

Up-to-date info on MRT

10,000 people have visited the five centres set up so far

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Photos by **ART CHEN**

IN ANTICIPATION of the MyRapid Transit (MRT) project, MRT Corporation has geared up with packed information for the public at all times.

Five MRT Info Centres have been established in Kota Damansara, Taman Tun Dr Ismail, KL Sentral, Bandar Tun Hussein Onn and Kajang.

Since they began operation in November 2011, some 10,000 people have visited the centres which channel vital and up-to-date information to the public on the next phase of the transportation system.

A kiosk has been set up in Bukit Bintang while a mobile info van, which will be rolled out in a month's time, will be reaching to local communities along the MRT Sungai Buloh-Kajang line.

The centres are strategically placed in areas with high volume of traffic, to serve as a one-stop centre for comprehensive information with feedback avenues.

There is also an interactive "Hawk-Eye" 360-degree application that gives visitors a virtual view of the MRT Sungai Buloh-Kajang alignment.

So far, the info centres have received positive feedback as people are able to obtain vital information at an early stage.

Information officers at the centres and call centres provide almost immediate feedback to queries raised by concerned public.

Speaking more about the info centres MMC Gamuda KVMRT (PDP) Sdn Bhd general manager (project management department) Adil Putra Ahmad said they were prepared for the good, the bad and the ugly in disseminating

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See this: Adil with the interactive 'Hawkeye' virtual view of the MRT alignment.



Detailed: The MRT Info Centre provides the latest information and work progress to the public.



Hello: A staff member attending to a call at the centre.



Ready to serve: Information officers are prepared to answer queries from the public.

Announcements and notices will be made to minimise problems

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information related to the project.

He said since end of January, a system had been set up to get all the complaints and feedback locked in before any action was taken.

Taking the lead from previous train projects, Adil said they were well aware of what to expect.

"Usually when construction starts, the number of complaints picks up, but for now we have received mostly positive feedback from the public. We aim to empathise with the public to resolve their grouses.

"We will have traffic announcements, put up notices on traffic diversion and management programme to minimise the effects on the public.

"The contractors have even started their safeguard traffic plans and this was made sure during the tender process.

"Emergency response team, safety measures, people manning traffic and environmental factors are all taken into consideration because we want to minimise the inconveniences to the

public," he said.

Adil added that information or complaints would be vetted with the site managers before further action was taken to rectify problems.

"Sometimes five out of 10 complaints received may not be related. That is why all feedback received by the system, whether they are emails or SMSes, are transmitted to the ground personnel to be checked.

"They have to investigate within 15 minutes after receiving a complaint to get a clearer picture of the problem. However, the speed of the response will depend on the nature of the complaint.

"Traffic will be a major concern, so early preparations are needed as some of the schemes need one to two months of approval from the relevant authorities and stakeholders," he said.

He added that they would be going to schools and engaging residents' associations in areas surrounding the MRT line with activities and events as a way to inform the communities.

For details on the MRT, call the hotline at 1-800-82-6868 or visit www.kvmrt.com.my

MRT Info Centres and Kiosks

MRT Info Centres

Business hours:

Mon - Fri (9.30am - 6pm)

Saturday (10am - 2pm)

> KL Sentral Station

No.10 (Arrival Hall), Level 2

KL City Air Terminal, KL Sentral Station

50470 Kuala Lumpur

> Kota Damansara

No.A-9-G, Jalan Teknologi 3/9

Bistari De Kota, Seksyen 3

Kota Damansara, 47810 Petaling

Jaya, Selangor

> Bandar Tun Hussein Onn

No. 9A, Ground Floor

Jalan Suarasa 8/3

Bandar Tun Hussein Onn

43200 Cheras Selangor

> Taman Tun Dr Ismail

No. A-1-11, Ground Floor TTDI Plaza,

Jalan Wan Kadir 3,

Taman Tun Dr Ismail

60000 Kuala Lumpur

> Kajang

No. 11-G,

Jalan Metro Avenue 1

43000 Kajang

Selangor

MRT Kiosks

5th March to 4th April 2012

Ground Floor

Giant Hypermarket Cheras

Kompleks Management

(Infront of Teddy Genius)

Lebuhraya Cheras-Kajang

43200 Cheras, Kajang

7th March to 6th April 2012

Ground Floor

Bukit Bintang Plaza

(Infront of Metrojaya)

111, Jalan Bukit Bintang

55100 Kuala Lumpur

Hotline 1800 82 6868

Website www.kvmrt.com.my