

On 14 December 2011 at 6.00am, train service on the Circle Line between Marymount and one-north MRT stations was disrupted due to a communication network problem. Our engineers were immediately onsite to attend to the fault and they partially restored train service at the affected stretch by 6.40am. As the fault is not fully rectified, peak hour trains could not be deployed to meet morning peak frequency on the Circle Line. We are still attending to the fault and investigating its cause with the system supplier Alstom.

We activated bus bridging services at 6.30am between Marymount and one-north MRT stations and at 7.35am between Serangoon and one-north MRT stations to provide alternative transport to passengers. The first bus arrived at around 7.00am at Marymount MRT station.

SMRT issued travel advisories through radio stations to inform passengers of the reduced frequencies and alternative transport arrangements including bus bridging services. Public announcements were made and signs were put out to inform affected passengers at stations.

SMRT activated about 100 staff on the ground to assist passengers and resolve the fault. SMRT also deployed 35 buses for the bus bridging service.

About 1,400 passengers were affected by the disruption this morning. Passengers who were unable to complete their journeys due to the disruption can file a claim for refund at the Passenger Service Centre in any of the 68 SMRT stations.

SMRT apologises for the inconvenience caused.