

KTMB TRAIN USAGE GUIDEBOOK

HAPPY JOURNEY

Begins with KTMB





TODAY, ADAM, MUM, AND GRANNY ARE TAKING THE KTM KOMUTER FROM SUNGAI BULOH TO KL SENTRAL TO MEET UP WITH DAD, WHO'S COMING BACK FROM GEMAS. DAD'S ALSO HEADING TO KL SENTRAL ON THE ETS. ADAM IS EXCITED SINCE IT'S BEEN A WHILE SINCE HE LAST SAW DAD. WILL THEY ALL MEET AT KL SENTRAL? LET'S FIND OUT!

Sungai Buloh 15:24:43
Platform 2

Tren Ke	
	KL Sentral 15:54
Tren seterusnya	
	KL Sentral 16:24

STESEN INI DI BAWAH PENGAWASAN KAMERA LITAR TERTUTUP



TIKET VENDING MACHINE (KIOSK)

KAUNTER TIKET

MOM, HOW WILL WE GET OUR TICKETS FOR KL SENTRAL?

THERE ARE A FEW OPTIONS. HOW ABOUT WE BUY OUR TICKETS FROM THE TICKET VENDING MACHINE (KIOSK) TODAY?

KIOS TIKET

BELI TIKET ANDA DISINI

KIOS TIKET

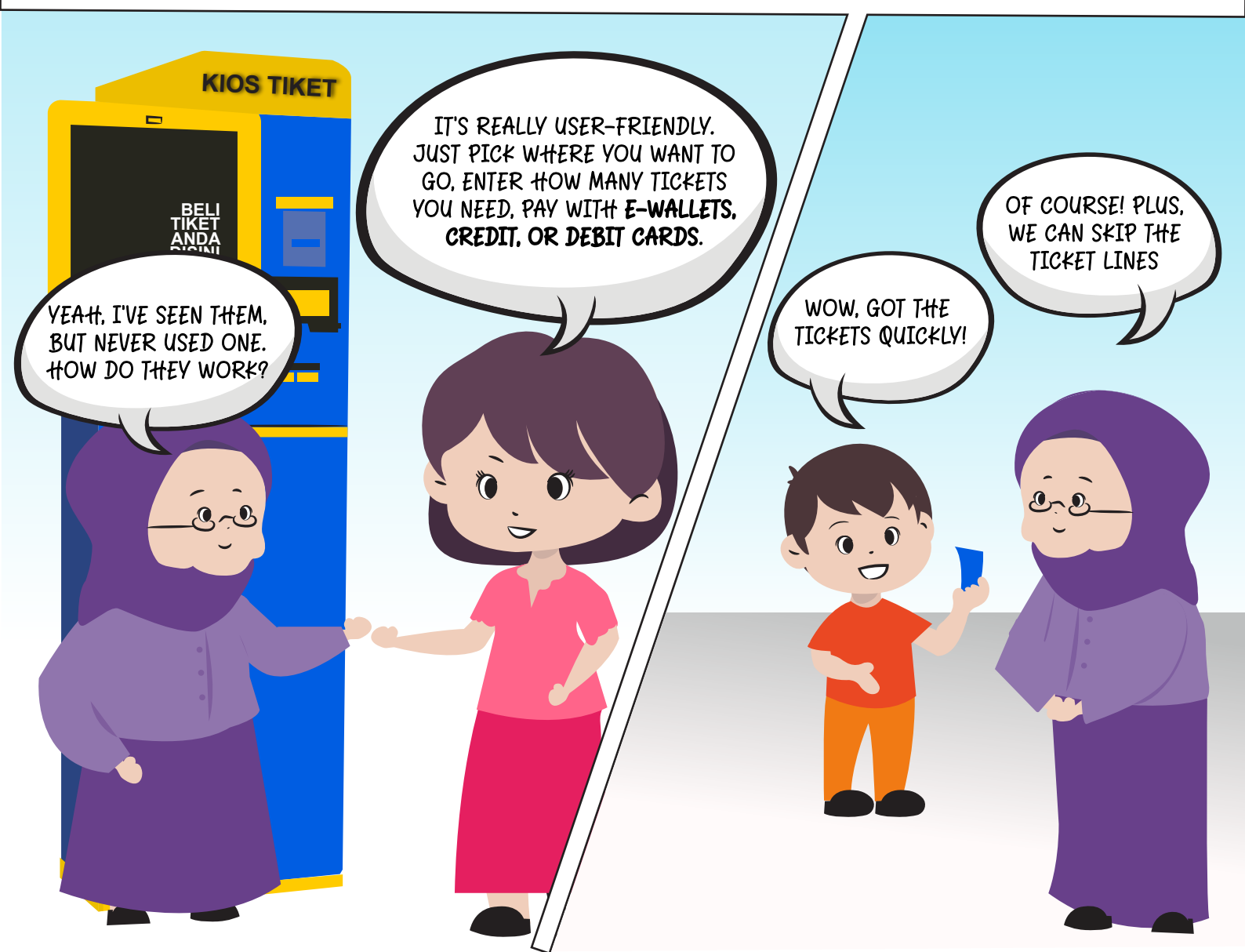
BELI TIKET ANDA DISINI

YEAH, I'VE SEEN THEM, BUT NEVER USED ONE. HOW DO THEY WORK?

IT'S REALLY USER-FRIENDLY. JUST PICK WHERE YOU WANT TO GO, ENTER HOW MANY TICKETS YOU NEED, PAY WITH E-WALLETS, CREDIT, OR DEBIT CARDS.

WOW, GOT THE TICKETS QUICKLY!

OF COURSE! PLUS, WE CAN SKIP THE TICKET LINES



AUTOMATED CONTROL GATE (ENTRY GATE)

ADAM, SCAN YOUR TICKET FIRST. WAIT FOR THE LIGHT TO TURN GREEN BEFORE GOING THROUGH THE GATE.



MOM! LOOK AT ME. I CAN PASS THE GATE.



CHILDREN UNDER 2 YEARS OLD CAN RIDE THE KTM KOMUTER FOR FREE WITHOUT A TICKET, WHILE CHILDREN UNDER 4 YEARS OLD CAN RIDE THE ETS FOR FREE WITHOUT A TICKET.



BESIDES TICKETS, WE CAN USE KTM WALLET, KOMUTER LINK CARD, DEBIT/CREDIT CARDS, TOUCH 'N GO, APPLE PAY, AND SAMSUNG PAY TO PASS THROUGH THE GATES

ESCALATOR

HOLD ON, ADAM! WHERE ARE YOU RUSHING OFF TO?

HOLD ON THERE, KIDDO. ESCALATORS CAN BE TRICKY.

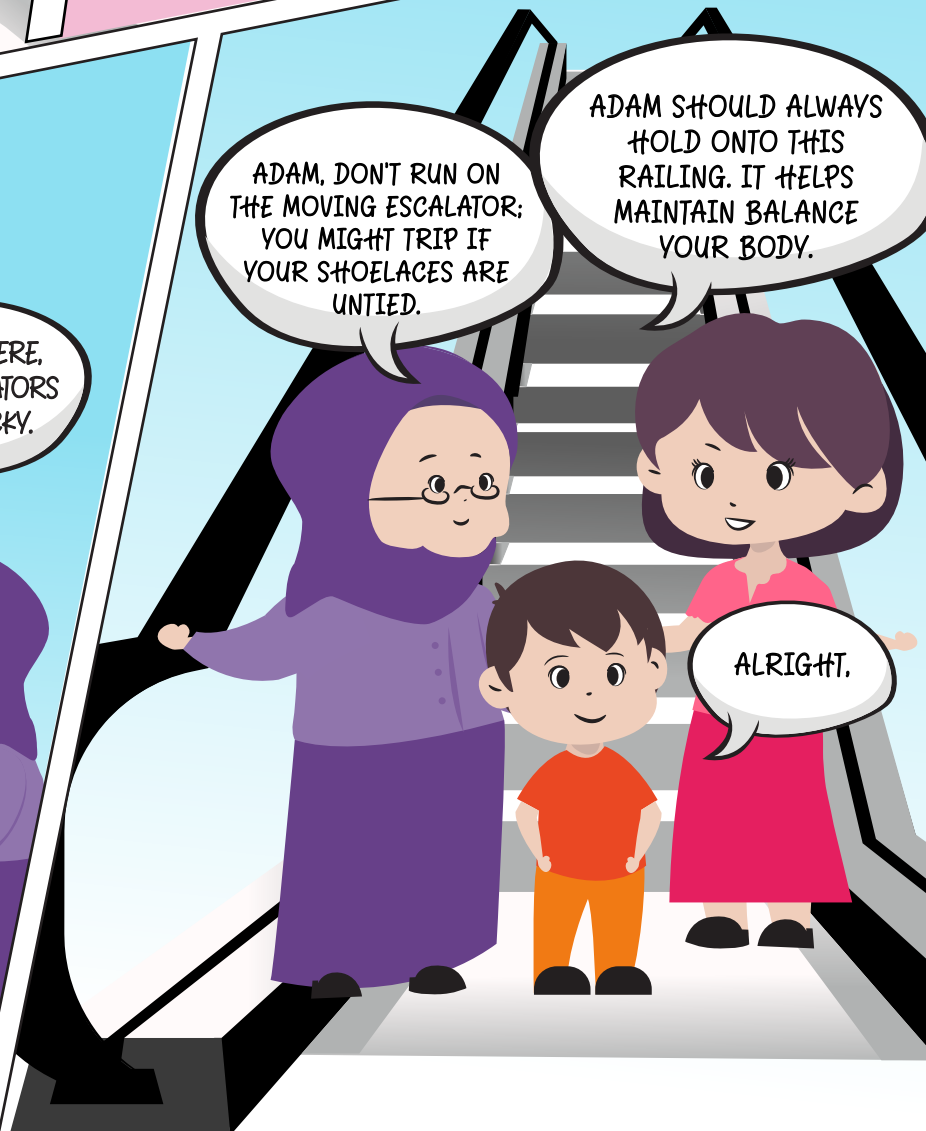
MOM! HURRY UP!



ADAM, DON'T RUN ON THE MOVING ESCALATOR; YOU MIGHT TRIP IF YOUR SHOELACES ARE UNTIED.

ADAM SHOULD ALWAYS HOLD ONTO THIS RAILING. IT HELPS MAINTAIN BALANCE YOUR BODY.

ALRIGHT.

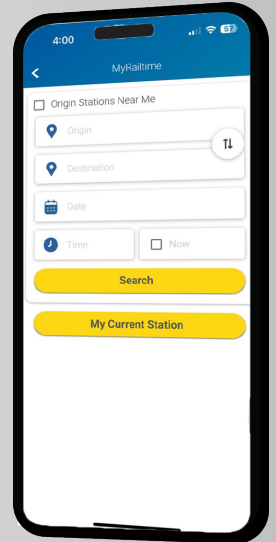




ADAM, WE CAN CHECK THE TRAIN SCHEDULE USING OUR PHONE WITH THE KTMB MOBILE APP'S MYRAILTIME FEATURE.

MOM, DO YOU KNOW WHEN THE TRAIN WILL ARRIVE?

IT'S INCREDIBLY SIMPLE.



SIMPLY OPEN THE KTMB MOBILE APP AND HEAD TO THE MYRAILTIME SECTION. YOU'LL FIND ALL THE DETAILS ABOUT OUR TRAIN THERE.

KTMB MOBILE APPS

WITH EVERYTHING AT OUR FINGERTIPS, I CAN SKIP THE TICKET COUNTER QUEUE



Scan Kod QR untuk memuat turun aplikasi



ELEVATOR



PRIORITY IS GIVEN TO PASSENGERS WITH DISABILITIES, SENIOR CITIZENS, PARENTS WITH STROLLERS, AND THOSE CARRYING HEAVY LUGGAGE.



To Platform



PLATFORM SIGNAGE

GEMAS

PLATFORM 1



THE KTMB MOBILE APP ALLOWS YOU TO STAY UPDATED ON PLATFORM AND SCHEDULE CHANGES.

AM I WAITING ON THE CORRECT PLATFORM?



SOMETHING DROPS ONTO THE TRACK

OH NO, MY PHONE FELL ON THE TRAIN TRACK!

HOLD ON! STAY CALM. DON'T TRY TO GET IT YOURSELF. LET ME HELP RETRIEVE YOUR PHONE, SIR.



KTMB HAS CLEAR PROCEDURES FOR THESE SITUATIONS. YOUR SAFETY IS OUR TOP PRIORITY. PLEASE STAY SAFE!

YELLOW LINE



THE PLATFORM ALSO HAS TACTILE FEATURES TO HELP BLIND PASSENGERS MOVE AROUND AND ACCESS THE TRAIN EASILY.



PLEASE STAND BEHIND THE YELLOW LINE BEFORE AND AFTER THE TRAIN ARRIVES.

MIND THE GAP



BAGGAGE



PLEASE PUT YOUR BAGGAGE AT DESIGNATED AREA AND TO ENSURE NOT BLOCKING THE PATH.

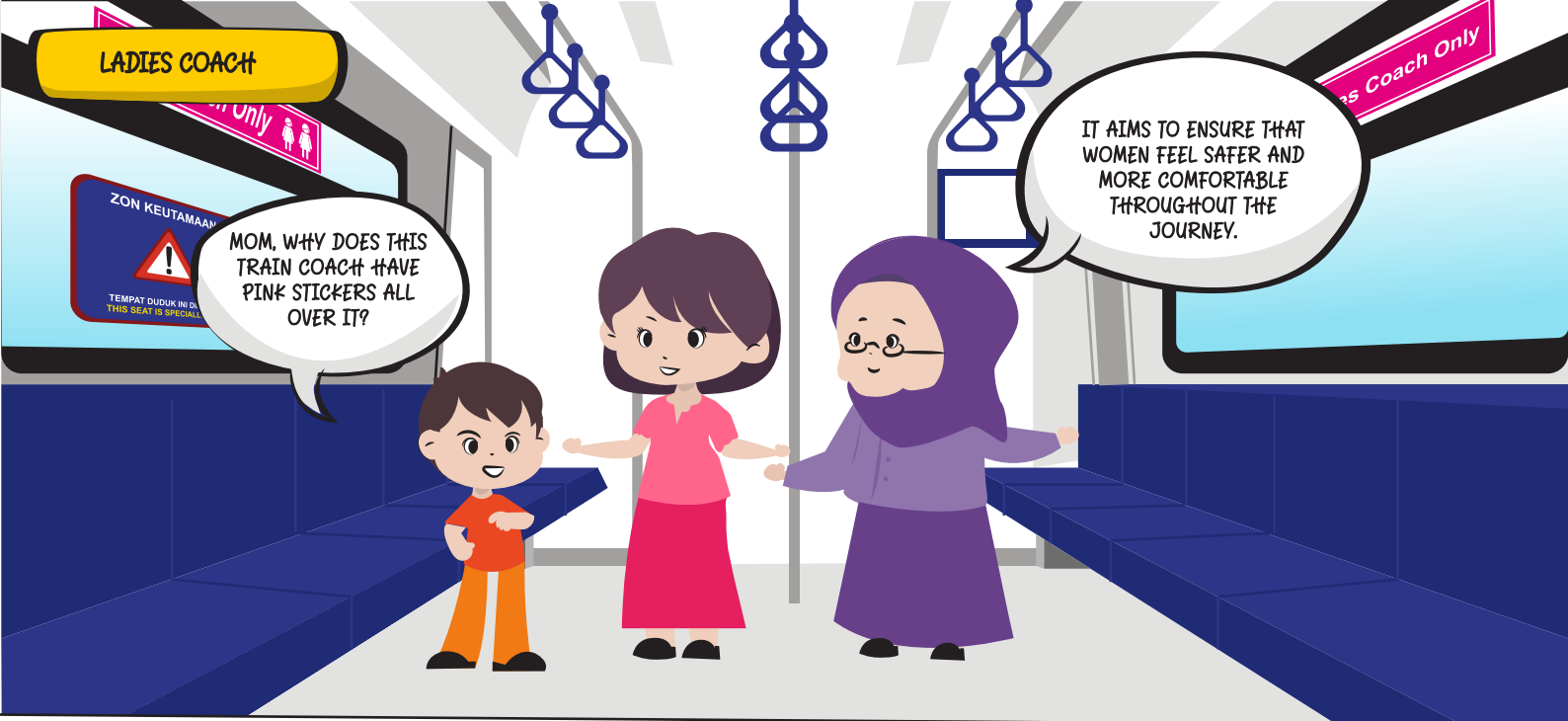
LADIES COACH

MOM, WHY DOES THIS TRAIN COACH HAVE PINK STICKERS ALL OVER IT?

IT AIMS TO ENSURE THAT WOMEN FEEL SAFER AND MORE COMFORTABLE THROUGHOUT THE JOURNEY.

Ladies Coach Only

ZON KEUTAMAAN
TEMPAT DUDUK INI DIRESERVA
THIS SEAT IS SPECIAL



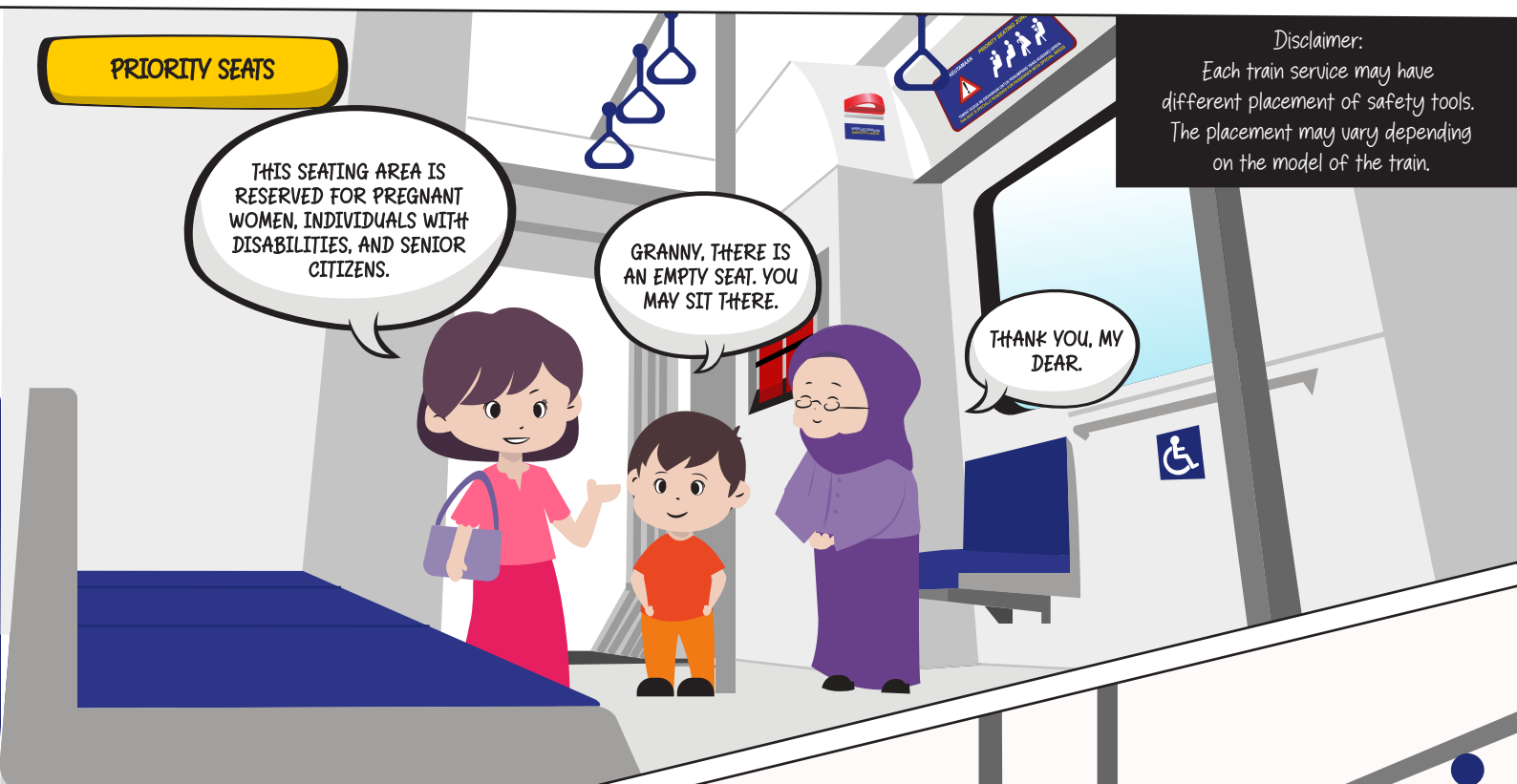
PRIORITY SEATS

THIS SEATING AREA IS RESERVED FOR PREGNANT WOMEN, INDIVIDUALS WITH DISABILITIES, AND SENIOR CITIZENS.

GRANNY, THERE IS AN EMPTY SEAT. YOU MAY SIT THERE.

THANK YOU, MY DEAR.

Disclaimer:
Each train service may have different placement of safety tools.
The placement may vary depending on the model of the train.



INTERCOM

Disclaimer:
Each train service may have different placement of safety tools.
The placement may vary depending on the model of the train.

OH, THIS BUTTON IS CALLED AN INTERCOM. IT'S FOR EMERGENCIES. WHEN YOU PRESS IT

MOM WHAT IS THIS BUTTON FOR?

WE CAN USE THE INTERCOM BUTTON TO ALERT THE TRAIN DRIVER FOR IMMEDIATE ACTION.



EMERGENCY HAMMER



TUKUL KECEMASAN
SEKILASANYA BERTUKAR KELOMPOK
GEMUKA DUA DUA TERDAPAT BERTAMBAH
TUKUL KECEMASAN
EMERGENCY HAMMER
PLEASE PLACE IT IN THE
EMERGENCY CASE PROVIDED FOR EACH TRAIN

ZON KEUTAMAAN

PRIORITY SEATING ZONE



TEMPAT DUDUK INI DIKHAJAKAN UNTUK PENUMPANG YANG KURANG UPAYA
THIS SEAT IS SPECIALLY RESERVED FOR PASSENGER WITH SPECIAL NEEDS

MOM, WHAT'S THE EMERGENCY HAMMER FOR?

ADAM, THE EMERGENCY HAMMER IS FOR EMERGENCIES. IT HELPS US BREAK THE GLASS TO ESCAPE QUICKLY IF NEEDED.

Disclaimer:
Each train service may have different placement of safety tools. The placement may vary depending on the model of the train.

EXIT FROM TRAIN

ADAM, HIS MOM, AND GRANDMA FINALLY MET DAD AT KL SENTRAL. THEY GOT OFF THE KTM KOMUTER AND ETS TRAINS. ADAM RAN TO HIS DAD WITH A BIG SMILE. THEIR TRIP TO KL SENTRAL WAS FILLED WITH JOY.

Welcome To KL Sentral



PROHIBITED



Merokok
Smoking

DILARANG MEROKOK
DENDA TIDAK MELEBIHI RM10,000
ATAU PENJARA TIDAK LEBIH 2 TAHUN
ATAU KEDUA-DUANYA (S.203 AKTA 715)

NO SMOKING
FINE NOT EXCEEDING RM10,000
OR IMPRISONMENT NOT EXCEEDING 2 YEARS
OR BOTH (S.203 ACT 715)



Berkelakuan Sumbang
Indecent Behavior

DILARANG BERKELAKUAN SUMBANG
DENDA TIDAK MELEBIHI RM1,000 ATAU
PENJARA TIDAK LEBIH 3 BULAN ATAU
KEDUA-DUANYA (S.200 AKTA 715)

NO INDECENT BEHAVIOR
FINE NOT EXCEEDING RM1,000 OR
IMPRISONMENT NOT EXCEEDING 3 MONTHS OR
BOTH (S.200 ACT 715)



Barangan Bahaya
Hazardous Material

MEMBAWA BARANGAN ATAU BAGASI YANG
BERBAHAYA ATAU MEMUDARATKAN
DENDA TIDAK MELEBIHI RM50,000 ATAU
PENJARA TIDAK LEBIH 7 TAHUN ATAU
KEDUA-DUANYA (S.198 AKTA 715)

CARRYING DANGEROUS OR HARMFUL GOODS OR LUGGAGE
FINE NOT EXCEEDING RM50,000 OR
IMPRISONMENT NOT EXCEEDING 7 YEARS OR
BOTH (S.198 ACT 715)



**Dilarang Menceroboh
Kawasan Kereta Api**
*No Trespassing
Railway Area*

DENDA TIDAK MELEBIHI RM500 DAN
JIKA ENGGAN BEREDAR, BOLEH DIDENDA
TIDAK MELEBIHI RM1,000 (S.126 AKTA
715)

FINE NOT EXCEEDING RM500 AND
IF REFUSING TO LEAVE, MAY BE FINED
NOT EXCEEDING RM1,000 (S.126 ACT 715)



**Dilarang Melontar Batu
Ke Arah Kereta Api**
*No Throwing Stones
At Trains*

DENDA TIDAK MELEBIHI RM25,000 ATAU
PENJARA TIDAK LEBIH 10 TAHUN ATAU
KEDUA-DUANYA (S.132 AKTA 715)

FINE NOT EXCEEDING RM25,000 OR
IMPRISONMENT NOT EXCEEDING 10 YEARS OR
BOTH (S.132 ACT 715)



Makan & Minum
Eating & Drinking



Membuang Sampah
Littering



**Melekatkan
Gula- Gula Getah**
Chewing Gum



Membawa Binatang
Animals



Awasi Langkah Anda
Mind the Gap



Jangan Sentuh
Do not Touch



**Jangan Bersandar
Pada Pintu**
*Do not Lean
Against The Door*



Jangan Sentuh
Do not Touch



**Bicycles are only allowed
inside the Commuter Train**

Not allowed inside DMU, ETS, & Intercity Trains
Visit our website at www.ktm.com.my for more information

ZON KEUTAMAAN **PRIORITY SEATING ZONE**



TEMPAT DUDUK INI DIKHAJIKAN UNTUK PENUMPANG YANG KURANG UPAYA
THIS SEAT IS SPECIALLY RESERVED FOR PASSENGER WITH SPECIAL NEEDS

ESCALATOR



Do's

- ✓ Face forward and hold the handrail.
- ✓ Accompany and supervise children and hold their hands for the duration of the ride.
- ✓ Step off properly from the escalator and make a room for the passengers to step off.
- ✓ Use the emergency stop button in the event of an incident or malfunction.
- ✓ Keep feet firmly on the escalator step and away from the escalator sides.
- ✓ Secure loose items before travelling on the escalator : e.g. bags, long scarfs or untied shoelaces



Don't

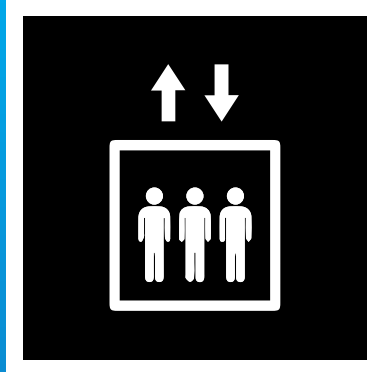
- ✗ Let the children play around the escalator.
- ✗ Sit on the escalator steps or on the handrail or lean over the side.
- ✗ Congregate or congest the escalator exit / landing at the end of the ride.
- ✗ Use an escalator without assistance if your physical mobility is impaired.
- ✗ Enter or exit the escalator in the wrong direction.
- ✗ Transport large, long, or heavy items on the escalator.
- ✗ Take strollers on an escalator.

ELEVATOR



Do's

- ✓ Be patient if the elevator is full and wait for the next ride.
- ✓ Stand at the back of the elevator.
- ✓ Accompany child and hold their hands during the duration of the ride.
- ✓ Press the alarm button and wait for the service center for the help.
- ✓ Use the opening door button to hold the elevator for another person.
- ✓ Watch your step when entering or exiting the elevators, it may not be level with the ground.



Don't

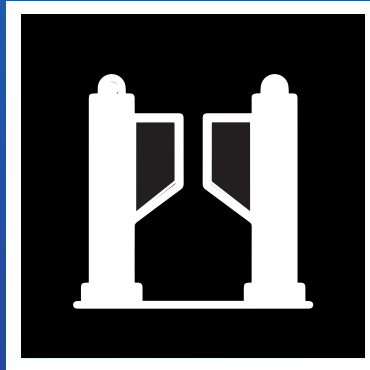
- ✗ Overload or exceed the elevator capacity.
- ✗ Place hands on the elevator doors.
- ✗ Play in or around an elevator.
- ✗ Attempt to go out of an elevator on your own if you become trapped.
- ✗ Transport heavy or large items in a passenger elevator.
- ✗ Use an elevator in the case of a fire or other emergency.

ENTRY GATE



Do's

- ✓ Scan your QR code on your ticket/payment from your KITS apps. Tap your Komuter Link, credit/debit, TNG or hold your device Apple Pay / Samsung Pay at the reader.
- ✓ Ensure you have a sufficient balance.
- ✓ Ensure you have a valid ticket.
- ✓ Hold personal belongings close to your body.
- ✓ Use a wide gate if you have baggage.



Don't

- ✗ Jump over or crawl under the gate.
- ✗ Rush through the gate
- ✗ Try to enter through the exit gates.
- ✗ Delay the line by rushing to scan your ticket or tap your card.
- ✗ Attempt to force the gate open if you are unable to pass through.

PLATFORM



Do's

- ✓ Stand behind the yellow and tactile in queue, at side and not in the middle of the same door.
- ✓ Take care your valuable belongings.
- ✓ Mind the gap between trains and platforms.
- ✓ Allow passengers to disembark from the train before your boarding
- ✓ Stop and wait for the next train upon hearing door alarms.



Don't

- ✗ Run, play, or push others on platforms.
- ✗ Try to enter when trains door are closing.
- ✗ Smoke or vape at station or on the train.
- ✗ Enter restricted areas of the platform.
- ✗ Bring selfie sticks or helium balloons onto the platform.



Do's

- ✓ Hold straps, stanchions or handrail while traveling
- ✓ Offer your seat to children, pregnant women, the elderly and disable passengers.
- ✓ In case of emergency, notify train driver via intercom
- ✓ Use emergency and safety equipment in emergency situations.
- ✓ Pay attention to announcement while travelling.
- ✓ Sit in the assigned seat number specified on your tickets (applicable to train DMU, ETS & Intercity train).

TRAIN COACH



Don't

- ✗ Lean against trains door and stanchions.
- ✗ Stand in front of train door.
- ✗ Stand at the gangway.
- ✗ Travel with animals.
- ✗ Run in the train.
- ✗ Smoke or vaping on the train.
- ✗ Eat and drink in KTM Komuter (except in DMU, ETS & Intercity train).

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