

MEDIA RELEASE

MRT SUNGAI BULOH-KAJANG LINE READY TO TAKE PASSENGERS ON 16 DECEMBER 2016

Kuala Lumpur, 13 December 2016: After five years of construction, the MRT Sungai Buloh-Kajang (SBK) Line is ready to receive its first passengers when Phase One becomes operational at 6am on 16 December 2016.

Phase One involves the 21km northern elevated section of the SBK Line which includes 12 stations between the Sungai Buloh Station and the Semantan Station in Bukit Damansara.

Mass Rapid Transit Corporation Sdn Bhd (MRT Corp) Project Director for the SBK Line, Mr Marcus Karakashian said the system has been undergoing testing to ensure that it was good and safe to be used by the public.

"It gives me great pleasure to say that Phase One of the SBK Line is now ready to take passengers," he said during a briefing to the media today.

The launch, which will be officiated by Prime Minister Dato' Sri Mohd Najib Tun Abdul Razak, will be held on 15 December 2016, a day before the line is opened to the public on 16 December 2016.

Karakashian said following the Government's decision, Prasarana Malaysia Bhd's subsidiary Rapid Rail Sdn Bhd had been appointed the operator of the SBK Line. It will handle all matters pertaining to the train service, including train timetabling, fares and ticketing, and customer service.

He said while stringent testing had been conducted over several months, teething problems might still occur during operations.

"I appeal to the public to be patient and understanding. As with all new train systems, there will be teething problems. We will work to resolve any of these issues when they occur," he said.

As for the fares and ticketing, Rapid Rail had earlier announced that the fares ranged from RM1 to RM3.90 between the Sungai Buloh Station and the Semantan Station. Only cash and Touch 'n Go cards will be accepted for the SBK Line for Phase One operations.

The MyRapid card will not be useable on the SBK Line. For the 50% discount for senior citizens, students and the disabled (OKU), tokens with the concession fare will have to be purchased from the customer service office.

Besides the MRT trains, the SBK Line feeder buses will also begin operating on 25 routes from 11 of the 12 stations operational under Phase One from 16 December 2016. A total of 112 buses will be used to cater to these routes and will be operated by Prasarana's subsidiary RapidBus Sdn Bhd.



MRT Corp Head of Feeder Bus and Infrastructure Planning Encik Rudyanto Azhar, who was also at the briefing session, said the routes were designed to serve residential and commercial areas within 3km of an MRT station.

"The buses will run on a frequency of between 10 minutes and 15 minutes. We will be monitoring the situation to gauge demand during the first few weeks," he said.

He said fares for the buses can be paid by cash and with Touch 'n Go cards. For senior citizens, students and the disabled (OKU) who are entitled to a 50% discount, they will have to show their concession cards to the drivers to get the discount.

Several of the park and ride facilities for the SBK Line will also begin operations on 16 December 2016.

MRT Corp Director of Commercial and Land Management Dato' Haris Fadzilah Hassan said the park and ride facilities at the Sungai Buloh Station, Kwasa Damansara Station, Kwasa Sentral, Bandar Utama and Pusat Bandar Damansara will be opened from that date.

The park and ride facility at Phileo Damansara, however, will only be opened at a later date.

"I need to point out that of those park and ride facilities mentioned, only the one at Sungai Buloh is fully owned and operated by MRT Corp. The others are owned and operated by third parties under agreement with MRT Corp to provide such facilities for MRT users," he said.

He said MRT Corp encouraged the park and ride facilities to adopt similar charges, standards and facilities to those operated by MRT Corp. However, it was up to them whether they wanted to follow although most of them have agreed to do so.

For MRT Corp-owned and operated park and ride facilities, the parking charges will be RM4.30 per entry for those who use the MRT service. Only Touch 'n Go cards can be used at the park and ride facilities.

"The Touch 'n Go cards are needed to differentiate those who park and use the MRT and those who don't. For now, we will be charging a flat rate for all users but later, the system will be able to charge an hourly rate for those who park but do not ride on the MRT trains," he said.

On customer service, MRT Corp Director of Strategic Communications and Stakeholder Relations, Dato' Najmuddin Abdullah said Prasarana's RapidKL Helpline at +603 7885 2585 will from now handle all enquiries regarding the operations of the SBK Line.

"MRT Corp's MRT Hotline at 1800-82-6868 will continue to operate but it will focus on construction related matters for the SBK Line Phase Two and the MRT Sungai Buloh-Serdang-Putrajaya Line," he said.

Najmuddin added that during this transition period, there may be some misplaced called. He said both MRT Corp and Prasarana have worked out an arrangement to forward any enquiry or complaint "at the back-end" to ensure that the customer is not inconvenienced.



Similarly, he said information and customer interaction related to operational matters for the SBK Line will now be on RapidKL's website and social media platforms in line with Prasarana being the operator of the line.

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