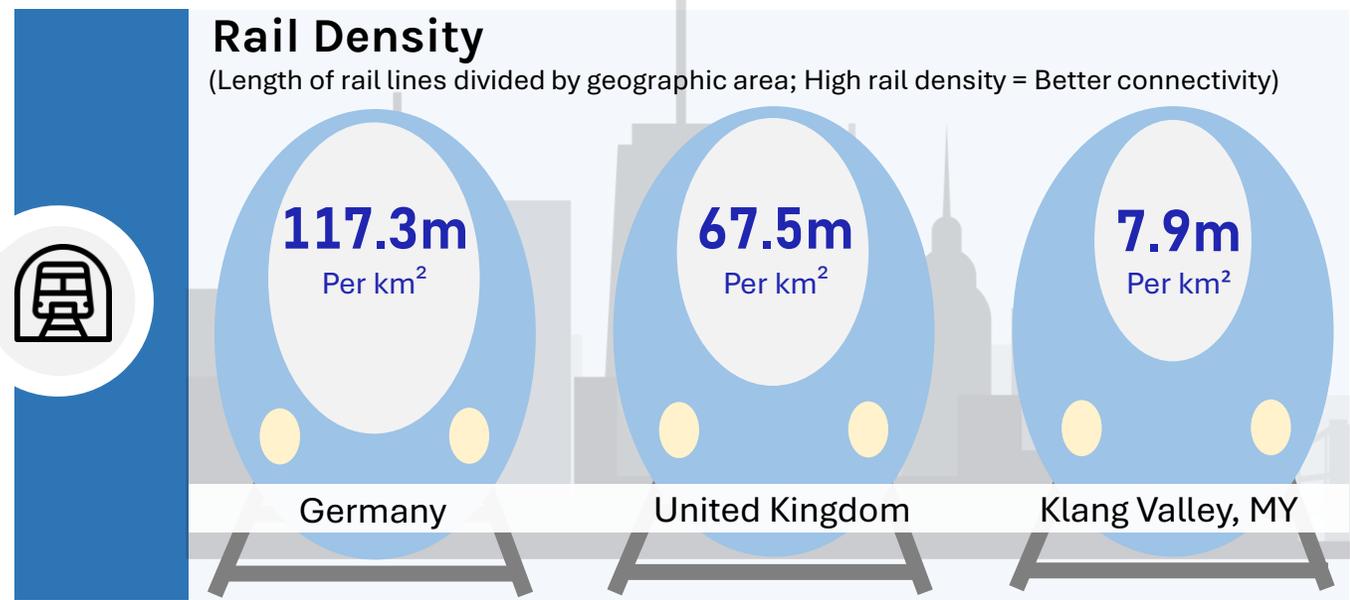
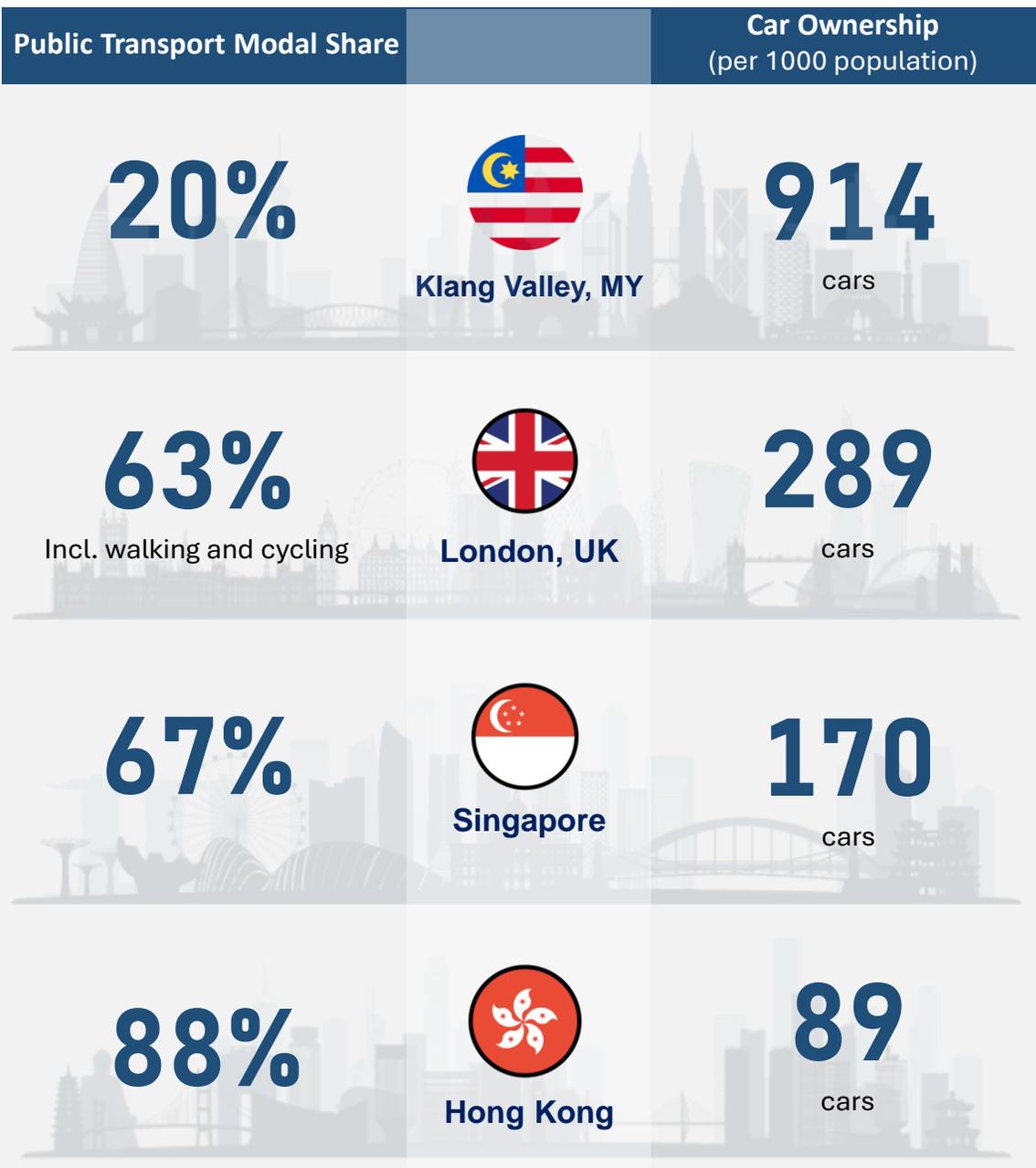
15th Regional Environmentally Sustainable Transport Forum in Asia

Presented by:

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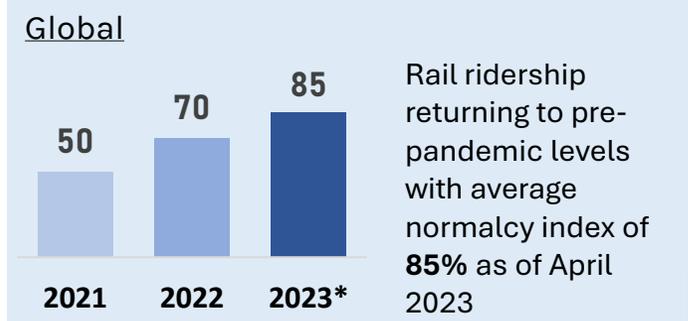
Klang Valley needs to place more prominence in enhancing rail connectivity and bus availability to further improve public transport modal share, in tandem with other international cities



* Modal share: Share of people using public transport within the overall transport usage in an urban area

Most metro operators have achieved 90% ridership against pre-pandemic levels, a milestone contributed by improved service reliability, flexible-centric fare products, digitalisation and strategic partnerships

Rail Ridership Normalcy Index



Benchmark against Operators*

92% *rapidKL*

Malaysia
As of Aug 2023

125% *دبي مترو*

UAE
As of July 2023

90% *SMRT*

Singapore
As of Jan 2023

90% *MTR*

Hong Kong
As of Apr 2023

90% *Transport for London*

United Kingdom
As of Jan 2023

89% *Metro Taipei*

Taiwan
As of Apr 2023

Service Reliability

Operators including SMRT and Tokyo have efficient operational reliability as reflected in their short headway (train waiting period)

	<i>SMRT</i>	Metro Taipei	<i>rapidKL</i>
Peak Hour	2 - 3 minutes	2 - 6 minutes	4 - 10 minutes
Non-Peak Hour	5 - 7 minutes	4 - 10 minutes	5 - 12 minutes

Digital Application

Leveraging on technology to enhance customer experience in terms of fare transactions, maintenance and safety



1 Upgrading of over 2000+ AFC to allow **contactless credit card ticketing**



2 Development of **in-app real-time crowd monitoring** for better crowd management at stations

Strategies implemented by other operators to increase ridership

Fare Product Diversification

Concessionary fare to low-income passengers (SMRT and TfL)

Fare Capping (TfL and NY)

Frequent Passenger Program (Metro Taipei)

Off-peak discounts (Berlin BVG and Brussels STIB)

Diversification of existing fare products to cater low-income passengers and passengers working in hybrid mode

Strategic Partnerships

1

Partnership with universities to include student passes as part of university tuition fees (Vancouver Translink)

2

Station Work at the JR Nishi Kokubunji Station for the rent-a-office on the train platform (Jr East)



Benchmarking against other bus operators that we need to ramp up to meet industry standards and improve service reliability

Bus Ridership Normalcy Index

Global

Bus ridership returning to pre-pandemic levels with average normalcy index of **86%** as of April 2023

Dec-21 Sep-22 Apr-2023*

Benchmark against Operators*

(Based on IBBG KPI report)

- 49%** rapidKL Malaysia As of May 2023
- 121%** Dublin Bus Ireland As of March 2023
- 86%** SMRT Singapore As of May 2023
- 84%** Transport for London United Kingdom As of April 2023
- 60%** King County METRO Seattle, USA As of May 2023
- 64%** MTA New York, USA As of April 2023

Mean Distance Before Failure (MDBF, km) Ranking

Rank	Region	MDBF (km)
1	Americas Operators	18,000
2	Asian Operators	9,000
3	European Operators	7,000
4	RapidKL Malaysia	6,700

Rapid Bus recorded mean distance of **6,700 km** between breakdown incidents, below the Americas, Asian and European operators

Source: International Bus Benchmarking Group Report 2021 (16 members)

IBBG Industry Average: 12,000 KM

Key initiatives implemented by other bus operators

Service Reliability

Dedicated bus lanes for cities in **Moscow**, **Shenzhen** and **Singapore**

Implementation of Traffic Signal Priority (TSP) - bus priority mechanism implemented in cities in **Canada** and **USA**

8 - 10% reduced travel times*

Sustainability

Complete Bus EV Transformation

The electrification of buses signifies a holistic shift towards more conscious energy consumption patterns

*Source : Transit Cooperative Research Program (TCRP) Report