



# JOYFUL RIDES FOR ALL

A CARING COMMUTER CHAMPION PLAYBOOK

Your guide on how you can make  
a big difference with simple acts of care

# NEED THE EXTRA



## TO GO THE EXTRA MILE?

Come and explore all the inclusive features present within our public transport nodes, as well as the diverse opportunities to extend a helping hand to others.



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## You can be an Agent of Positive Change

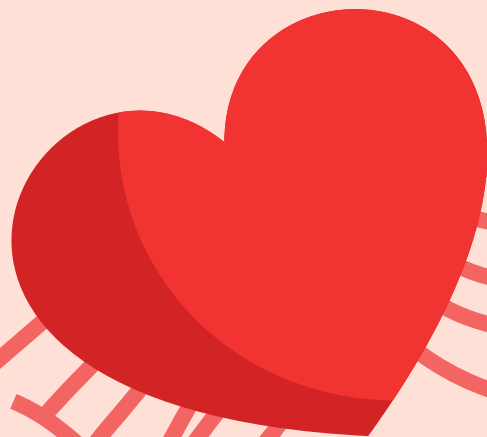
Your caring actions can influence others and help build a more caring commuter culture in Singapore. Start with these simple acts, and encourage your family and friends to follow:

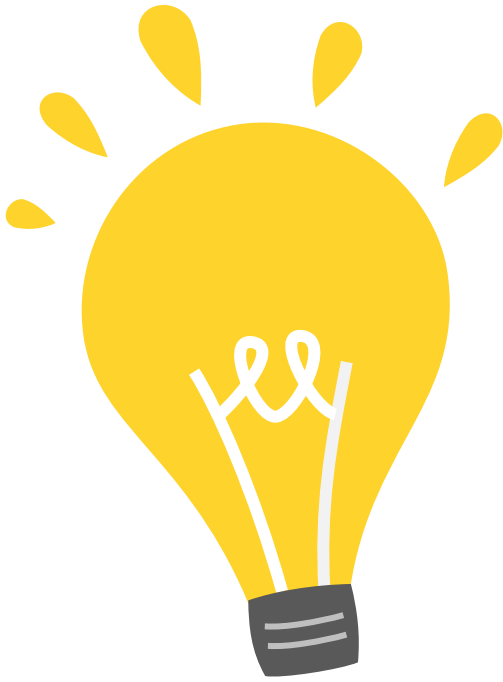
Show respect  
to fellow  
commuters.

Offer your  
seat to those  
in need.

Keep noise  
levels down.

Prioritise  
vulnerable  
commuters.





# Do You Know?

## Inclusive features on public transport

Public transport nodes are designed with inclusivity in mind to cater to the diverse needs of commuters. Listed here are some inclusive features and initiatives. Check them out during your next commute!

**Wheelchair bays** are provided in all buses to allow wheelchair users to travel around Singapore safely. Some buses can accommodate up to two wheelchair users. Give way to them and make space for them to navigate in and out of the bus safely.

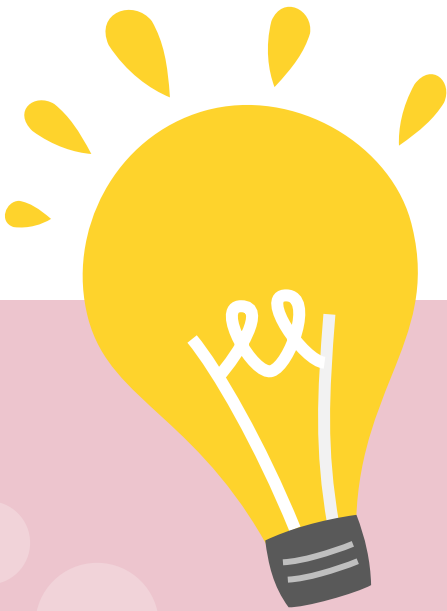


**Stroller restraints** are installed at wheelchair bays in buses to allow families with young children to secure their open strollers on board buses.



# Do You Know?

Inclusive features of public transport



## Passenger Information Display System (PIDS)

provides commuters with route-specific information such as the bus service number, destination, and MRT/LRT transfer information. The system also has built-in audio announcements to inform commuters of the next bus stop. This is useful for commuters who are visually impaired, deaf or hard-of-hearing.



**Blue button** can be found on the exterior of buses near the rear doors. It is meant to alert the bus captain to deploy the ramp for wheelchair users or commuters with personal mobility aids to board the bus.

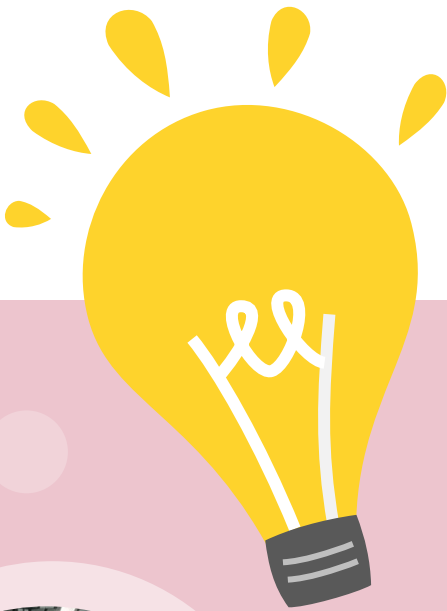
**Blue “stop” button** can be found near the wheelchair bay. Wheelchair users can press this button to alert the bus captain that they would like to alight at the approaching stop. The bus captain will assist them by deploying the ramp.





# Do You Know?

Inclusive features of public transport



**Priority queues** can be found at train platform level and at bus boarding berths. Commuters near these priority queues can give way to commuters who need more time to board or alight from the trains and buses.



## Emergency Communication

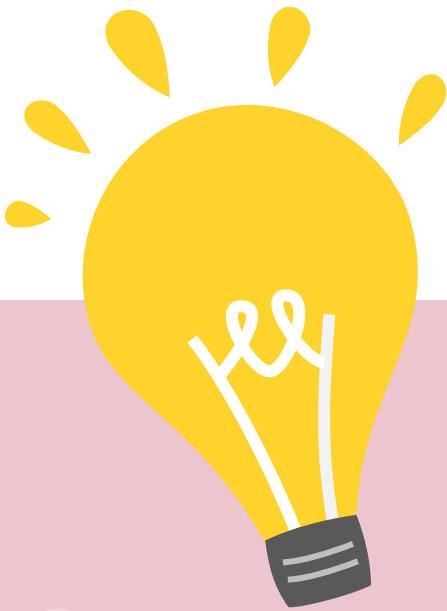
**Buttons** are located between alternate train doors and should be activated for emergency situations such as assaults, molestations, medical emergencies, spotting suspicious items/ persons, accidents (e.g., commuter trapped in the platform gap) and train cabin faults (e.g., faulty cabin lights).

**Lifts** can be found in MRT stations and bus interchanges. Commuters can consider using the escalator instead of the lifts to make space for other commuters such as wheelchair users, caregivers with open strollers etc.



**Tactile guiding system** can be found in MRT stations and is used by visually impaired commuters to navigate from the fare gates to the platform. The circular studs show a decision point at a junction (e.g. at the fare gates, lifts or platform screen doors) while the elongated strips indicate the direction of travel.





# Do You Know?

Inclusive features of public transport

**Wider fare gates** allow wheelchair users and families with young children to have easier access into and out of the MRT station. Commuters should look out for the priority signages near the wider fare gates and give way to commuters in need of it.

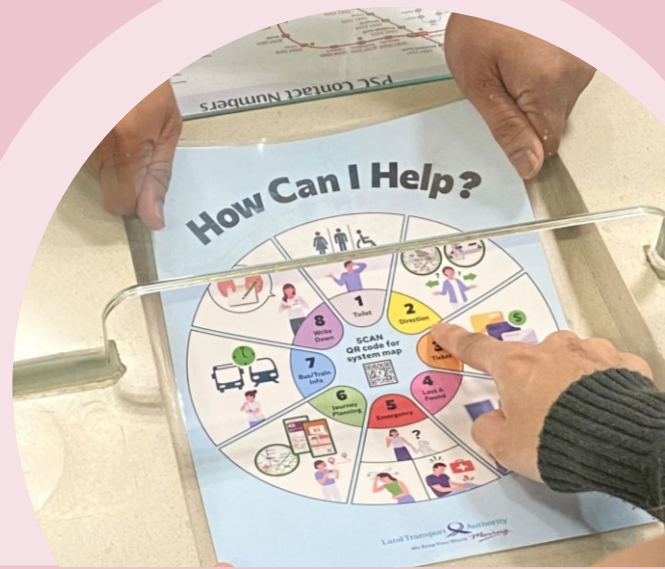


## Hearing Enhancement System (HES)

is found at various MRT stations and helps commuters who wear hearing aids to communicate effectively with transport staff at the Passenger Service Centre.



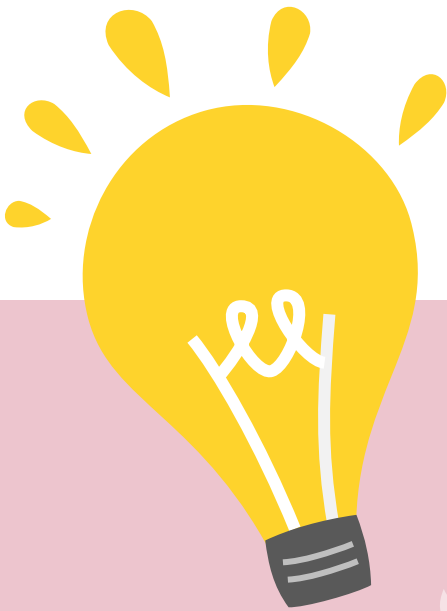
**Communication card** is a visual communication chart found at the Passenger Service Centre that helps non-verbal commuters or commuters with speech impairment to communicate better with transport staff.





# Do You Know?

Inclusive features of public transport

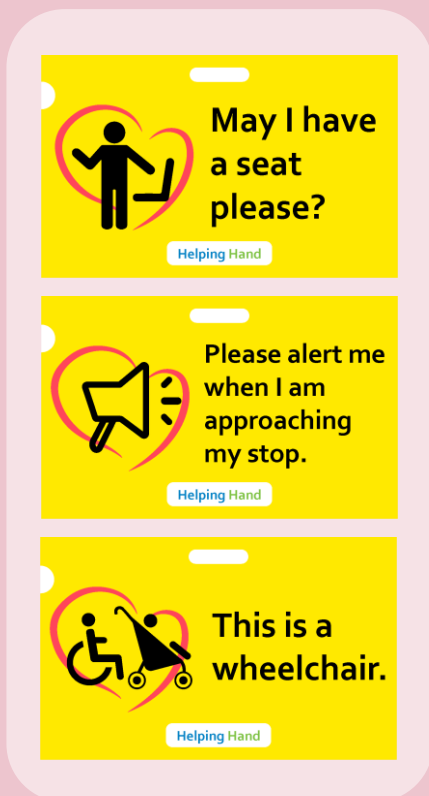


The **Helping Hand scheme** aims to foster a more inclusive public transport system. It features three different card messages.

***‘May I have a seat please?’*** is designed to encourage commuters to give up their seats to commuters with invisible medical conditions.

***‘Please alert me when I am approaching my stop’*** is designed to assist commuters with visual impairment or conditions such as dementia, in alerting transport staff and commuters to notify them when they are nearing their destination.

***‘This is a wheelchair’*** is designed to alert transport staff and commuters that the commuter is using a paediatric wheelchair and requires the designated wheelchair space.

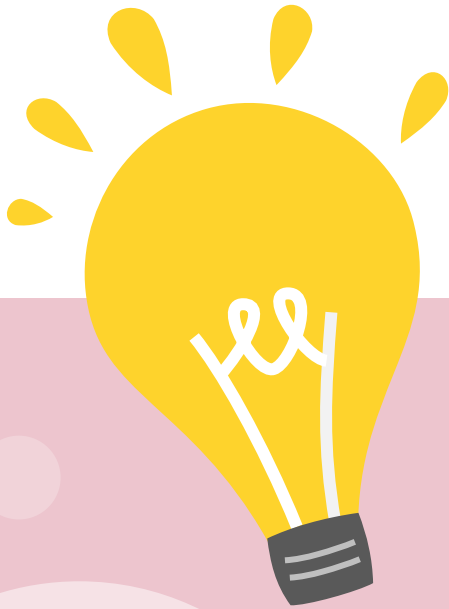


**Commuter care rooms** are safe spaces located within various MRT stations and bus interchanges to give commuters with sensory overload a quiet area when things get overwhelming. Commuters who are lost may also rest there while waiting to be reunited with their loved ones. Commuters who are not feeling well may also use this space.



# Do You Know?

Inclusive features of public transport



## Dementia Go-To Points (GTPs)

are touch points within the community. They are located at MRT stations, bus interchanges and integrated transport hubs. Lost commuters with dementia may approach transport staff for help.



## Wayfinding murals

are designed to help commuters with dementia navigate public transport nodes with ease through the use of visual cues.

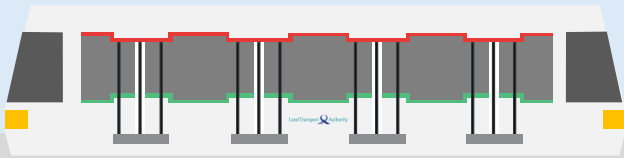
**CARA** which stands for Community, Assurance, Rewards and Acceptance – is a membership programme that serves as a lifestyle and community platform, connecting persons living with dementia and caregivers to an ecosystem of solutions via a mobile application. Commuters may help reunite lost commuters with dementia by scanning the QR code on the physical CARA card or the CARA e-card located in the app. Alternatively, commuters may approach transport staff for assistance.



# Opportunities

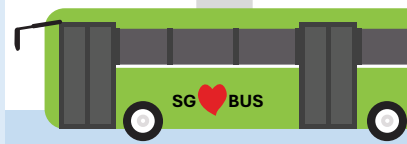
## to assist other commuters

on your day-to-day journey



### Tips to help visually impaired commuters

- Offer precise guidance to commuters by alerting them of obstacles such as stairs, escalators, platform screen doors, fare card readers etc.
- Alert commuters on the arrival of the bus and bus service number and ensure that the commuters board the correct bus. If you are boarding the same bus, you may guide them up the bus by leading them with your elbow.
- Give way to commuters navigating using the tactile guiding system.



### Tips to help wheelchair users

- Give way to them and allow them to enter and exit the bus and train first.
- Give priority to commuters who need the lift by taking the escalator especially when the station is crowded.



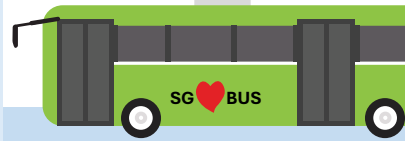
# Opportunities to assist other commuters

on your day-to-day journey



## Tips to help other commuters

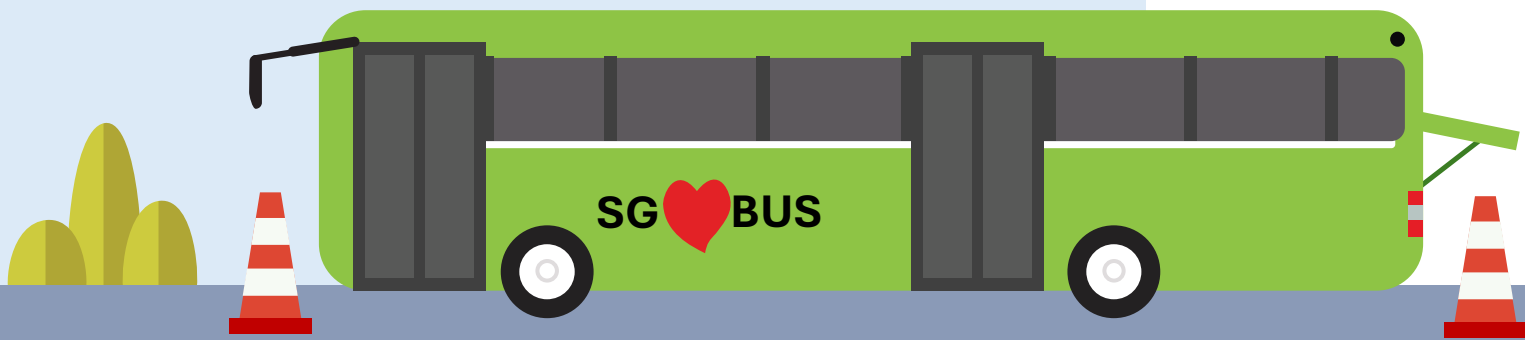
- Assist commuters who look lost. They may be living with dementia and require assistance. If they are unsure of their destination, you may bring them to the Passenger Service Centre or approach transport staff for assistance.
- If a commuter is having a meltdown, ask the accompanying caregiver (if present) if the commuter requires a quiet space. If so, please approach transport staff for further assistance.



- Give way to vulnerable commuters who need more time to board or alight from trains and buses.
- Give way to vulnerable commuters who require the wider fare gates. Opt for the other fare gates especially if the station is crowded.

# Opportunities

## to assist other commuters

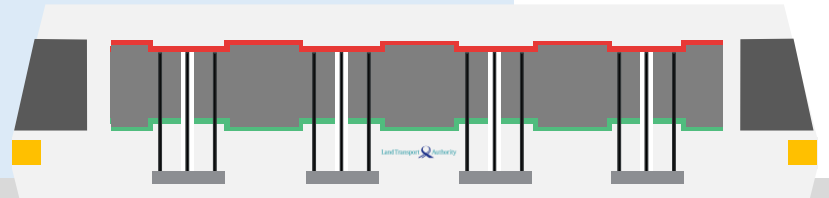


### **In times of service disruptions or emergency (bus)**

- Notify deaf or hard-of-hearing commuters during a bus service disruption such as bus breakdown through text or visual cues.
- If you can, look out and help commuters with special needs, wheelchair users or commuters with personal mobility aids to alight from the bus during a service disruption or emergency.
- Assist visually impaired commuters by alerting them of the emergency situation and help them to evacuate, if necessary.
- Inform them when their bus is approaching the bus stop. Should your bus arrive before theirs, notify them that you are leaving and check if any other commuter can assist them instead.

# Opportunities

## to assist other commuters



### In times of emergency (train)

- In the event of a train service disruption, signages and banners will be put up around the station. Train announcements will also be made. Commuters may also look out for updates on digital panel.

Disruption on <b>East West Line</b> Between Queenstown and Tanjong Pagar in both directions		
<b>East West Line</b>	<b>Disrupted</b>	✗
<b>North South Line</b>	<b>Normal</b>	😊
<b>Circle Line</b>	<b>Normal</b>	😊
<b>Bukit Panjang LRT</b>	<b>Normal</b>	😊



**No Train Service**  
**Between Tanjong Pagar**  
**and Queenstown**  
**In both directions**  
 Sorry for the inconvenience caused.

- Notify deaf or hard-of-hearing commuters through text or visual cues of the train service disruption and direct them to the bus bridging points, if required.
- Assist visually impaired commuters by guiding them to the bus bridging points, if required.



# Opportunities

## to assist other commuters



### In times of emergency (train)

- In the event of a train service disruption, commuters on board the train will have to alight at the nearest train station.
- Listen carefully to the in-train announcements. When instructed, move towards the ends of the train.
- Assist deaf or hard-of-hearing commuters by informing them through text or visual cues of the train service disruption and show them where they should head to.
- Assist visually impaired commuters by guiding them to the ends of the train. Lead them by allowing them to hold on to your shoulder or arm.
- Assist wheelchair users by giving way and allowing them space to navigate to the exit points.



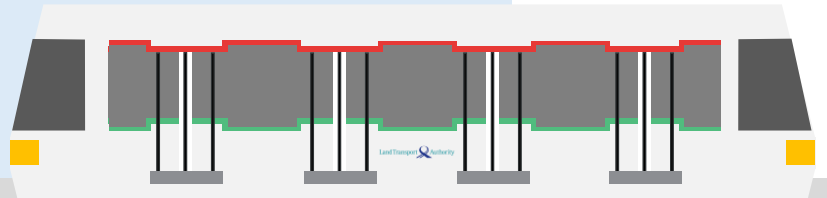
**EMERGENCY EXITS AT BOTH ENDS OF TRAIN**



- Approach transport staff if further assistance is required. Use the emergency communication button to speak to transport staff only when urgent help is required.

# Opportunities

## to assist other commuters



### In times of emergency (train)

- Look out for the flashing beacon lights at bus bridging points. Signages will also be put up to alert commuters of bus bridging queue points.
- Take note of the two different bus services:

**1** Free bridging bus services that ply through the bus stops at affected MRT stations only.

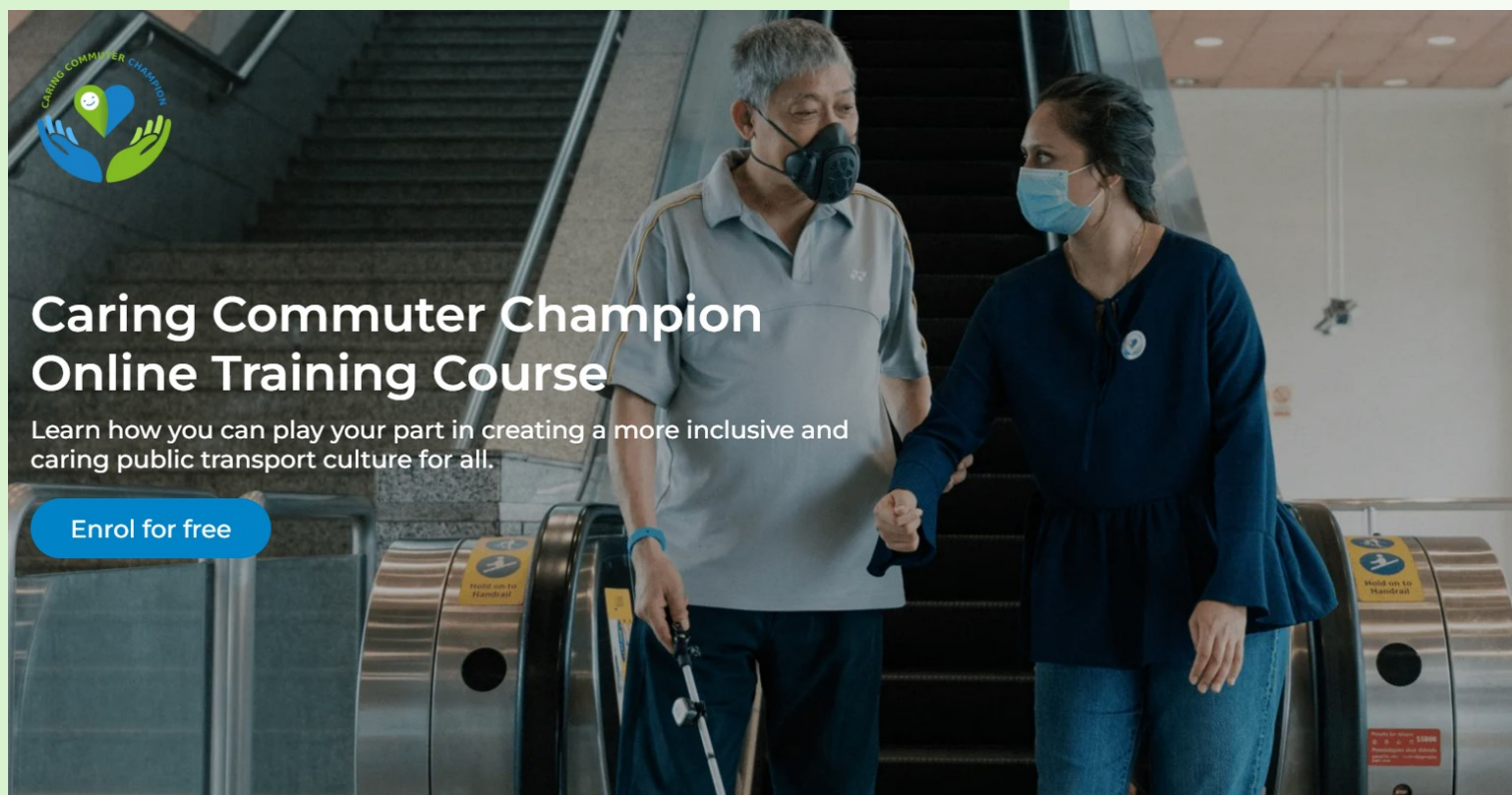
**2** Free regular bus services that ply through designated bus stops along the original bus route.

- Help visually impaired commuters to board the correct bus that will bring them to their destination.
- Approach transport staff if further assistance is required.



## CARING COMMUTER CHAMPION

Simple acts of care can make a big difference. It can make someone's day and help them face challenges that would otherwise be difficult. It also makes you feel happier and more positive. You can contribute to something bigger than yourself by joining us as a Caring Commuter Champion.



### Caring Commuter Champion Online Training Course

Learn how you can play your part in creating a more inclusive and caring public transport culture for all.

[Enrol for free](#)

Equip yourselves with the knowledge and skills to help others on their journeys through this 45-minute e-learning course.



<https://go.gov.sg/championelearning>



# What our Champions have to say

#ChampionDiaries

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**Mike Goh**

“My aspiration is to become a senior Caring Commuter Champion who will inspire more seniors to come forward to sign up as Champions. Alone, our effort may be trivial, collectively we can strive towards a commuter-inclusive society.”



**Fion Goy**

“There were many times when I encountered people with disabilities while travelling on public transport and I do not know how best to support them. Hence, I joined the Caring Commuter Champion programme as I hope to equip myself with the knowledge to aid those in need and make travelling on public transport worry-free for everyone.”



**Lorna**

“During my daily journey, I encounter a wide variety of individuals prompting me to consider how I might leverage my abilities to assist those with disabilities and others in need. Learning about the Caring Commuter Champion initiative motivated me to participate, aiming to inspire young children and set a positive example for my son. Each time I make a positive difference and assist someone, I feel inspired and encouraged to do even more, expecting nothing in return.”

# ACTIVITIES AND VOLUNTEERING OPPORTUNITIES

## Past activities



As a Caring Commuter Champion, in addition to showing your care for others during your daily commute, there are many activities and volunteering opportunities which you can participate in. Some examples of activities include:

- ♥ Accompanying seniors on learning journeys and helping them gain knowledge and confidence in taking public transport independently;
- ♥ Exchanging ideas and suggestions with like-minded Champions to build a more caring culture amongst public transport commuters; and
- ♥ Sharing your public transport experiences and the importance of building a culture of care with students through assembly talks.





Visit

<https://go.gov.sg/ccactivities>  
or scan the QR code to discover  
more upcoming opportunities!

