

**4 July 2019**

*Joint News Release*



**Calling For Everyday Heroes On Public Transport**  
*New award launched to recognise Caring Commuters*

To honour public transport commuters who demonstrate acts of care during their daily commute, the Public Transport Council (PTC), together with the Singapore Kindness Movement (SKM), has jointly launched a new award category – the Caring Commuter Award – for this year’s National Kindness Award – Transport Gold event, which will be held in October. This is the first time since the inception of Transport Gold that an award category is being dedicated to commuters.

2 The new Caring Commuter Award recognises acts of care by commuters, such as accompanying lost commuters to their destination, or stepping forward to help other commuters in need.

3 Introduced as part of the Caring SG Commuters movement, this award is the result of our extensive and continual engagements with commuters. Commuters shared that such an award might encourage and inspire others to take that first step and lend a hand to their fellow commuters, and actively make our public transport experience a more pleasant one.

**Nominations**

4 Members of public are invited to nominate other commuters, whom they have witnessed or received help from, for the award. Besides providing details of the acts of care, commuters may also submit related photographs for the nomination. Nominations can be submitted via an online form ([link here](#)) until 16 August. Caring Commuter Award posters (*see Annex*) can be found at MRT stations and bus interchanges.

5 Mr Richard Magnus, PTC Chairman said: “Every day, commuters receive and experience acts of care from ‘quiet heroes’ on our public transport system. Every act of care, however simple it might be, is admirable as it contributes in making a fellow commuter’s journey a more pleasant one. The Caring Commuter Award is to recognise these commuters who have shown such acts of care. With this new award, we are hopeful these positive stories will inspire more commuters to look out for one another on public transport, and spread this culture of care in Singapore for a more inclusive and caring public transport system.”

6 “SKM is very excited with this new award for caring commuters,” added SKM General Secretary Dr William Wan. “In our Graciousness Survey, we have seen improving ratings for ‘moving in and making space for other passengers on public transport’. In general, a behaviour we are newly tracking, ‘helping and giving way to elderly and others with mobility issues’, has also been rated good to excellent. I am confident therefore that we will be receiving many nominations for this new award.”

## **About the National Kindness Award – Transport Gold**

The National Kindness Award – Transport Gold will be held on 23 October 2019. The event is in its 20<sup>th</sup> year running and recognises individuals in the transport sector who have displayed exemplary service and gracious behaviour. This award inspires the recipients to continue to shine and influence their colleagues in contributing towards a more pleasant and gracious society. From 1999 to 2018, more than 5,000 courteous staff and drivers have been recognised at the Transport Gold Award Ceremonies.

For more information, please visit: [kindness.sg/national-kindness-awards](http://kindness.sg/national-kindness-awards)

## **About Caring SG Commuters**

The “Caring SG Commuters” movement began in August 2017, when PTC launched its first two co-creation trials. The trials provided warm platforms for commuters to interact with fellow commuters, encouraging a caring commuting atmosphere to make everyone’s travel experience more pleasant, inclusive and welcoming. Two trials, namely the Heart Zone and related Heartwheels@Linkway, won the UITP (International Association of Public Transport) Asia-Pacific Special Recognition Award in June 2019 in Stockholm, Sweden.

For more information, please visit: [ptc.gov.sg/caring-sg-commuters](http://ptc.gov.sg/caring-sg-commuters)

---

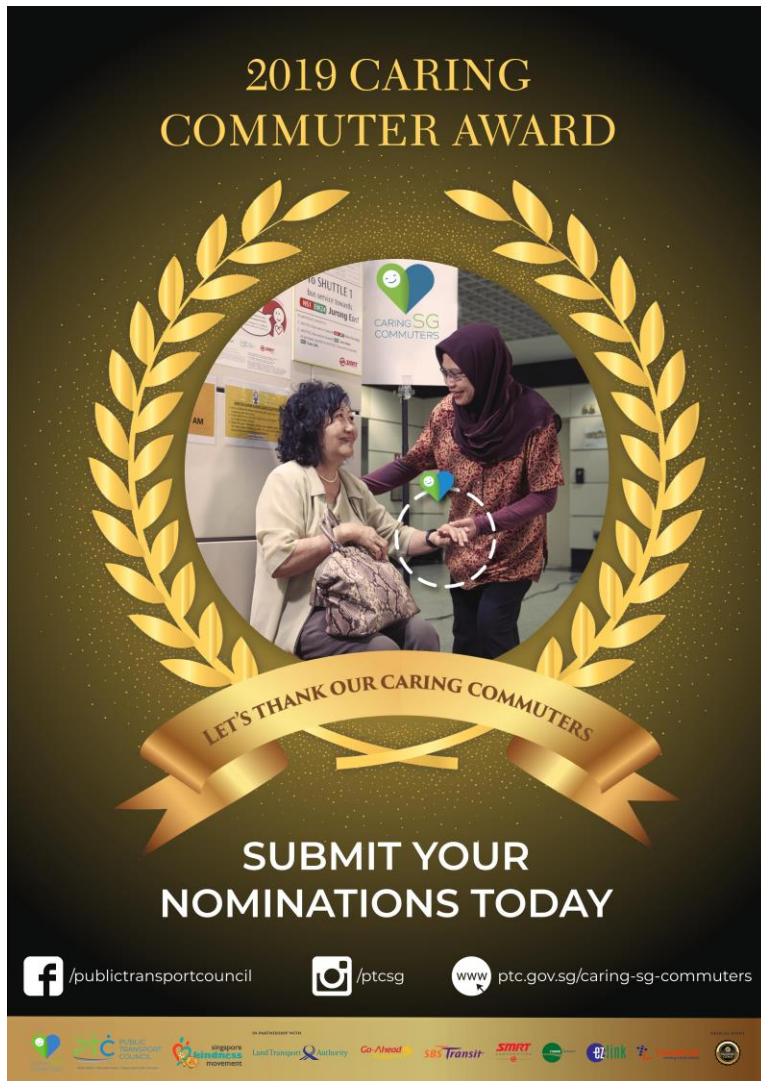
For enquiries, please contact:

Sheryl Teo  
Assistant Manager, Corporate Communications  
Public Transport Council  
Email: [sheryl\\_teo@ptc.gov.sg](mailto:sheryl_teo@ptc.gov.sg)  
DID: 6354 9033

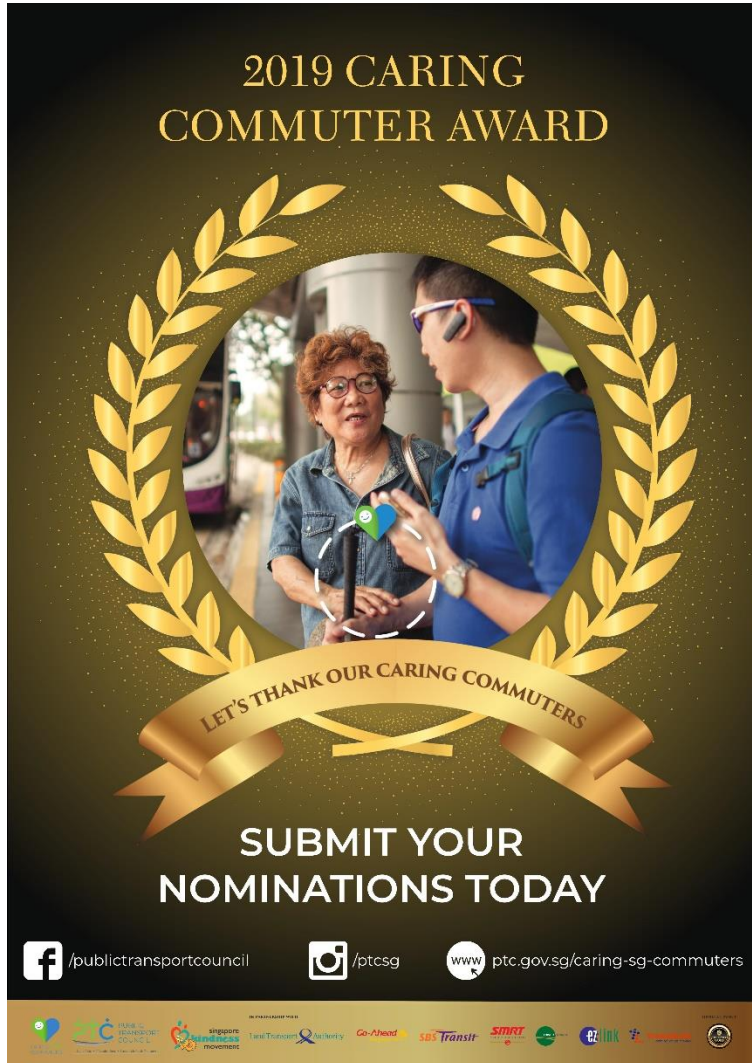
Michelle Tay  
Associate General Secretary, Partnerships  
Singapore Kindness Movement  
Email: [Michelle\\_tay@kindness.sg](mailto:Michelle_tay@kindness.sg)  
DID: 6761 9106

**Call-for-nominations posters**

*Visual 1: Offering help at a Heart Zone*



Visual 2: Offering help to a blind or visually-impaired commuter







The poster features a central photograph of a woman with glasses and a man with a blue shirt and a white cane, both wearing blue heart-shaped pins. The photo is framed by a golden laurel wreath. Above the wreath, the text '2019 CARING COMMUTER AWARD' is written in gold. Below the wreath, a golden ribbon contains the text 'LET'S THANK OUR CARING COMMUTERS'. At the bottom of the poster, the text 'SUBMIT YOUR NOMINATIONS TODAY' is displayed in white. The footer includes social media icons for Facebook, Instagram, and a website URL, along with a row of logos for various Singaporean organizations and transport agencies.

2019 CARING  
COMMUTER AWARD

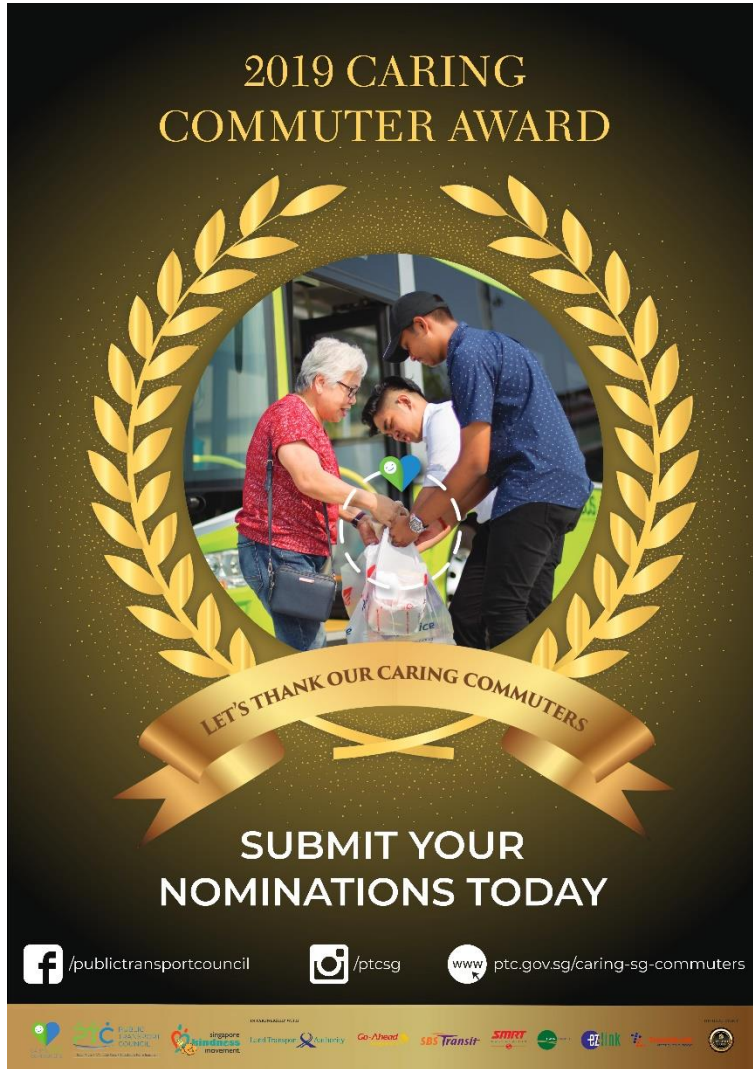
LET'S THANK OUR CARING COMMUTERS

SUBMIT YOUR  
NOMINATIONS TODAY

 /publictransportcouncil  /ptcsg  ptc.gov.sg/caring-sg-commuters



Visual 3: Offering help to carry heavy groceries for an elderly commuter



2019 CARING  
COMMUTER AWARD

LET'S THANK OUR CARING COMMUTERS

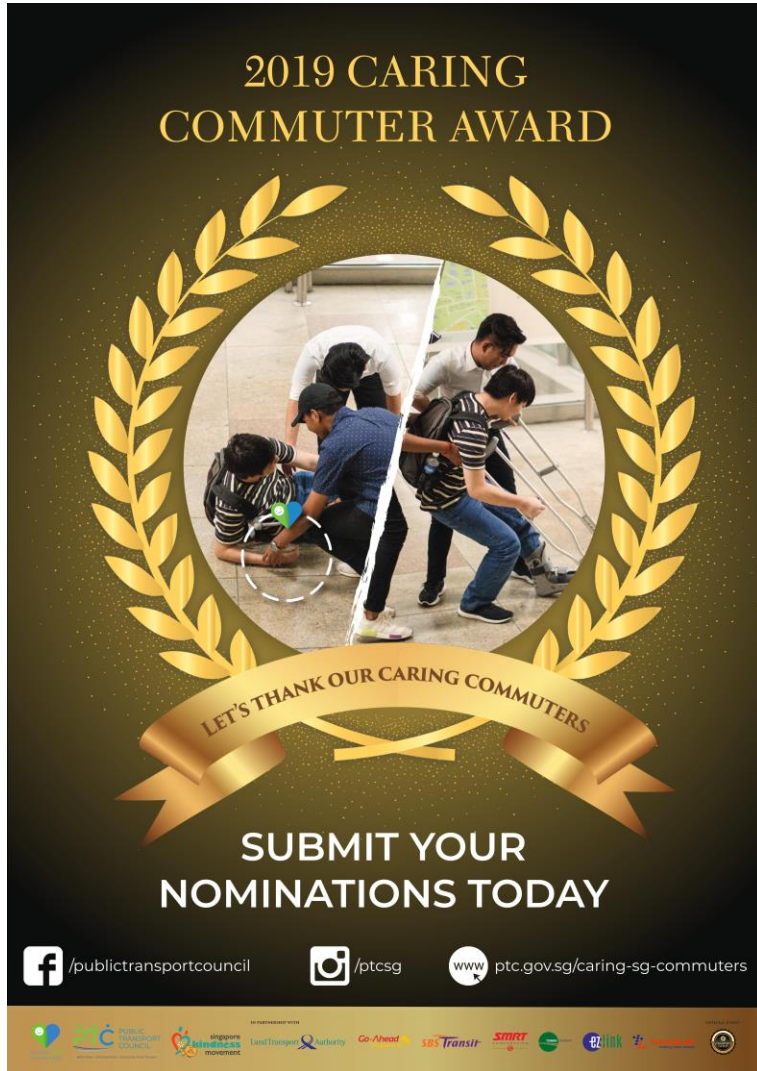
SUBMIT YOUR  
NOMINATIONS TODAY

[f /publictransportcouncil](#) [i /ptcsg](#) [www ptc.gov.sg/caring-sg-commuters](http://www.ptc.gov.sg/caring-sg-commuters)

Public Transport Council Singapore Land Transport Authority Go-Ahead SBS Transit SMRT

The poster features a central photograph of a young man in a blue shirt and black cap assisting an elderly woman in a red shirt with her groceries on a train platform. The photo is framed by a golden laurel wreath. Below the wreath is a golden ribbon with the text 'LET'S THANK OUR CARING COMMUTERS'. The background is dark with a subtle starry pattern. At the bottom, there are social media icons for Facebook, Instagram, and a website link, followed by a row of logos for various transport and community organizations.




Visual 4: Providing assistance in times of need at public transport nodes
































2019 CARING  
COMMUTER AWARD

LET'S THANK OUR CARING COMMUTERS

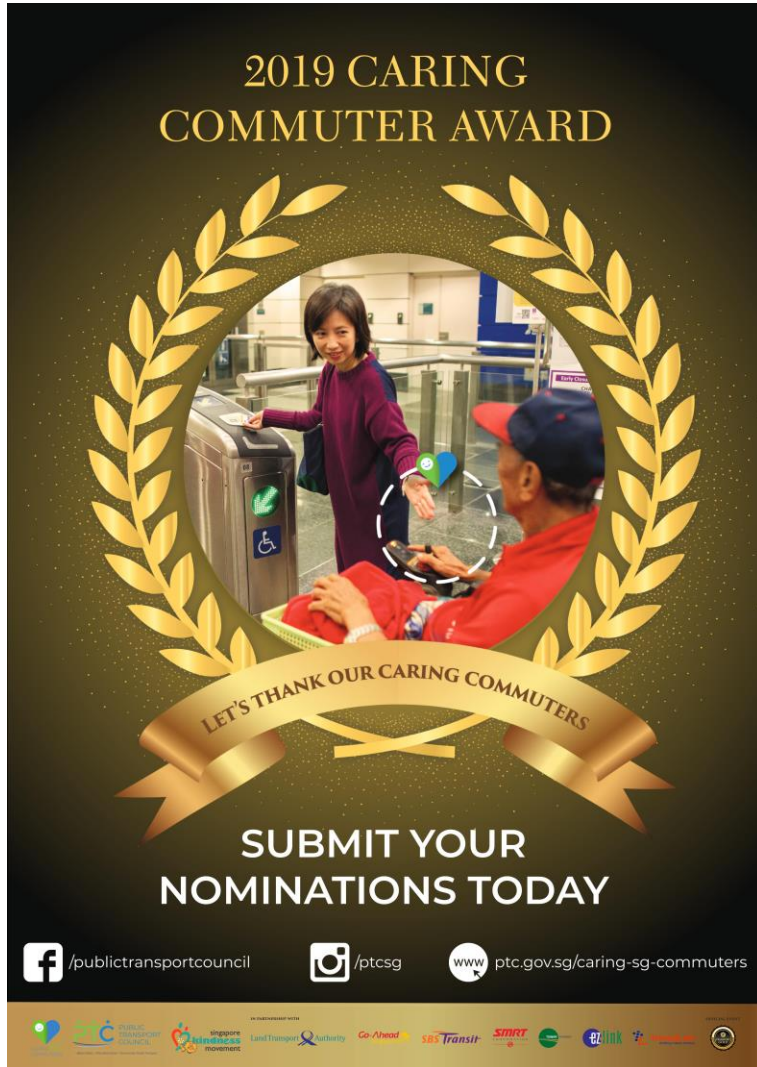
SUBMIT YOUR  
NOMINATIONS TODAY

 /publictransportcouncil  /ptcsg  www.ptc.gov.sg/caring-sg-commuters

The poster features a central photograph of several people assisting a person in a wheelchair at a public transport station. The image is framed by a golden laurel wreath. The background is dark with a subtle starry pattern. At the bottom, there are social media icons for Facebook, Instagram, and a website URL, along with a row of logos for various Singaporean organizations including the Public Transport Council, Singapore MOMENT, and various transport agencies like Land Transport Authority, Co-Ahead, SBS Transit, SMRT, EZLINK, and others.

Visual 5: Offering help to a wheelchair-bound commuter



2019 CARING  
COMMUTER AWARD

LET'S THANK OUR CARING COMMUTERS

SUBMIT YOUR  
NOMINATIONS TODAY

[f /publictransportcouncil](#) [/ptcsg](#) [www ptc.gov.sg/caring-sg-commuters](http://www.ptc.gov.sg/caring-sg-commuters)

The poster features a central photograph of a woman in a purple top assisting a man in a red shirt and blue cap who is seated in a wheelchair. They are at a transit station, with the woman holding a green card and the man holding a smartphone. The photo is framed by a golden laurel wreath. Below the wreath is a golden ribbon with the text 'LET'S THANK OUR CARING COMMUTERS'. The background is dark with a subtle starry pattern. At the bottom, there are social media icons for Facebook, Instagram, and a website URL, followed by a row of logos for various Singaporean organizations including the Public Transport Council, Singapore Handicaps Movement, Land Transport Authority, Go Ahead, SBS Transit, SMRT, EZlink, and others.