

Transport Initiatives for Persons with Disabilities

(I) Topline information

- Today, all public buses and trains are wheelchair accessible.
- All train stations and bus interchanges have barrier-free access routes.
- New generation ticketing machines are designed to comply with the codes of barrier-free accessibility to ensure that wheelchair users can use them with ease.
- Tactile ground surface indicators are available at all train stations and newer bus interchanges to help commuters with visual impairment find their way to key facilities.
- Braille signages and hearing enhancement systems have also been introduced to newer stations and interchanges.
- Persons with disabilities can enjoy concessionary fares on public bus and train services. The Persons with Disabilities concession card can also be used at Green Man+ pedestrian crossings to extend the time to cross the road.

(II) Progress made under Enabling Masterplan 2030

Fostering caring commuting culture through Caring SG Commuters Committee initiatives

- Expansion of the Helping Hand Scheme. The Helping Hand scheme was expanded in April 2023 to include the following two identifiers on top of the “May I have a Seat Please” identifier:
 - **“This is a wheelchair”**: Commuters travelling with a paediatric wheelchair may be mistaken for using a stroller. This initiative allows them to alert the public transport staff and other commuters that the wheelchair cannot be folded, and to render assistance where required (e.g. deploying ramp to board or alight from a bus).
 - **“Please alert me when I am approaching my stop”**: This identifier allows commuters (e.g. those with low vision or dementia) to alert public transport staff and commuters to notify them when nearing their destination.
 - Commuters who require these card identifiers may collect them from Passenger Service Centres at train stations and bus interchanges.
- Heart Zones. Three new Heart Zones were launched at Jurong Town Hall Bus Interchange in November 2023, Bukit Panjang Integrated Transport Hub in January 2024 and Woodlands South MRT station in July 2024. These Heart Zones serve as spaces where commuters can lend assistance to fellow

commuters who require help in their public transport journey. As at July 2024, there are 18 Heart Zones across 16 locations.

- Travel Makers Programme. The Travel Makers Programme, a partnership with MINDS and Youth Corps Singapore, supports students with intellectual disabilities to commute independently on public transport with the support of volunteers, thereby integrating the students into the wider commuting community. In July 2023, a pilot of the Travel Makers Programme was launched in partnership with two MINDS schools, Lee Kong Chian Gardens School and Towner Gardens School, and SMRT. The programme is currently ongoing and for 2024, it will be expanded to involve two more MINDS schools, MINDS Fernvale Gardens School and MINDS Woodlands Gardens School.
- CARE Bus. Launched in 2022 by Go-Ahead Singapore and Cerebral Palsy Alliance Singapore, CARE (Caring Commuters Assist Readily with Empathy) Bus initiative aims to increase awareness of the needs and challenges faced by persons with disabilities during their public transport commute, and encourage commuters to render assistance in an appropriate and safe manner. In April 2024, Tower Transit Singapore, unveiled two new CARE buses sporting artwork by students from MINDS Towner Gardens School and Rainbow Centre Admiral Hill School. The artwork depicted persons with intellectual disabilities in the public transport setting and featured tips on how commuters can help.
- CARE Ride @ South West. PTC partnered SMRT Trains, South West Community Development Council, and various community groups for this initiative, which encourages inter-generational bonding and empathy for senior commuters, fostering independent travel for seniors and making public transport enjoyable for all.
- Caring Commuter Champion e-Learning course. An online training course was launched in January 2022 to provide an accessible avenue for those who wish to learn how to assist commuters with various mobility needs on public transport, and be certified as a Caring Commuter Champion. The e-learning course is modular so that participants can complete it at their own time and pace. For more information on the Caring Commuter Champion programme, please visit www.caringcommuters.gov.sg/champions. As of December 2023, more than 14,000 volunteers have completed the training under this initiative.
- Ground up initiatives to promote a caring commuting culture. PTC has worked with various partners to co-create initiatives to foster an inclusive and caring public transport culture in Singapore. Such efforts included a photo exhibition to highlight efforts for inclusivity, and collaborations with students to raise awareness on the needs and challenges of vulnerable commuters and how

commuters can better support them, through a series of videos, conduct workshops and other co-creation projects.

Enhanced transport infrastructure for persons with disabilities

- Accessible changing rooms at public transport nodes. From November 2022, accessible changing rooms will be progressively installed at all new MRT stations bus interchanges and Integrated Transport Hubs. Fitted with a motorised changing bed, the room will provide convenience for the elderly and commuters with physical disabilities. In August 2024, seven existing bus interchanges – Ang Mo Kio, Bedok, Boon Lay, Clementi, Sengkang, Serangoon, and Toa Payoh – were identified for upgrading works which include such changing rooms.
- Tactile and Braille signs on handrails of staircases and ramps. All new stations on the Thomson-East Coast Line (TEL) are equipped with tactile and Braille signs on handrails of staircases and ramps, to enable commuters with visual impairment to navigate more independently.
- Enhanced inclusivity features in buses and bus stops. As of July 2024, 1,700 buses have been equipped with two wheelchair bays, more priority seats, built-in audio announcements to inform passengers with visually impairment of the next bus stop, and yellow colour sleeves on bus stanchion poles with push bells to enhance their visibility. The rest of the bus fleet will progressively be equipped with these features as older buses are replaced with new buses. To date, 98% of our bus stops are barrier-free, with the remaining bus stops, except for a small number with site constraints, to be barrier-free by 2025.
- Hearing Enhancement System. To help commuters with hearing aids communicate effectively with station service staff, the Hearing Enhancement System (HES) has been installed at the Passenger Service Centres in TEL stations, and will be available in all future MRT stations. New bus interchanges such as Jurong Town Hall and Tengah bus interchanges are equipped with HES, and existing bus interchanges undergoing upgrading works, will also be equipped HES.
- Enhanced inclusivity features at pedestrian crossings. As of July 2024, over 1,000 pedestrian crossings have been equipped with Green Man+, which gives persons with disabilities up to additional 13 seconds to cross the road depending on the length of the crossing. 1,500 more Green Man+ crossings will be added by 2027.

More pedestrian crossings will be upgraded with 24/7 on-demand audible traffic signals to enable persons with disabilities navigate independently during their commutes, across all periods of their day. 325 pedestrian crossings will be upgraded by 2025.

Home-Based Behavioural Intervention Service (HBIS)

- Persons with disabilities who are unsuitable for centre-based care due to their functional and/or cognitive conditions can receive support from HBIS.
- The HBIS reinforces positive, socially acceptable behaviour among HBIS clients at home. In doing so, it also offers respite for caregivers of HBIS clients.
- Each client can receive up to six hours of subsidised HBIS per month by enrolling with the Movement for the Intellectually Disabled of Singapore (MINDS).
- HBIS caters to 20 clients at any point in time. Since 2019, HBIS has served about 40 unique individuals.

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