MASS RAPID TRANSIT (MRT), MALAYSIA

Mass Rapid Transit (MRT) is Malaysia's rail system and forms part of the city's public transport system together with other rail-based systems including light rail transit, trams, monorails and commuter trains used in urban areas.

CHALLENGE

Before the pandemic MRT Corp had begun using technology systems to help improve safety standards and support the development of its major civil construction projects for rail. When COVID-19 arrived, MRT also needed to limit the spread of the virus while ensuring social distancing practices were being maintained to protect passengers and staff.

SOLUTION

MRT has integrated a number of technologies to increase its safety and efficiency. It installed fixed video cameras on every train and station. Digital radios keep staff connected to instant team-based communication and data, providing fast access to incident details whenever needed. MRT also has a modern command-and-control platform that enhances its capabilities for incident handling and evidence gathering for successful case investigations and resolutions. Enhanced solutions such as body worn cameras for security personnel further improve security monitoring and safety for passengers during an incident, further increasing confidence among passengers commuting on MRT.

BENEFITS

The new system has streamlined the process of identifying and responding to potential security and safety threats. It has also made evidence gathering faster and more efficient through video analytics built directly into the cameras. With video analytics software capable of measuring a person's temperature, anyone at risk of spreading viruses can be refused access to the MRT network.

"Through CCTV video and software technology, it's actually possible for us to detect when someone with an elevated temperature approaches the station entrance gate. We can stop them before they board one of our trains, potentially avoiding a serious safety risk. Having that capability highlights just how crucial technology has become during this pandemic."

Mohammad Shazleigh Omar
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MOTOROLA SOLUTIONS