

Participating Teams and their Ideas

CHAMPION

HeartbeatSG (Ngee Ann Polytechnic)



Students from team 'HeartbeatSG' pitching their ideas to the Judges.

Source: Public Transport Council

The team conceptualised a forum style mobile app which allows commuters to seek help and receive real-time responses from commuters nearby. The solution integrated touch-screen tablets within Heart Zones, featuring location-specific FAQs and real-time community support. Gamification elements including check-in streaks, badges, and social media sharing of caring behaviours were suggested to reinforce the four caring norms.

1ST RUNNER UP

RPact (Republic Polytechnic)



Team 'RPact' pitching their Heart Zone Reinvention ideas to the Judges

Source: Public Transport Council

RPact introduced the Heartlink Smart Assistance System, an app-based solution for seniors to request real-time assistance and wheelchair support. By connecting users to staff or caring commuters nearby instantly, the system enhanced safety, dignity and independent commute. The app included Heartwheels (complimentary wheelchairs at selected Heart Zones for commuters to ferry other commuters to the nearby hospital), a QR-based wheelchair tracking system that automates information on wheelchair availability across public transport nodes and hospitals. Acting as a smart coordination layer, it expands Heart Zone support across the transport network, reducing travel anxiety and strengthening community-based assistance.

2nd RUNNER UP

Heartware (Ngee Ann Polytechnic)



Group photo of team 'Heartware'
Source: Public Transport Council

The team reimagined Heart Zone as intuitive, technology-enhanced spaces that make seeking assistance effortless and dignified. The concept centred on three key features: step-in activation through floor markers and pressure sensors that automatically triggered support without requiring users to search for buttons or scan codes, an AI assistant called "Heart Buddy" that offered voice-first interaction with touchscreen backup options for various needs from directions to medical assistance, and privacy-focused design including headset docks for confidential conversations and supportive seating.

Other Teams

Changing Hearts (Singapore Polytechnic)



Member of team 'Changing Hearts' demonstrating and presenting their ideas to a commuter.

Source: Public Transport Council

The team proposed an interactive vending machine prototype that encourages commuters to learn and practise the four caring norms through short, scenario-based videos reflecting real commuting experiences. Commuters choose how they would respond from three possible actions, and the machine dispenses a prize based on their selected response – utilising experiential learning and rewards to reinforce positive, caring behaviours in everyday travel.

Toast (Nanyang Technological University)



Team 'Toast' hearing from commuters about their proposed concept.

Source: Public Transport Council

The team designed a nature inspired Heart Zone, a calming space with movable petal-shaped rocking chairs, to help overwhelmed youths and commuters regulate themselves. This space offers youths and adults a choice between privacy and building connections in a soothing environment.

Memorbs (Nanyang Technological University)



Group photo of members from team 'Memorbs'
Source: Public Transport Council

The team suggested an interactive wayfinding map, featuring continuous coloured floor lines and symbols, to guide elderly commuters and commuters with dementia from MRT stations to nearby destinations. The concept included an interactive, colour-coded wayfinding map at Heart Zones with simple destination buttons that illuminate pathways when pressed. A help button feature will alert MRT staff and family members while playing calming voice messages to reassure users awaiting assistance.

CKFIP (Ngee Ann Polytechnic)



Team 'CKFIP' hearing the thoughts and experiences of commuters.
Source: Public Transport Council

The team redesigned the physical Heart Zone with interactive navigation aids to support those who face challenges navigating stations. The proposal sought to enhance complex MRT stations with interactive help kiosks which included a calling function for assistance, accessible enabling lanes (i.e. specially designed pathways) that guide users from the Heart Zone to different MRT lines and resting areas, to support smoother wayfinding for all commuters.

KoiFish (Ngee Ann Polytechnic)



Team 'KoiFish' presenting their ideas to the judges.
Source: Public Transport Council

KoiFish proposed biannual art competitions for primary school students, displaying selected works on digital screens in MRT stations to spark community participation. The screens aim to engage commuters by showcasing care themed artworks, allowing viewers to interact through live feedback, fostering a sense of shared experience and encouraging dialogue around positive behaviours in public transport.

The idea included a multilingual digital wayfinding kiosk designed for accessibility, particularly for elderly users.

Breakfast Club (Republic Polytechnic)



Team 'Breakfast Club' listening to the thoughts of commuters after sharing their ideas.

Source: Public Transport Council

Breakfast Club created an experiential installation featuring augmented reality mirrors and point of view simulations and storytelling to immerse youths in the lived experiences of elderly commuters and persons with disabilities, fostering empathy and encouraging active acts of care. They hoped to help commuters better understand the perspectives of others with different needs. The seating also doubles as a functional rest area for commuters.