

MEDIA RELEASE

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PRASARANA TO IMPROVE TRANSPARENCY AND RELIABILITY OF RAIL AND BUS SERVICES THROUGH REGULAR PUBLIC UPDATES

Targets to achieve Mean Kilometres Between Failures (MKBF) of 1,000,000 kilometres by Q3 2026 through various improvement measures.

KUALA LUMPUR, 15 May - Prasarana Malaysia Berhad (Prasarana), the operator of Malaysia's urban rail services including LRT, KL Monorail and MRT and selected bus services, has launched an initiative to monitor and track the 'Mean Kilometre Between Failures' (MKBF) for its rail services.

The latest information on MKBF will be made public every month, while updates on ridership, load factor, service reliability, service availability and station facilities of its rail and bus services under Rapid Rail and Rapid Bus, respectively, will be shared on a weekly basis.

This initiative will immediately improve the transparency of Prasarana's operations. It will also improve its rail and bus services because areas for improvement will be identified and measures will be implemented to address them, in the company's aim to meet its MKBF target of 1,000,000 kilometres by Q3 2026. The benefit will be passed on to the public in the form of constantly improving service reliability and consistency.

The Transport Minister of Malaysia, Yang Berhormat Anthony Loke said the MKBF is an internationally recognised means to ascertain the reliability of services. It is derived from the train's average distance travelled before a failure or breakdown that causes delays of more than five minutes happens. It is used by train operators around the world including Singapore, Thailand and Taiwan.

He added that the MKBF report is part of Prasarana's Key Performance Indicators (KPI). It is the benchmark against which LRT, MRT and Monorail services are measured. The aim is to operate without failure or technical disruptions for the targeted distance.

He stressed that Prasarana needs to focus on improving its service quality to public transport users. Towards this end, the Transport Ministry has set a high standard for the company's management. The target MKBF figures are in line with rail operators in the region.

The transport minister also said the government is committed to ensuring Prasarana provides world-class service to the public, and the MKBF initiative is a key part of its efforts to improve transparency and reliability.

Loke announced this at Prasarana's Aidilfitri Open House event. Also present at the ceremony were Prasarana Chairman, Tan Sri Jamaludin Ibrahim, and its President & Group Chief Executive Officer, Mohd Azharuddin Mat Sah.

Last month, the transport minister agreed for Prasarana to make public its MKBF report every month to update users on initiatives to improve reliability of its service. Previously, Prasarana provides weekly updates on key areas related to its rail and bus services to the Transport Ministry.

Mohd Azharuddin Mat Sah said Prasarana recognises the importance of transparency and reliability in building trust and confidence among its customers.

"By tracking MKBF, we can provide passengers with clear and concise information about the performance of the related services, including the frequency and duration of disruptions, and how they are being addressed," he said.

"Our customers deserve the best possible service, and we are committed to delivering it to them. The MKBF initiative is just one example of how Prasarana is working to improve its services and deliver a world-class experience to customers," he continued.

Azharuddin said Prasarana has set a target to achieve an MKBF of 1,000,000 kilometres for the LRT Kelana Jaya Line (KJL), LRT Ampang Line (AGL) and MRT Kajang Line (KGL), and an MBKF of 150,000 kilometres for Monorail (MRL) by the third quarter of 2026. The 1,000,000 kilometres MKBF target set by Prasarana is comparable to the target of the major rail operators around the world.

In 2022, Prasarana recorded an MKBF of between 151,000 km to 178,000 km for AGL, KJL and KGL, and 84,000 km for MRL. In March 2023, Prasarana launched the second phase of its MRT Putrajaya Line (PYL) and is currently tracking its performance. Data from PYL will be included in the monthly reports once enough data is gleaned from its operation.

Azharuddin said Prasarana will continuously monitor its service performance and identify areas for improvement and implement measures to address them, ultimately delivering a better experience for its customers.

Among major initiatives planned and undertaken by Prasarana to improve its service reliability for rail services include the delivery of new four-car trains (for KJL) in the third quarter of this year. Improvement in headway (3 minutes) is expected by September 2023.

On the mid- to long-term horizon, Prasarana plans to overhaul 50 train sets on AGL (progressively until 2027) and mid-life refurbishment for 34 trains on KJL (between 2024 until 2029). These will take place concurrently with various on-going rectification and maintenance programmes for all its rail lines.

Meanwhile for its bus services, major improvement initiatives that are planned include undertaking a bus fleet replacement programme to replace the current buses with smaller ones (minibuses) which would be able to serve inner parts of neighbourhoods as well as cater for various community usages. Other measures include recruiting new bus captains to address the current shortage, and collaboration with DBKL & the Selangor state to enforce and to improve Bus Lanes to improve travel time.

For the 2023 year to date, Prasarana's rail arm, Rapid Rail has recorded a total ridership of about 88 million passengers for its LRT (AGL and KJL), MRT (KGL and PYL) and Monorail services. Meanwhile, its bus operations under Rapid Bus recorded total ridership of about 24.3 million passengers for its Rapid KL, MRT Feeder, BRT Sunway, Rapid Penang and Rapid Kuantan services, during the same period.

Beginning today, members of the public will be able to obtain information on MKBF and other related updates from MyRapid website: <https://myrapid.com.my/rapid-rail-fact-figures>. Updates regarding Prasarana's operations will also be made available on its social media platforms.

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