

Factsheet on Recommendations

Strategic and Thematic Recommendation Growing Co-creation in Public Transport

LTA and PTOs to Drive Ground-up Co-creation Efforts

1. Direct communication links with key stakeholders (pg 30)
Individual MRT stations to take the lead to identify key stakeholders in their immediate community and establish direct communication links with them.
2. Joint solutioning with stakeholders of the Bukit Panjang LRT (BP LRT) system (pg 30)
The stakeholders (SMRT, Community leaders, constituents, LTA) engage in productive dialogue sessions on the overhaul of the BP LRT system so that the final outcome can benefit from joint solutioning and the sharing of expert opinions. Constituents will also feel invested and involved in the process, as their inputs will lead to practical enhancements.

Expansion of Heart Zone and Heartwheels@Linkway in MRT Stations near hospitals (where appropriate)

3. Expansion of Heart Zone and Heartwheels@Linkway in MRT stations near hospitals (where appropriate), to provide more platforms for commuters to lend a hand to those who might need help getting to the hospital. Starting with Jurong East MRT Station (near Ng Teng Fong General Hospital) and Novena MRT Station (near Tan Tock Seng Hospital) in 2018. (pg 29)

Sustaining Co-creation in Public Transport

4. Taking co-creation to the next level (pg 31)
LTA and PTOs to study how a dynamic structure can be set up to take co-creation to the next level to fund, drive and sustain a caring commuting culture.
5. Caring commuter award (pg 31)
Introduce a caring commuter award on an annual basis by LTA.

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Strategic and Thematic Recommendation Making Public Transport More Inclusive

Visually Impaired Commuters

Inclusive PT (through good customer service)

6. Helping the visually impaired alight from buses safely (pg 34)

Stronger emphasis to be made during training and refresher programmes for bus captains to pull close to the kerb. In addition, bus captains can encourage visually impaired commuters to exit from the front door of the bus for added safety.

Access to Information

7. Know Your Commuter by bus captains (pg 34)

Deepen training of bus captains to be more sensitive when they ply routes which are habitually used by the visually impaired. Bus captains seeing a visually impaired commuter (such as one carrying a white cane) at a bus stop could stop and announce the service number of the bus. The latter is now implemented by two PTOs. Other PTOs can adopt this practice.

8. Providing more information to clients by SAVH and SG Enable on how to use existing apps (pg 35)

SAVH and SG Enable can provide more information to their clients on how to use existing apps such as:

- Screen readers to read apps (converting text to speech) and allow the visually impaired to use apps like SG Next Bus and My Transport to flag the correct bus at bus stops.
- Moovit, which provides audio alerts when the bus is arriving or when it is reaching the desired bus stop; or
- iMove, which reports GPS locations in real-time.

Good Neighbours on PT (commuter actions)

9. More public education on commuting with visually impaired commuters (pg 36)

Greater public education on commuting with visually impaired commuters could help the public to be more sensitive to the needs of visually impaired commuters who do not carry a cane. Public education can also include information on the appropriate way to help a visually impaired person. Such initiatives can be introduced under the Public Transport Graciousness Campaign.

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Good Design

10. Consistent painting of yellow lines at stairs and escalators at older MRT stations (pg 36)

Painting of yellow lines be consistently applied at older MRT stations for flights of stairs and for escalators for commuters with low vision.

Deaf and Hard-of-hearing Commuters

Inclusive PT (through good customer service)

11. Familiarity with English names of landmarks (pg 38)

Help Deaf and Hard-of-hearing commuters, who are English educated, through greater emphasis on bus captains' familiarity with the names of the landmarks in English along their routes.

Access to Information

12. Push notification of disruption information in sign language (pg 38)

LTA can explore the feasibility of an option like the EU aim4it app research project that provides information of a disruption along a planned route in the form of a video of an avatar signing the information.

13. Display of countdown timer on display panels at the platform (pg 39)

Countdown timers on display panels at the platforms will benefit Deaf and Hard-of-hearing commuters. This recommendation will also enhance safety for other commuters.

Good Neighbours on PT (commuter actions)

14. More public education on commuting with Deaf and Hard-of-hearing commuters (pg 40)

While the trains are being upgraded, Deaf and Hard-of-hearing commuters could also seek help from other commuters through written messages. PTC recommends that other commuters be reminded that there are commuters with 'invisible' disabilities and render assistance if approached. Such reminders can be made part of the Public Transport Graciousness Campaign.

15. Ongoing conversation with The Singapore Association for the Deaf, LTA and PTOs (pg 41)

PTC is mindful that not all commuters with special needs are comfortable to be clearly distinguished from other commuters on our public transport system. There needs to be an on-going conversation with the Association, LTA and

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PTOs. To make it easier for others to help those with special needs, in Tokyo, a ribbon-shape badge was created as a discreet way to indicate that the wearer has an invisible disability and may need help, despite appearing normal.

Exploring Technology like MaaS to benefit SG Commuters' Door-to-door Journey

16.As part of long-term planning, PTC/LTA can explore the possibility and implementation of MaaS by private sector providers to see if it can be a viable transport solution to Singaporeans' door-to-door travel needs. (pg 47)

17.PTC can engage commuters to deepen our understanding of their door-to-door needs, and test potential ideas. For example, MaaS offerings can potentially be customised through co-created solutions to cater more effectively to the needs of seniors and persons with disabilities. (pg 47)

Targeted Recommendations (Commuters' Feedback on Personal Rail Experiences)

Comfort

18.Deepen training of PTO service ambassadors to help ease spot crowding at train cabin doors (pg 15)

Public transport operators (PTOs) should continue to train their service ambassadors to help ease spot crowding at train cabin doors so that there is space for other commuters to board during peak periods.

Customer Service

19.Cheerful and friendly staff (pg 15)

Commuters appreciate staff who are cheerful and friendly when performing their job. Such customer service standards should be more consistent.

Cleanliness

20.Cleanliness of the trains, stations and amenities (pg 15)

More attention can be given to maintain the cleanliness of the trains, stations and amenities at the stations.

Ease

21.Maintenance of announcement systems (pg 15)

For information on next stops, greater effort should be made to ensure the clarity of the announcements.