

News Release

Date of Issue: 30 April 2018

Advisory Panel Submits Recommendations to Make Land Transport System More Family-Friendly

The Family-Friendly Transport Advisory Panel presented its recommendations for a more accessible, family-friendly and inclusive transport system to Senior Minister of State for Transport Dr Lam Pin Min today.

2 The Panel was commissioned by the Government in June 2017 to consult relevant stakeholders on how Singapore's land transport system can be made more family-friendly.

3 Co-chaired by Mr Richard Magnus, Chairman of the Public Transport Council, and Mr Sitoh Yih Pin, Chairman of the Government Parliamentary Committee for Transport, the Panel is represented by members from key stakeholder groups, such as parents with young children, experts on seniors and disability issues, and academia.

4 Guided by 3 key principles (balanced, practical and cost-efficient), the Panel has drawn up 22 recommendations (please refer to the [Annex](#) for details) in the report, based on 4 key themes:

- a. Greater ease of access for families;
- b. More family-friendly spaces;
- c. Promoting caring commuting culture; and
- d. Mobility-as-a-Service (MaaS).

5 To gather insights for the recommendations, the Panel reached out to over 3,000 users of the transport system and conducted an extensive public consultation exercise through in-depth interviews, focus group discussions, REACH listening points and an online survey.

6 A variety of social groups were consulted, including families with young children, families who drive secondary school children to school, families with members who are wheelchair users, families who cycle and use personal mobility devices, families with special needs members and seniors who travel independently.

7 The recommendations include providing more way-finding signages to guide parents to nursing rooms and diaper changing facilities, ensuring all new taxi stands are barrier-free, where feasible, to facilitate movement of those on wheelchairs and limiting the height of steps in public buses to make them more accessible to the elderly.

8 “Achieving a seamless, delightful, family-friendly transport system is a journey that the commuting public will take together with the Government and transport operators, as partners in transit,” said Mr Richard Magnus.

9 “Singapore has come a long way in making our transport system accessible. It is time to re-imagine our land transport system, shifting the focus from individual modes and nodes, to focus on mobility, co-creation, and cultivation of a caring commuting culture for families,” said Mr Sitoh Yih Pin.

10 The Panel gives their full support to the recommendations, and hope they contribute to a more inclusive land transport system that enhances the travel experiences of families in Singapore. The Government will study the recommendations and announce the outcome of the review in due course.

ISSUED BY THE SECRETARIAT FOR THE FAMILY-FRIENDLY TRANSPORT ADVISORY PANEL

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ANNEX: Recommendations by the Family Friendly Transport Advisory Panel

The recommendations are categorised into 4 key themes:

1. Greater accessibility for families;
2. More family-friendly space;
3. Promoting caring commuting culture; and
4. Mobility as a Service (MaaS).

Greater accessibility for families	
A.	<u>Buses (for families with young children)</u> (1) Allow rear door tapping for open strollers. (2) Enhance awareness of rear-door boarding and tap-in through public education and training of bus captains. (3) Install user-friendly stroller restraint systems on public buses.
B.	<u>Buses (for seniors and semi-ambulant commuters)</u> (4) Enhance training for bus captains to drive nearer to the kerb when boarding and alighting seniors. (5) Introduce features that will make public buses more accessible for seniors (e.g. limiting the height of steps, use of assistive devices).
C.	<u>Enhance Quality & Timeliness of Information</u> (6) Develop system maps and transport applications showing availability of family-friendly features (e.g. nursing room, changing facilities, exit with lift). (7) Introduce more way-finding signage to guide parents to nursing room and diaper changing facilities. (8) Update websites and transport applications showing scheduled and unscheduled lift maintenance. (9) Provide information on barrier-free taxi stand and boarding/alighting points on transport applications.
D.	<u>Enhance Physical Accessibility</u> (10) Set policy that all new taxi stands should be barrier-free. (11) Assess the demand and feasibility of providing more shelters at bicycle/scooter parking stations at the MRT stations.

More Family Friendly Spaces

- E. (12) Provide more space for wheelchair users and open strollers: At least 2 wheelchairs or 1 wheelchair and 1 open stroller space on buses.
- (13) Provide a quiet room at MRT stations, Bus Interchanges and Integrated Transport Hubs for commuters with special needs and increase awareness that commuters may seek waiver of fines with station staff when they exceed the time limit due to special situations.
- (14) Raise awareness and facilitate co-creation between government and stakeholders for physical or virtual training facilities or a space that allows all children with special needs to familiarise themselves with the transport system prior to travelling on public transport.
- (15) Design a family-themed cabin during school holidays (full day), enhance public education and signages to allow priority boarding for families.

Promoting a Caring Commuting Culture

- F. (16) To adopt a multi-pronged, multi-layer approach (Whole-of-Government – Community – Schools - Home) to cultivate a caring commuting culture.
- (17) Develop Standard Operating Procedures (SOPs) with operators to help commuters with special needs especially during train service disruptions. We should also equip commuters with tangible tips on how to keep a look out for commuters with special needs who may need help especially during train service disruptions, and the proper etiquette of offering support and help.
- (18) Enhance SOPs to specify protocol for helping motorised and non-motorised wheelchair users to board or alight from public buses. In addition to service by bus captain, in the spirit of promoting a caring commuting culture, practical tips on how fellow commuters can offer support to persons in wheelchairs can also be disseminated.
- (19) Cultivate a caring commuting culture towards persons with invisible disabilities through public education.
- (20) Extend priority seats to commuters with invisible disabilities, such as persons with long-term physical, mental, intellectual or sensory impairments.

Mobility as a Service

- G. (21) Explore the scope of MaaS beyond integration of transport modes (public transport, bike sharing, car sharing, e-scooter sharing) to include complementary services and features e.g. medical escort and navigation guide.
- (22) At the macro-level, the Government to review options to ensure open availability and interoperability of transport data to create and safeguard a favourable MaaS growth environment.