

Twitter users give new MRT line 'excellent' rating

KUALA LUMPUR — Forty-two per cent of respondents rated their experience on the newly launched Mass Rapid Transit (MRT) Sungai Buloh-Kajang (SBK) line as "excellent", according to a Twitter poll conducted by the Prasarana Malaysia Berhad Group CEO.

Datuk Seri Azmi Abdul Aziz's survey last week on his @prasaranaCEO handle, which polled 1,279 respondents, also showed 37 per cent rating their experience on the line as "good" and 15 per cent "fair". Only 6 per cent deemed it "poor".

"Prasarana has been working hard to ensure that the highest level of service

quality is established on the MRT system we operate," Azmi said in a series of tweets yesterday.

He also urged public transport users to be courteous by standing on the left side of the escalator and by giving up their seats to needy people like the disabled, pregnant women and senior citizens.

"Sungai Buloh-Kajang line was designed to follow the highest standards for a metro line — let's take a good care of it, together. #hartarakyat," he tweeted.

Several social media users who commented on Azmi's poll complained about poor frequency of feeder buses, with

a few saying they had to wait for between 30 minutes and an hour.

"In order to encourage cashless transactions, prasarana not suppose to impose RM0.50 reload fees. Why can't u be like highway operators?" tweeted @kambingkurus.

Twitter user @victor3010 suggested a bus tracker app, saying: "We just dont know whether the buses will arrive or not."

A few also complained about the speed of the train.

The second phase of the Sungai Buloh-Kajang line was launched about a fortnight ago. — Malay Mail Online