

# FACILITATION FOR MRT PASSENGERS

In addition to the metro service, BEM cares for its passengers in various aspects, for example, “*We Care*” campaign, as well as facilitates the accessibility for persons with disabilities to the MRT service inside the metro stations, providing the following facilities:

## We Care

This is a campaign that received compliments and thanks from passengers about care for lost and found items in the MRT system, passengers can contact or report on their personal belongings lost or missing in the MRT system via the followings channels:

- Station staff of all 18 stations
- MRT Call Center, Tel. 66 (0) 2624 5200
- E-mail: [crc@bangkokmetro.co.th](mailto:crc@bangkokmetro.co.th)



“Thank to staff for excellent service and *assistance.*”

“The MRT staff are *service-minded*, professional and very impressive.”

“Staff are *very caring* and fast to service.”



## Facilities for Persons with Disabilities

The MRT system provides the following privileges and facilities to persons with disabilities:

1. Free ride for persons with disabilities when showing their valid Disability ID cards to staff at the MRT Ticket Office.
2. Facilities provided to persons with disabilities in the MRT system include:

- **Parking spaces for persons with disabilities**



- **Elevators**



- **Wheelchair ramps and Braille buttons for the blind**



- **Public telephones for passengers in wheelchairs**



- **MRT platform for passengers in wheelchairs**

