

FREQUENTLY ASKED QUESTIONS

CONTACT- FREE TEMPERATURE SELF-CHECK KIOSKS AT PUBLIC TRANSPORT LOCATIONS

1. What is this temperature self-check kiosk, and how does it work?

The kiosk contains a contactless thermal device. It detects the heat signature from the person's forehead to provide a temperature reading. The device takes about 2 seconds to measure a person's temperature. Persons who are febrile or unwell should seek medical attention.

2. Will temperature data be individually identifiable?

The device does not have any data collection or image storage capabilities, and no personal data is tagged to the temperature readings.

3. Who can use these kiosks?

Any member of public may use the kiosks on a voluntary basis during the operational hours of the Public Transport location.

4. How accurate are the temperature readings?

The temperature assessment system has a measurement accuracy of +/-0.3 °C.

5. What happens if a person was detected to be running a fever?

The person may wish to verify his / her temperature with another thermometer and to see a doctor immediately if he / she is febrile or unwell.

6. Where and how long will these temperature self-check kiosks be deployed?

The kiosks will be progressively deployed at 70 public transport nodes by 3Q2020, comprising an estimated 20 bus interchanges and 50 train stations. The kiosks will be deployed at suitable public transport locations for up to a period of one year.

7. How were the deployment sites selected?

Public transport nodes with higher footfall of commuters, as well as locations where commuters normally begin their public transport commute were selected.

8. Is temperature screening at public transport nodes being made mandatory?

Temperature screening at public transport nodes is not mandatory. The temperature self-check kiosks serve to encourage the public to remain vigilant by monitoring their temperature regularly before commuting to their destinations.

9. What were the key findings from the user experience and feasibility trials conducted from February to March 2020?

Based on user feedback gathered from the trials, adjustments were made to improve the usability and system design. For example, the LED light indicator was replaced by a LED bar, so that the colours (i.e. green/orange) are more obvious.

10. Which agencies are involved in this initiative?

The Ministry of Culture, Community and Youth (MCCY), the Land Transport Authority (LTA), and the Defence Science and Technology Agency (DSTA) have supported Public Transport Operators – SBS Transit Ltd, SMRT Corporation Ltd, Tower Transit Singapore and Go-Ahead Singapore in this initiative.