

Annex A

Details of Findings and Recommendations into the Areas of Concerns on Public Transport

Listening to Commuters, Improving Every Journey

This Annex brings together findings from the 2025 Public Transport Customer Satisfaction Survey (PTCSS), along with insights from social media, news, commuter feedback as well as findings from other PTC surveys. It puts forward areas for improvement to enhance the public transport system in key areas where satisfaction was relatively lower as found in the PTCSS. It outlines possible challenges and shares how operators, agencies, and commuters can work together for a better public transport experience for everyone.

PTC recognises that these improvements will involve challenges and constraints. The more commuters share, the better placed we are to drive improvements that matter. We encourage all commuters to keep their feedback coming; every voice helps shape a better journey for everyone.

Crowding and Waiting Times

Bus and train ridership continued to grow in 2025, with average daily bus trips reaching 3.84 million and train trips 3.70 million respectively. With more commuters on the network, crowding and waiting times remain the most commonly raised concerns.

On buses, peak-hour crowding is felt most acutely by those travelling with young children or mobility aids. Many cited unreliable bus arrival information as a source of frustration. Services sometimes feel inconsistent, with buses occasionally arriving in quick succession or at irregular intervals. Commuters valued certainty and reliability in bus services, especially where few alternative travel options existed.

On trains, commuters shared that carriages feel increasingly packed, that they occasionally could not board the first arriving train, and that there are not always enough trains running to keep pace with commuter demand. Commuters suggested higher train frequency, longer or additional trains and better crowd management.

Progress made

Bus capacity and connectivity have been strengthened over the years. More recently, since its launch in August 2024, the Bus Connectivity Enhancement Programme (BCEP) has improved travel options for commuters through 35 new or extended bus services and enhancements to 71 existing services. These improvements have helped strengthen connectivity between homes, workplaces and key amenities, while providing commuters with more direct and efficient travel options. Double-deckers help to provide more capacity which Land Transport Authority (LTA) has been adding more of them. More than 40% of the current bus fleet are higher capacity buses. Bus operations control centres monitor and regulate bus services in real time to spread out bus waiting times and to reduce bus bunching. LTA is upgrading its Estimated Time of Arrival (ETA) system to improve bus arrival information accuracy and resilience.

A key challenge facing bus operators is the recruitment and retention of bus captains, which affects their ability to maintain service reliability, particularly when there are traffic delays or unexpected staff absences. To strengthen manpower and improve the commuting experience, operators are stepping up efforts to attract more local bus captains through measures such as higher starting salaries and enhanced sign-on incentives, supported by the Government.

For train crowding, morning pre-peak fares offering up to 50 cent savings for commuters tapping into the network before 7.45am on weekdays, excluding public holidays have been implemented since 2017. Free morning off-peak rides on the North East Line (NEL), introduced in December 2025, have reduced crowding by 9%. Travel Smart Journeys (TSJ) was introduced by LTA in 2020 and enhanced in 2025. It aims to better manage peak-hour crowding on public transport by encouraging commuters on the NEL to adjust their travel time or switch to alternative modes (e.g. express buses).

Express City Direct Services (CDS) offer a peak-hour alternative to rail. Continued expansion of the rail network will offer commuters more travel options while increasing overall system capacity. The full Circle Line loop is now in operation. Thomson-East Coast Line Stage 5, Downtown Line 3 Extension, followed by the Jurong Region Line and Cross Island Line are set to open in the coming years.

PTC welcomes LTA's efforts to continue to ramp up its capacity and reduce waiting time.

From dialogues to action

Through collaborative dialogues with Ministry of Transport (MOT), LTA, PTOs, and commuters, PTC has identified these other areas for improvement.

Better journey planning tools would help commuters make more informed decisions to better optimise their waiting time and choice of service. LTA's efforts to improve the accuracy and resilience of the ETA system are welcome. Beyond that, we should examine what information commuters desire to enhance journey planning. Popular third-party apps such as Google Maps and Citymapper are used around the world which provide a host of travel information that are more than what their local equivalents offer. They include train arrivals, detailed transfer information, route options for less walking or barrier-free accessibility, travel time / fare comparisons and live crowd information, amongst others. Better journey planning will be helpful to commuters as our rail network gets more extensive with many route options available. Buses are an important complement to the train network, especially for more crowded lines which commuters can be better informed through journey planning. PTC will facilitate deeper engagements with LTA, commuters, and app developers to explore how current journey planning offerings can be enhanced.

Improving commuter flow is necessary to complement measures by LTA and the PTOs to manage capacity. Today, we hear feedback that other commuters are not giving way or moving in resulting in buses or trains not being optimally utilised. More rear-door bus boarding can be facilitated, but must be managed carefully to prevent rear doors from closing on commuters when bus captains are unaware of their intentions. Service ambassadors could be considered at busier bus-stops and train stations. Pre-recorded audio announcements and videos on buses and trains featuring Move-In Martin can encourage commuters to move into the buses or trains, or head upstairs on double-deckers. Crowd marshals at train stations can guide commuters to less crowded carriages and assist vulnerable commuters. Passenger load indicators similar to that of DTL could be deployed to all MRT lines to help commuters pick a less crowded carriage to board. Commuters are also encouraged to move in graciously to make a meaningful difference to the comfort and boarding efficiency for everyone.

Courtesy and Consideration by Commuters

The PTCSS findings also suggest that there is room for improvement in the interactions amongst commuters. These include aspects such as playing audio loudly on speaker

mode, reluctance to give way to boarding/alighting commuters, as well as hesitance to give up seats to fellow commuters. For more vulnerable commuters and/or commuters with disabilities, such interactions could have a bigger, negative impact on their commuting experiences.

Progress made

Efforts to encourage a more gracious and caring commuting culture have been ongoing for more than a decade, supported by initiatives such as the Graciousness campaigns like the Thoughtful Bunch and the Caring SG Commuters movement. We have a Caring SG Commuters Committee, where representatives from transport agencies and PTOs discuss and plan public education programmes to encourage commuters to practise the Four Caring Norms of “Give Time”, “Give Care”, “Give a Hand”, and “Give Thanks” towards fellow commuters in need. The Caring SG Commuters Committee has also engaged educational institutes and community organisations extensively to educate and deepen public understanding of gracious and caring behaviour on public transport. This includes awareness initiatives such as assembly talks, learning journeys, and experiential workshops as well as co-creation projects such as volunteering sessions at public transport nodes and co-development of educational and publicity materials.

To support commuters with additional needs, LTA and PTOs introduced the Helping Hand scheme to enable commuters with less visible conditions to wear prominent yellow identifiers (i.e., card and lanyard) to signal when they require a seat or request for alerts for their stop. The scheme has since been expanded to include a new universal Helping Hand card that allows commuters to indicate their personalised request for assistance from public transport staff and fellow commuters. LTA has also been reminding commuters with Give-Way Glenda posters near lifts at public transport nodes to promote priority access for wheelchair users and parents with strollers.

Besides awareness campaigns, enforcement action may be taken against egregious behaviour that greatly inconvenience other commuters. Notwithstanding this, the Caring SG Commuters Committee believes that we can encourage more considerate behaviour among commuters. Ultimately, we want to build a commuting culture that is rooted in mutual consideration so that commuter interactions in our public transport system can be joyful, sincere and not out of reluctance or fear.

From dialogues to action

Reinforcing simple, everyday considerate behaviours helps to foster a more gracious commuting culture. By continuing to encourage actions such as giving way to those who need it, making space for others, and keeping noise levels down, commuters can collectively contribute to a more comfortable and respectful travel experience for everyone.

Besides reinforcing considerate behaviour, encouraging greater awareness of fellow commuters' needs is also key to fostering a more gracious and inclusive public transport environment. By promoting understanding and empathy towards diverse commuter groups, particularly those who may require additional support, commuters can be empowered to recognise and go the extra mile to respond thoughtfully to the needs of others when they encounter them.

To improve a culture of consideration and care, the Caring SG Commuters Committee will aim to strengthen consistent and visible cues to make expected commuter behaviours clearer and easier to follow. This includes enhancing signage, messaging, and on-ground reminders, complemented by the presence of staff and volunteers, such as Caring Commuter Champions, who can provide timely and gentle guidance when needed. These initiatives aim to encourage commuters to look out for one another and to reinforce considerate behaviour through gentle reminders to other commuters.

PTC has also identified that there is potential to engender greater appreciation among commuters towards public transport workers. A simple smile, greeting or thank you for their bus captain can make for a great start to one's commute and lead to a better journey experience.

PTC will continue to work with stakeholders across the network to highlight and reinforce these efforts and create the conditions for such behaviours to take root.

Air Conditioning in Trains

Commuters reported concerns with comfort arising from inconsistent air conditioning and ventilation on trains. Common concerns include stuffiness, uneven temperatures, and weak airflow particularly during peak periods and on certain lines. Commuters fed back that cooling in certain trains was barely perceptible, resulting in carriages that feel

warm and poorly ventilated. Commuters have called for stronger cooling, regular servicing, and temperature adjustments for better thermal comfort.

Progress made

MRT train carriage temperature is set at around 25°C. Train carriages are equipped with temperature sensors and thermostats that continuously monitor and maintain the temperature.

However, commuters may perceive this differently depending on the time of day, elevated vs underground lines, passenger load, and personal preferences. The warmer climate in recent years may also have contributed to greater sensitivity to onboard temperatures for commuters during their journeys, even where cooling systems are operating as intended, especially during hotter periods of the year.

As temperatures continue to rise, ensuring a comfortable commuting environment is an important focus for the public transport system. For example, new North-South East-West Line (NSEWL) trains featuring higher cooling capacity and improved airflow are being progressively introduced, with the full replacement of older trains on this line targeted for completion in 2026.

From dialogues to action

Recognising the importance of improving thermal comfort for commuters, PTC will engage LTA and the public transport operators to explore ways to enhance travel comfort. Potential areas of study could include optimising air-conditioning performance on older train fleets and reviewing maintenance practices, where appropriate.

Moving Forward Together

Notwithstanding these areas of concern, the PTCSS found that the majority of our commuters are satisfied with the different attributes of Singapore's public transport system. Commuters feel safe on their journeys, and value the professionalism and knowledge of station staff and bus captains.

Commuters' concern about crowded buses and trains, long bus waits, ungracious fellow commuters and warm trains are reminders that more can be done. Addressing these concerns is not something PTC, LTA, or operators can do alone; it requires ongoing

dialogues and willingness to keep listening and improving. PTC will continue to surface commuter concerns and bring the appropriate stakeholders together to ensure that every day experiences shape the public transport decisions that matter.