

**Women only coach not serving purpose**

**QUESTION**

**04/05/2010**

**THE SUN**

What an unpleasant surprise my wife and I had last Saturday when the 10am KTM Komuter train from Port Klang came into the Petaling station. We were already forewarned of the special coach for women introduced a few days ago on this circuit.

**FEEDBACK**

**07/05/2010**

**THE SUN**

*Dear Sir,*

**REPLY TO THE ARTICLE WOMEN ONLY COACH NOT SERVING PURPOSE BY MOONG YOON WENG**

*We refer to the letter by Moong Yoon Weng (Women only coach not serving purpose, May 4, 2010, page L-13).*

*We would like to thank Moon Yoong Weng for his feedback on the Ladies Coach that have been introduced on April 28, 2010 for Pelabuhan - Klang route.*

*As to date we have received numerous positive feedbacks from the passengers on the introduction of the ladies coach. However we admit that there are several possible measures need to be implemented in ensuring the success of our pink coach. For certain, it will take quite a while for the passengers to understand the new service. Thus, we will continuously educate our customers and step up our efforts in making sure the new system functions properly and serves its purpose.*

*At the same time, we do need cooperation from passengers to respect other passengers and to adhere to the Ladies Coach regulations as it will help the system to operate smoothly. The pink coach is located in the middle so that all passengers will have equal access to the mixed trains when approaching from both ends of the platform. The KTM commuter stations have different configurations depending on the geometry of the location.*

*We take note of the observations made by Moong Yoon Weng and we will beef up our personnel at the stations and platforms, besides improving the Ladies Coach notices and stickers to be more noticeable.*

*We noted the comments with regards to the time table problems and we have mentioned in the past of the current situation of our rolling stocks. Currently, admittedly, the passenger demands exceeds the capacity of the active EMUs that we have. For that, KTMB has embarked on a comprehensive programme of getting more and better rolling stocks in the near future.*

***Firstly, to meet the current shortage as well as the growing demand, we will refurbish 15 Electrified Multiple Units (EMUs) to meet the short term needs and we expect this to be ready by early next year. Secondly, we plan to buy new 38 sets of 6-car trains (228 coaches) and they are expected to be delivered by mid 2012.***

***Once better and reliable EMUs are put into service after the refurbishment process, commuters can experience more comfort and hassle-free journeys. With more trains, passengers can expect the frequency to improve progressively.***

***Again, we would like to thank Moong Yoon Weng for his feedback and for using our services.***

***Thank you.***

***Sincerely,***

***MOHD FAZIL ISMAIL  
Ag. Senior Manager  
Corporate Communications  
KTM Berhad***