



Public Transport for All

Annual Report
FY 2023/2024

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ABOUT PUBLIC TRANSPORT COUNCIL

The Public Transport Council (PTC), established in 1987 under the Public Transport Council Act 1987, regulates public transport fares and ticket payment services. We also work closely with the public transport industry players and public agencies like the Land Transport Authority (LTA) to bring about a quality and affordable public transport system for the people of Singapore.

The Council includes representatives from academia, labour unions, industry and the people sector. The multiplicity of representation and experience of the Council members allow PTC to weigh views and concerns from commuters, public agencies and public transport operators objectively and holistically to improve the public transport system.



Key Statutory Powers of PTC

- Regulating bus and train fares and fare structure of point-to-point transport (P2P) services;
- Promoting and facilitating the integration of bus and train fares for efficient travel between different modes of public transport;
- Exercising licensing and regulatory functions in respect of the provision of ticket payment services for buses and trains in Singapore;
- Regulating penalty fees to deter fare evasion;
- Undertaking surveys or other arrangements e.g focus group discussions on public transport and P2P transport services; and
- Evaluating and recommending improvements related to public transport matters to the Government.

VISION, MISSION AND VALUES

Mission

To work in collaboration with commuters, transport operators and government agencies to improve our public transport system by:

- Keeping public transport fares affordable while ensuring the sustainability of the public transport system; and
- Providing objective, evidence-based advice to the Government to improve the service quality of public transport and commuters' travel experiences.

Vision

A sustainable public transport system, the preferred choice for all.

Values

Professionalism

- Strive for service excellence in what we do and how we do it

Integrity

- Uphold high standards of moral and ethical principles

Objectivity

- Be fair and open to differing views with the aim of achieving an optimal balance

Innovation

- Seek new ways to improve public transport



ORGANISATIONAL STRUCTURE

Janet Ang
Chairperson

Leow Yew Chin
Chief Executive

Han Liang Yuan
Senior Director,
Corporate
Communications

Joyce Tay*
Director,
Corporate
Services

Lee Yueh Chern
Director,
Insights &
Advisory

Angela Khoo
Director,
Policy &
Regulation

Quek Sze Hao
Director,
Special Projects

Patricia Tan
Director,
Transformation
& Research
Analytics

*From 1 June 2024

COUNCIL MEMBERS

Ms Janet Ang
Chairperson,
Public Transport Council



**Mr Abdullah Shafie
Bin Mohamed Sidik**
Honorary Chairman,
Siglap South Community
Centre, and District
Councillor,
South East CDC



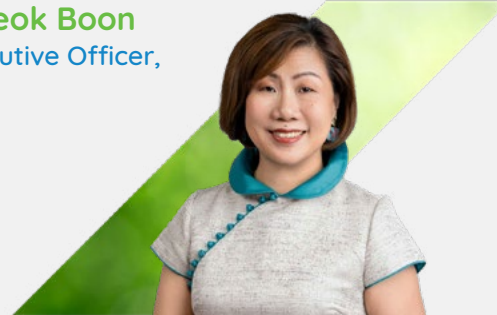
Mr Cham Dao Song
Senior Director of
Strategic Planning
Division, Ministry
of National
Development



**Dr Vincent Chua
Cheng Huat**
Retired, formerly Associate
Professor, Singapore
University of Social
Sciences



Ms Ku Geok Boon
Chief Executive Officer,
SG Enable



Ms Lee Huay Leng
Editor-in-Chief of
Chinese Media Group,
SPH Media



Mr Lim Bok Ngam
Board Director,
Hock Liang
Holdings Limited



Mr Lim Boon Wee
Senior Vice President
(Administration),
Singapore Management
University



COUNCIL MEMBERS

Mr Mak Mun Whai
General Secretary,
National Transport
Workers' Union



Ms Nadia Ahmad Samdin
Counsel and
Senior Project Leader,
Tri-Sector Associates



Mr Naseer Bin Ghani
Chairman,
West Coast Community
Centre's Indian Activity
Executive Committee



**Associate Professor
Patricia Tan Mui Siang**
Associate Professor of
Division of Accounting,
Nanyang Business
School, Nanyang
Technological
University



Mr Tan Soo Nan
Executive and Non-
Independent Director,
Raffles Medical Group
Ltd & Raffles Health
Insurance Pte Ltd



**Mr Thuvinder Singh
s/o Bachan Singh**
General Secretary,
Union of Telecoms
Employees of
Singapore



Mr Yeo Teck Guan
Senior Group Director
(Public Transport),
Land Transport
Authority



Mr Leow Yew Chin
Chief Executive,
Public Transport Council



MESSAGE FROM CHAIRPERSON

In the face of global economic uncertainties and higher costs of living, the Public Transport Council's (PTC) focus remains resolute – members saw the importance of keeping pace with cost changes in the public transport industry and ensuring operators drive efficient operations, while balancing the equally important need to ensure fare affordability for all commuters. The Council had to constantly anticipate challenges and adapt to them.

Ensuring Affordable Fares

In 2023, the Council reviewed the Fare Adjustment Formula and Mechanism, with the aim to reduce volatility of fare changes, when computing the quantum for the annual Fare Review Exercise (FRE).

Typically carried out once every five years, the Council wanted to ensure that the formula and mechanism

are relevant and responsive to changes in the public transport industry and commuting patterns. We consulted widely to understand the concerns and perspectives of the various stakeholder groups. We conducted face-to-face surveys with 1,000 commuters at 10 MRT stations and 10 bus interchanges across Singapore and held public engagement sessions with 24 focus groups involving 201 participants from the different commuter groups.

We also held dialogues with representatives from the trade union, public transport operators, academics and public transport authorities and operators from other cities. These findings and insights had helped shape our recommendations. By introducing the new fare formula and retaining the Deferred Fare Adjustment Mechanism, we will be able to protect commuters against big swings in bus and train fares from year to year and assure commuters that fares will stay affordable.

“ In the face of global economic uncertainties and higher costs of living, the Public Transport Council's focus remains resolute – members saw the importance of keeping pace with cost changes in the public transport industry and ensuring operators drive efficient operations, while balancing the equally important need to ensure fare affordability for all commuters. The Council had to constantly anticipate challenges and adapt to them.

Ms. Janet Ang
Chairperson



MESSAGE FROM CHAIRPERSON

For the 2023 Fare Review Exercise (FRE), which was the first exercise done using the revised fare formula to compute the fare quantum, the Council decided to grant an overall fare increase of 7.0%, which is about a third of the 22.6% maximum quantum.

The Council also provided greater support for heavy users of public transport who belong to concessionary groups, by reducing the prices of hybrid monthly concession passes by up to 10%. The decision to reduce pass prices signifies a tangible effort to keep public transport affordable for Singaporeans, particularly those in concessionary groups.

The Council was heartened that the Government provided \$300 million in additional subsidies to cover the cost of deferring 15.6% of the allowable fare adjustment. It also made available \$50 Public Transport Vouchers to further support needy households.

Improvement in Ridership

Despite the challenges, the year also saw improvement in public transport ridership to 93.5 per cent of the pre-pandemic peak with 7.19 million bus and train rides daily.

This is a testament to the efforts by the various stakeholders in the public transport sector, to develop, operate and maintain an efficient and reliable public transport system, together with the enduring support of commuters.

We can expect ridership to increase with the opening of the Thomson-East Coast Line Stage 4 in June 2024. The expansion of the train network will further enhance connectivity and improve accessibility. I envision a nation where more and more people prefer to use public transport, as our network strengthens and expands.

Fostering a More Caring Commuting Culture

We have also made significant strides in fostering a caring commuting culture. We have worked closely with various partners to co-create projects like the Travel Makers Programme, Empathy Workshops, CARE Ride @ South West and the “Why Should I Care” Dialogue. These projects underscore our commitment to cultivate a caring commuting culture where every public transport journey is a joyful and purposeful one.

These efforts culminated in the annual Caring Commuter Week in November 2023 which celebrated the individual, community and organisational efforts to show acts of care to fellow commuters in their public transport journeys. Ten caring commuters were recognised with the Caring Commuter Award 2023 for demonstrating acts of care during their commutes. Another five individuals were recognised as Caring Commuter Champion (Inspirers) for promoting the Caring Commuter movement in their workplace or community, and actively taking part in activities organised by the Caring SG Commuters Committee.

Understanding Commuters

Engaging commuters to bring about better rides continues to remain imperative. Notably, our engagements with 232 commuters through 36 focus group discussions have provided invaluable insights. These insights enable us to collaborate with other authorities and operators to make commuters’ rides more pleasant and inclusive, and continually identify new opportunities to better serve the commuters. To better understand the experience of our commuters, we also conducted the Public Transport Customer Satisfaction Survey (PTCSS), Point-to-Point Transport Services Customer Satisfaction Survey (PCSS), and Public Transport Survey for Persons with Disabilities. The surveys saw consistently high or an improved mean satisfaction score for our public transport services.

MESSAGE FROM CHAIRPERSON

Embracing Innovations

In embracing digitalisation, we have enhanced the Mobile Inspection Device, which has helped us to streamline our operations and ensuring greater efficiency in enforcement against fare evasion. The system enhancement not only eliminates manual work and reduces processing time, but also increases data accuracy. Through the use of digital technology, we foresee continued improvements and adaptability to further streamline our processes.

Appreciation to Council Members

Our Council Members play a pivotal role in PTC’s deliberations. With their diverse background and experience, they enable PTC to objectively and holistically consider the views and weigh the concerns of commuters, public agencies and public transport operators, so as to ensure better rides, affordable fares and a sustainable public transport system. On this note, I would like to put on record my heartfelt appreciation to PTC’s former Chief Executive, Mr Tan Kim Hong, and Council Member, Ms Lynette Cheah, for their contributions.

I would also like to welcome PTC’s new Chief Executive, Mr Leow Yew Chin. I am confident that with his expertise in transport planning, policy development, public transport regulation and stakeholder engagement, he will lead the organisation to deliver a high quality public transport system that serves Singaporeans well.

Strong Employee Engagement

PTC also saw higher employee engagement scores in the 2023 Employee Engagement Survey conducted by the Public Service Division for the whole-of-



PTC is steadfast in our commitment to bring about public transport for all. We will continue to work with the commuters, our partners and stakeholders to keep fares affordable, ensure the public transport system is sustainable and foster an inclusive caring commuting culture that meets the diverse needs of our community.



Ms. Janet Ang
Chairperson



government. Such results for a small agency signify the strong camaraderie and bonding among PTC staff, which drive higher participation rates in staff initiatives and activities conducted.

Ensuring Public Transport for All

PTC is steadfast in our commitment to bring about public transport for all. We will continue to work with the commuters, our partners and stakeholders to keep fares affordable, ensure the public transport system is sustainable and foster an inclusive caring commuting culture that meets the diverse needs of our community.

MILESTONES FOR FY 2023/2024



April 2023

Set up Heart Zone at Sembawang Bus Interchange



November 2023

Announcement of the Winners of the Caring Commuter Award 2023 - Ten caring commuters across seven caring acts were recognised



September 2023

Conclusion of the 2023 Fare Review Exercise with a fare increase of 7.0% - 10 to 11 cents for adult card fares, 4 to 5 cents for concession card fares and 10 to 20 cents for bus cash fares

Hybrid monthly concession pass prices were reduced by up to 10% and a new hybrid monthly concession pass for Workfare Transport Concession Scheme card holders was introduced by the Government

MILESTONES FOR FY 2023/2024



November 2023

Launch of Caring Commuter Week at One Punggol by the Caring SG Commuters Committee, PTC and LTA



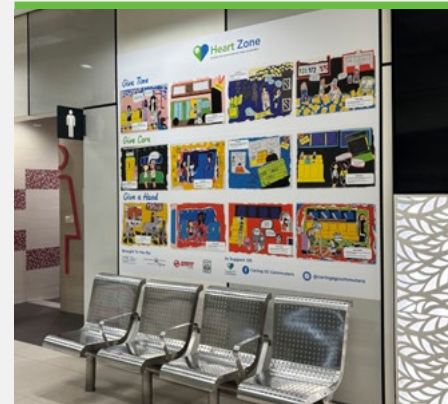
December 2023

Implementation of fare changes announced in September



November 2023

Set up Heart Zone at Jurong Town Hall Bus Interchange



January 2024

Set up Heart Zone at Bukit Panjang Integrated Transport Hub

MILESTONES FOR FY 2023/2024



February 2024

Release of Results of the 2023 Point-to-Point Transport Services Customer Satisfaction Survey



April 2024

Release of Results of the 2023 Public Transport Customer Satisfaction Survey and 2023 Public Transport Survey for Persons with Disabilities



March 2024

Ministry of Transport Award Ceremony [Minister's Innovation Award - Distinguished] CARE Bus

Ministry of Transport Award Ceremony [Minister's Innovation Award - Merit (Social Media)] Caring Commuter Award Comic Illustration

ENSURING BETTER RIDES FOR COMMUTERS



SURVEY FINDINGS

As part of PTC’s mission to work in collaboration with commuters to improve our public transport services and point-to-point transport services, we are dedicated to understanding commuters’ expectations, needs and their satisfaction with the public transport system. To this end, PTC conducted three customer satisfaction surveys.

- 1 Public Transport Customer Satisfaction Survey
- 2 Public Transport Survey for Persons with Disabilities
- 3 Point-to-Point Transport Services Customer Satisfaction Survey

We understand the importance of seeking the views of our commuters. PTC will be conducting a review of our customer satisfaction surveys to ensure that they remain effective and relevant in gathering feedback to better serve our commuters. We will resume the surveys after the completion of the review.



RESULTS OF 2023 PUBLIC TRANSPORT CUSTOMER SATISFACTION SURVEY (PTCSS)

The 2023 Public Transport Customer Satisfaction Survey (PTCSS), conducted from 14 August to 24 September with 5,037 commuters, found that 93% of commuters were satisfied with public transport, similar to 2022. The mean satisfaction score for public transport in 2023 was 7.8 out of 10, similar to 2022.

Public Transport Mean Satisfaction Score



7.8

Similar to 2022

Top 3 Most Important Service Attributes

- 1 Reliability
- 2 Waiting Time
- 3 Travel Time

Train Services

Mean Satisfaction Score

8.0

Similar to 2022



Top 3 Most Important Service Attributes

- 1 Reliability
- 2 Waiting Time
- 3 Travel Time

Bus Services

Mean Satisfaction Score

7.7

Similar to 2022



Top 3 Most Important Service Attributes

- 1 Waiting Time
- 2 Reliability
- 3 Travel Time

RESULTS OF 2023 PUBLIC TRANSPORT SURVEY FOR PERSONS WITH DISABILITIES

Carried out from 14 August to 6 October with 400 Persons with Disabilities and their caregivers, the 2023 Public Transport Survey for Persons with Disabilities showed that 94% of respondents surveyed were satisfied with public transport. The mean satisfaction score for public transport in 2023 was 7.6 out of 10, similar to 2022.

Public Transport Mean Satisfaction Score



7.6

Similar to 2022

Top 3 Most Important Service Attributes

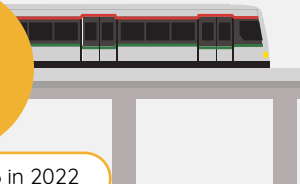
- 1 Safety and Security
- 2 Reliability
- 3 Accessibility

Train Services

Mean Satisfaction Score

7.7

Increased from 7.6 in 2022



Top 3 Most Important Service Attributes

- 1 Safety and Security
- 2 Accessibility
- 3 Reliability

Bus Services

Mean Satisfaction Score

7.4

Decreased from 7.7 in 2022



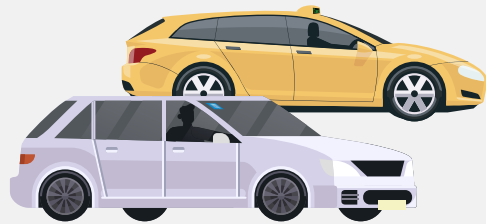
Top 3 Most Important Service Attributes

- 1 Safety and Security
- 2 Reliability
- 3 Accessibility

RESULTS OF 2023 POINT-TO-POINT TRANSPORT SERVICES CUSTOMER SATISFACTION SURVEY (PCSS)

The 2023 Point-to-Point Transport (P2P) Services Customer Satisfaction Survey (PCSS) showed increased satisfaction levels. Conducted from 14 to 27 August with 1,500 commuters, 96% of the commuters surveyed were satisfied with the taxi and private hire car (PHC) services and gave P2P services a mean satisfaction score of 8.2 out of 10, an increase from 8.0 in 2022.

Point-to-Point Transport Services Mean Satisfaction Score



Increased from 8.0 in 2022

Top 3 Most Important Service Attributes

- 1 Safety
- 2 Ease of Booking
- 3 Waiting Time

Taxi Services

Mean Satisfaction Score



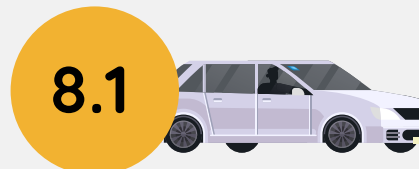
Increased from 8.1 in 2022

Top 3 Most Important Service Attributes

- 1 Safety
- 2 Waiting Time
- 3 Ride Comfort

Private Hire Car Services

Mean Satisfaction Score



Increased from 7.9 in 2022

Top 3 Most Important Service Attributes

- 1 Safety
- 2 Ease of Booking
- 3 Waiting Time

FOCUS GROUP DISCUSSIONS

In FY 2023/2024, PTC conducted 36 focus group discussions (FGDs) with 232 participants. The FGDs covered a wide range of topics to better understand the needs of commuters who need more assistance, such as Persons with Disabilities, pregnant women and families with young children.

The feedback and responses from the FGDs allow PTC to continuously improve our efforts in fostering an inclusive environment and ensure that all commuters have an enjoyable commuting experience.



FOCUS GROUP DISCUSSIONS



FGDs with staff, volunteers, and clients of the following Social Service Agencies (SSAs):

- » Association for Persons with Special Needs (APSN)
- » Cerebral Palsy Alliance Singapore (CPAS)
- » Muscular Dystrophy Association (MDAS)
- » Rainbow Centre

8

FGDs

49

Participants



FGDs with clients and caregivers of SSAs serving Persons with Intellectual and Developmental Disabilities

FGDs with clients of SSAs serving:

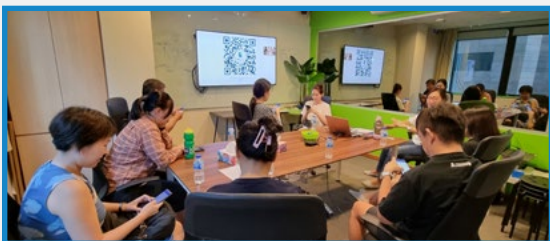
- » High backed wheelchair users (e.g., Cerebral Palsy & Muscular Dystrophy)
- » Persons with deformity of limbs/prosthetic limb users/amputees and invisible disabilities
- » Persons with physical challenges (e.g., Polio)
- » Stroke survivors

18

FGDs

106

Participants



FGDs with:

- » Parents of infants (Under one-year old)
- » Pregnant Women (From second trimester/13 weeks pregnancy onwards)

10

FGDs

77

Participants

TOTAL:

36 FGDs

232 Participants

FOCUS GROUP DISCUSSIONS

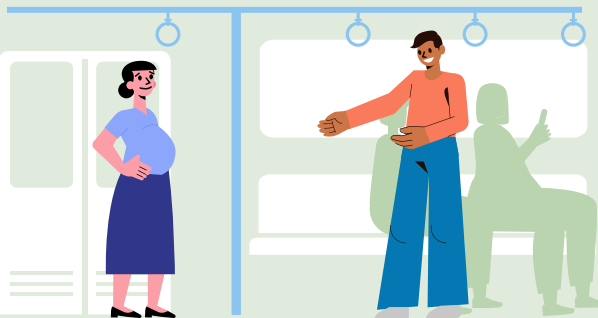
Key Takeaways from the FGDs



Persons with Disabilities (PwDs) seek **greater public awareness and understanding** of the challenges vulnerable commuters face on public transport.



PwDs **felt supported** when commuters were gracious and **expressed gratitude for assistance** with tasks like wayfinding.



Pregnant women and parents of infants **appreciated small acts of kindness**, like commuters giving up their seats, and **praised public transport staff** for encouraging others to move in to create more boarding space.



Pregnant women and parents of infants hoped for **greater understanding** from other commuters by **giving them priority to board** trains, buses, and lifts, especially during peak hours.

FARE REVIEW EXERCISE 2023

To keep public transport fares affordable, PTC decided against granting the full allowable quantum in the 2023 Fare Review Exercise (FRE).

Instead of the maximum fare quantum of 22.6% (including 10.6% deferred from the 2022 FRE), PTC granted an overall fare increase of 7.0%, which is about a third of the maximum quantum.

The deferred fare adjustment quantum was made possible by an additional Government subsidy of about \$300 million.

Bus and Train Fares
From 23 December 2023

Category	Change
CONCESSION CARD FARES	4 – 5 cents increase per journey
ADULT CARD FARES	10 – 11 cents increase per journey
BUS CASH FARES	10 cents increase for students, seniors and Persons with Disabilities 20 cents increase for adults and other commuters
Monthly Workfare Transport Concession Pass	at \$96 (\$32 less than the price of Adult Monthly Travel Pass)
Hybrid (bus-and-rail) monthly concession passes	Up to 10% reduction in prices of hybrid (bus-and-rail) monthly concession passes
Public Transport Vouchers	(\$50 each) for eligible households from end-December 2023

Available for sale from 23 December 2023

Scan QR code or visit ptc.gov.sg for more information.

To provide greater support for heavy users of public transport who belong to concessionary groups, the prices of hybrid (i.e. bus and train) monthly concession passes were also reduced by up to 10%.

Monthly Hybrid Concession Passes
Available for purchase from 23 December 2023

Unlimited travel on basic bus and train services

Category	Current Price	New Price
Primary School Students	\$43.50	\$39
Secondary School & Pre-University Students	\$54	\$49
Polytechnic & ITE Students	\$54	\$49
Undergraduates	\$90.50	\$81
Full-Time National Servicemen	\$90.50	\$81
Senior Citizens	\$64	\$58
Persons with Disabilities	\$64	\$58
Workfare Transport Concession Scheme Cardholders	-	\$96

FARE REVIEW EXERCISE 2023

Targeted Support for Lower-Income Households

- SBS Transit and SMRT Trains contributed 15% and 30% of their expected fare revenue increase, totalling \$15.85 million, to the Public Transport Fund.
- The Government uses this fund to provide Public Transport Vouchers for lower-income households.

Balancing Fare Affordability and Financial Sustainability

- In 2022, lower-income households (11th to 20th percentile) and average public transport users (21st to 40th percentile) spent 2.4% and 1.7% of their monthly income on public transport. After accounting for fare and wage increases in 2023, the percentages that these households are expected to spend on public transport will remain similar to 2022.
- PTC aims to ensure that public transport fares remain affordable, especially for vulnerable groups. Price changes to hybrid monthly concession passes helped reduce costs for heavy public transport users who purchase these passes by \$4.50 to \$9.50 per month.
- The Government, operators, and commuters share the responsibility of sustaining the public transport system. The Government has continued to subsidise the cost of providing public transport at around \$2 billion annually. The Government provided an additional \$300 million subsidy to cover deferred fare adjustments. Public transport operators also continue to strive for greater efficiency in their operations for cost savings. Fares too must keep pace with the cost of providing public transport services.



PROTECTING COMMUTERS AND PUBLIC TRANSPORT PROVIDERS

Fare Regulation for Point-to-Point Transport Services

Point-to-point transport (P2P) services complement our public transport system by providing options for commuters who want more direct journeys. P2P operators with 800 or more vehicles on their platforms are licensed according to the services they provide, i.e. street-hail or ride-hail services under the P2P regulatory framework implemented on 30 October 2020.

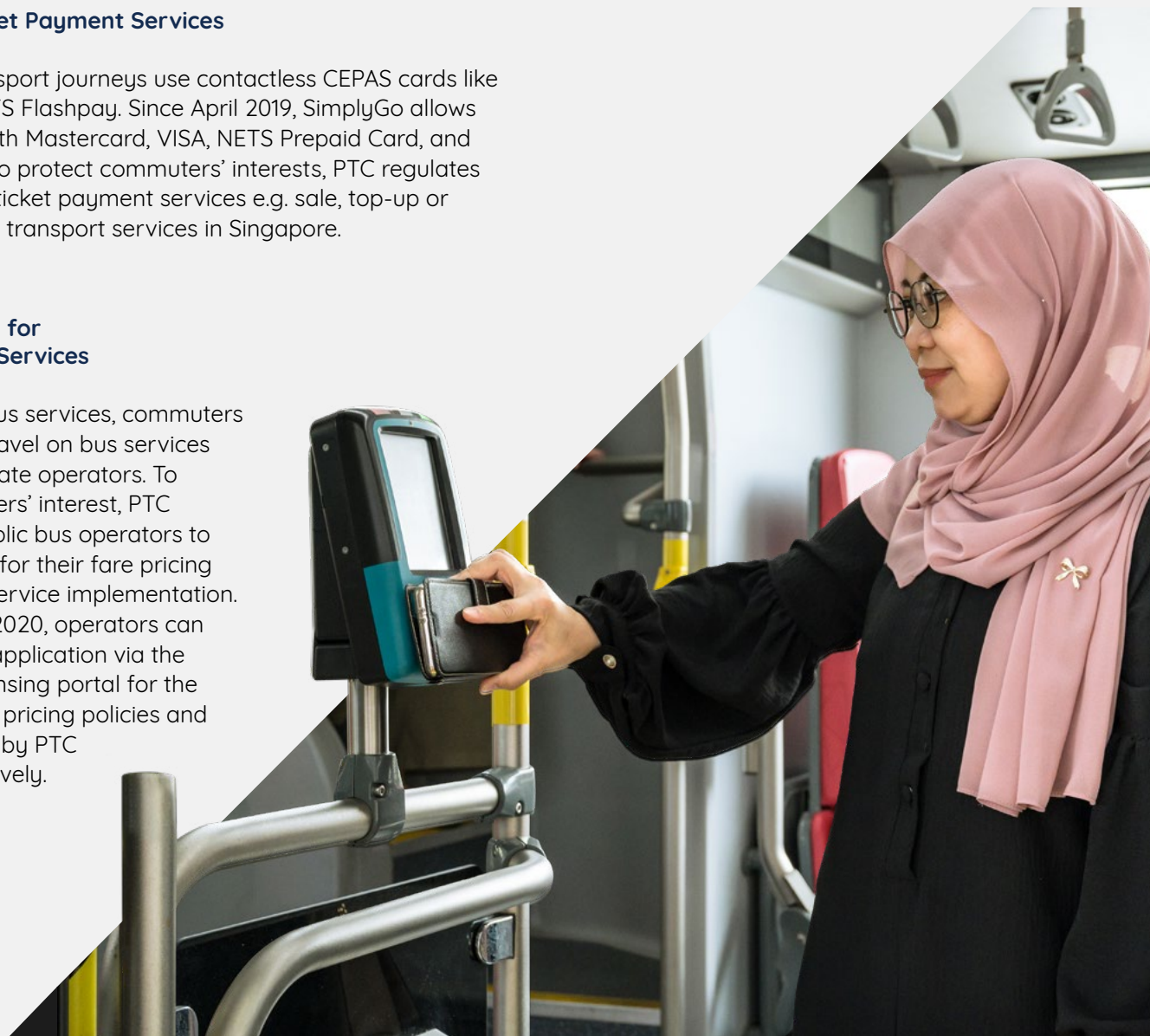
P2P fare levels are determined by the P2P operators based on market supply and demand. PTC's role is in ensuring that fares are transparent and clearly communicated to commuters. Under the P2P regulatory framework, street-hail and ride-hail metered fare must be charged based on the standardised fare structure while information on ride-hail flat fares must be provided upfront to commuters prior to the booking.

Regulating Ticket Payment Services

Most public transport journeys use contactless CEPAS cards like EZ-Link and NETS Flashpay. Since April 2019, SimplyGo allows fare payment with Mastercard, VISA, NETS Prepaid Card, and mobile wallets. To protect commuters' interests, PTC regulates the provision of ticket payment services e.g. sale, top-up or refund for public transport services in Singapore.

Fare Regulation for Non-Public Bus Services

Besides public bus services, commuters can choose to travel on bus services provided by private operators. To protect commuters' interest, PTC requires non-public bus operators to obtain approval for their fare pricing policies before service implementation. Since February 2020, operators can submit a single application via the GoBusiness Licensing portal for the approval of fare pricing policies and licence issuance by PTC and LTA respectively.



PROTECTING COMMUTERS AND PUBLIC TRANSPORT PROVIDERS

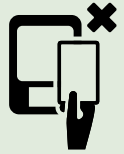
Key Statistics on Fare Evasions FY 2023/2024

Fare evasion is an offence and can have significant impact on the financial sustainability of our public transport system in the long term.

Acts of fare evasion include:



Non-payment of fare
(e.g. travelling without a valid ticket, non-tapping in/out of payment card)



Under-payment of fare
(e.g. early tapping out of payment card on buses)



Misuse of concession and non-transferable ticket
(e.g. an adult using a child concession card to travel)

To mitigate the negative effects of fare evasion, as well as protect the interest of commuters who pay the correct fares, PTC has implemented a penalty fee regime since 2008, in collaboration with LTA, SimplyGo Pte Ltd and the public transport operators. Under the regime, penalty fees are imposed on commuters found not paying the correct fares.



1,442

bus and train fare evasion cases detected in FY 2023/2024, a **28% reduction** from the previous financial year

FY 2022/2023

1,993

cases

Breakdown of Bus and Train Fare Evasion



78%

Non-payment



20%

Misuse of concession and non-transferable ticket



2%

Under-payment

502

Appeals processed in FY 2023/2024

Fare Evasion Cases for Point-to-Point Transport Services Referred for Investigation

148

Point-to-Point Transport Services fare evasion cases referred for investigation in FY2023/2024, a **35% reduction** from the previous financial year



FY 2022/2023

228

cases

CARING FOR YOUR NEEDS



PROMOTING A CARING COMMUTING CULTURE

PTC spearheads the Caring SG Commuters movement to foster a more caring, inclusive, and welcoming culture on public transport. Together with partners comprising key industry players, as well as representatives from relevant ministries and agencies, the Caring SG Commuters Committee was set up in 2020 with the mandate to work with commuters and the community.

The Committee partners various educational institutions and organisations to advance the movement by raising awareness of the needs and challenges of different commuters, and training and equipping students and staff with the knowledge and confidence to help other commuters.



CARING COMMUTER AWARD 2023

Ten caring commuters across seven caring acts were recognised for demonstrating acts of care during their commutes at the Caring Commuter Award ceremony held at One Punggol on 4 November 2023.



Richard Magnus Award for the Outstanding Caring Commuter

Dr Lee Wei Sheng and Mr Kelvin Tan Jiong Hao

Dr. Lee Wei Sheng was on his way to work when he helped a station staff perform chest compressions on a commuter who had collapsed and had no pulse. Mr. Kelvin Tan, also on his way to work, joined in to help them. They took turns performing CPR and using an AED to resuscitate the commuter, staying until paramedics arrived.



Commendation Award Winners

Ms Noorashikin Binte Sheikh Noordin

Ms. Noorashikin Binte Sheikh Noordin saw a man behaving inappropriately towards a woman (who was unaware of his action) on a train heading towards Clementi MRT Station. She shouted at him and alerted the woman. The woman decided to report the incident to the station staff, and Noorashikin assured the woman that she would be a witness.



Mdm Jazayah Binte Kamal

Mdm Jazayah Binte Kamal and a young commuter, Hopie, were on Bus 28 when Hopie overslept and missed her stop. Jazayah lent Hopie her phone to call her father, and stayed with her until her parents arrived. While waiting, Jazayah offered Hopie food. Hopie was soon reunited with her parents.



CARING COMMUTER AWARD 2023

Commendation Award Winners

Mr Craigton Gan Rong and Ms N*

Both Mr Craigton Gan Rong and Ms N noticed a middle-aged man taking photographs of a female commuter at Clementi MRT Station. The man tried to run away when they approached him. Craigton managed to grab hold of the man by the arm and escorted him to the Passenger Service Centre.

The station staff discovered photographs of the female commuter in the man's phone. Both caring commuters comforted the female commuter when she started crying. They only left after the Investigation Officer arrived and took over the case.



Ms Chikku Babu and Ms Choi Yang Teng

A female commuter, Ann, fainted on the bus on the way to Sengkang Bus Interchange. Ms Chikku Babu and Ms Choi Yang Teng offered their help to Ann. Chikku gave Ann some water to drink and called her mother. Together with the bus interchange staff, Chikku and Yang Teng accompanied Ann to the nearby clinic. Chikku and Yang Teng stayed at the clinic and only left when Ann's mother arrived.



Mr Sri Ganesh Babu

Mr Sri Ganesh Babu saw a teenage boy on the floor of a MRT train heading towards Clarke Quay MRT Station. The boy appeared to be experiencing a fit and was bleeding from his head as he had knocked his head on a pole. Ganesh helped to comfort the boy and applied pressure on the boy's wound with tissue paper to stop the bleeding. Ganesh then carried the boy and his belongings out of the train when they reached the station.

Ganesh gave the boy some water and talked to him till the paramedics arrived. They then conveyed him to the hospital. Ganesh later texted the boy to check on him.



Ms Tan Zhi Lin

Ms Tan Zhi Lin helped an elderly man, who appeared to have dementia, at Choa Chu Kang Bus Interchange. When he started panicking and crying and requested to see his daughter-in-law, Zhi Lin sought help from a bus captain and brought the elderly man to the Passenger Service Office (PSO).

Zhi Lin tried to calm the elderly man down, when he became agitated and did not want to enter the PSO. Zhi Lin offered to accompany him to walk around. Eventually, the elderly man got tired and requested to go home. Zhi Lin only left after a patrol car, which was arranged to bring the elderly man home, arrived to pick him up.



*The name is based on the winner's preference.

CARING COMMUTER WEEK 2023

The third Caring Commuter Week jointly organised by the Caring SG Commuters Committee, PTC and LTA was launched on 4 November 2023 at One Punggol.

Guest-of-Honour, Mr Chee Hong Tat, Minister for Transport and Second Minister for Finance; Mr Baey Yam Keng, Senior Parliamentary Secretary, Ministry of Transport & Ministry of Sustainability and the Environment; Ms Janet Ang, Chairperson of Public Transport Council and Caring SG Commuters Committee attended the launch.



Signature co-creation projects with our partners, as well as all names of the partners of the Caring SG Commuters Committee, were on display.

CARING COMMUTER WEEK 2023

Caring Commuter Champions (Inspirers)

A new category of Caring Commuter Champions, termed Inspirer, was introduced at the Caring Commuter Week. 5 individuals were recognised for promoting the Caring Commuter movement in their workplace or community and actively taking part in activities organised by the Caring SG Commuters Committee.



Recognising Caring Commuting Act that Went Viral

In the spirit of recognising caring acts at the launch, PTC arranged for a special acknowledgment for Springfield Secondary School student, Soon Hwee Tze, whose caring act to shelter commuters at a bus stop went viral on social media.



Senior Parliamentary Secretary, Ministry of Transport & Ministry of Sustainability and the Environment, Mr Baey Yam Keng presented the Letter of Appreciation to Hwee Tze at the Caring Commuter Award Winners' Networking Session.

HEART ZONE AND HEARTWHEELS @ LINKWAY

A Heart Zone is a connecting point at a public transport node for commuters to help other commuters. It also serves to remind commuters to exhibit the Four Caring Norms, 'Give Care, Give Time, Give-a-Hand and Give Thanks' at public transport nodes. There are 17 Heart Zones across 15 locations at various public transport nodes, including the new Heart Zone at Bukit Panjang Integrated Transport Hub, which was co-created with Zhenghua Primary School.

Heartwheels @ Linkway provides free-for-use wheelchairs for commuters to navigate the long linkways. Commuters are encouraged to assist others by helping to push commuters who require the wheelchairs. Both the Heart Zone and Heartwheels @ Linkway at Outram Park MRT station East-West Line - Thomson-East Coast Line and North East Line were refreshed in collaboration with Outram Park Secondary School and Cantonment Primary School respectively.

PTC hopes that all commuters passing by any Heart Zone or Heartwheels @ Linkway will be encouraged to look out for and assist fellow commuters who may need help.



CARE RIDE @ SOUTH WEST 2023



CARE Ride @ South West encourages inter-generational bonding and empathy for senior commuters, fostering independent travel for seniors and making public transport more enjoyable for all.

PTC partnered SMRT Trains, South West Community Development Council, and various community groups for the CARE Ride @ South West 2023. During the event, Chairperson of PTC and the Caring SG Commuters Committee, Ms Janet Ang launched the new Young Caring Commuter Champion Booklets. She also shared with students from Lianhua Primary School on how they can show more care to other commuters during their public transport commute.

TRAVEL MAKERS PROGRAMME 2023



The Travel Makers Programme, which was piloted in 2023, paired youth volunteers from the Youth Corps Singapore and Caring Commuter Champions with students from MINDS as travel buddies.

The programme aims to help students with intellectual disabilities build confidence to commute independently from their schools to their homes on public transport. A total of 8 students, 20 youth volunteers & 2 Caring Commuter Champions participated in the programme.

CARING SG COMMUTERS ROADSHOWS

Together with LTA, PTC participated in various roadshows such as the Singapore Business Federation Foundation Community Marketplace and Tampines-Meridian Junior College's TM Connect to raise awareness of the Caring SG Commuters movement and the Caring Commuter Champion programme.



CO-CREATION PROJECTS WITH SCHOOLS AND ORGANISATIONS

PTC partnered different stakeholders (e.g. education institutions, corporates and grassroots organisations) to co-create projects to advance the Caring SG Commuters movement.

“Why Should I Care”: Dialogue with Heart of God Church

Caring Commuter Award 2022 Richard Magnus Award for the Outstanding Caring Commuter winner, Mr Randy Lim, facilitated the “Why Should I Care” dialogue which was held at Heart of God Church.

The dialogue was one of the engagements to promulgate the Caring SG Commuters movement through the network of past Caring Commuter Award Winners, aimed at inspiring their colleagues and friends to be caring commuters.



The event was graced by Senior Parliamentary Secretary, Ministry of Transport & Ministry of Sustainability and the Environment, Mr Baey Yam Keng. A total of 50 participants participated in the programme.

Collaboration with St. Andrew’s Junior College

PTC organised a CARE Workshop with St. Andrew’s Junior College students to promote a caring commuting culture. Together, they created Instagram Reels featuring profiles of visually impaired individuals, persons with dementia, and those who have temporary mobility challenges (e.g., on crutches). PTC and the students partnered with SBS Transit, Singapore Association of the Visually Handicapped, Dementia Singapore, and Caring Commuter Champions to develop the reels.



CO-CREATION PROJECTS WITH SCHOOLS AND ORGANISATIONS

Engagement with Swiss Cottage Secondary School

Tapping on the network of another Caring Commuter Award 2022 Commendation Award Winner, Mr Kan Pak Leong, PTC engaged students from the Swiss Cottage Secondary School through a Caring Commuting Learning Journey to the Singapore Rail Discovery Centre in April 2023 and a Volunteering Session in January 2024.



Students learnt about Singapore's rail industry and how to better help different commuter profiles.

Together with SMRT staff, students volunteered at Woodlands MRT station to educate commuters on caring commuting and how to help others.



The students engaged commuters with handwritten message cards during the volunteering session.



Senior Parliamentary Secretary, Ministry of Transport & Ministry of Sustainability and the Environment, Mr Baey Yam Keng graced the event on 12 January 2024.

Empathy Workshops

PTC held empathy workshops at various schools, including Christ Church Secondary School, Springfield Secondary School, St. Andrew's Junior College, and Singapore Polytechnic.

These workshops, featuring talks and simulation exercises, helped students appreciate the experiences of vulnerable commuters who may need assistance.



CO-CREATION PROJECTS WITH SCHOOLS AND ORGANISATIONS

Collaboration with Singapore Polytechnic

PTC co-created 24 projects with Singapore Polytechnic students from the Polytechnic Foundation Programme.

As part of their projects, the students engaged with their peers, students from kindergartens and primary schools, and the general public through activities and interactive elements like hands-on workshops to raise awareness of the Caring SG Commuters movement.



Collaboration with Cheng San-Seletar Constituency

PTC collaborated with Cheng San-Seletar Constituency and SMRT Trains on 'Project X100', aimed at boosting the mental wellbeing of the elderly by promoting an active lifestyle, including using public transport to visit nearby attractions and amenities. Caring Commuter Champions from Anderson-Serangoon Junior College and Nanyang Polytechnic shared with commuters on how they can be a Caring Commuter Champion and practise the Four Caring Norms during their public transport journeys.



SHINING A SPOTLIGHT ON CARING ACTS

The committee received heartwarming caring notes from the members of public through our Caring SG Commuters portal.

Suan

I was travelling on the East-West Line on my way home, when I felt nauseous. A lady, who was sitting next to me, noticed I was looking unwell and asked how I was feeling. She offered some ointment and even massaged my hands and head to help ease my pain.

When I finally reached home, my nausea was completely gone. I did not manage to get her name due to my condition then, but I am really thankful to her for what she did!

Danish Rashid

I saw a classmate of mine, Joey Poon, who is always giving up her seat to those in need. It's a small thing, but a thing that makes a big difference. Be like Joey!

Caroline Tan

I have been wearing a splint on my right hand for a few months. There are a few senior commuters who will actually stand up and give up their seats for me but I will normally reject.



SHINING A SPOTLIGHT ON CARING ACTS

The committee engaged people from all walks of life to share and shine a spotlight on their commuting stories to raise awareness of commuters with different needs and inspire others to show care.



Cassandra Chiu is a visually impaired psychotherapist and social advocate in Singapore. She commutes daily with her guide dog, Elke, aided by a mobility app.

Cassandra shares tips for helping others on public transport:

- Guide dogs are allowed on all public transport to assist PwDs.
- Give way to guide dogs and PwDs.
- Offer your seat to commuters who may need it, like Cassandra, to prevent obstructing paths.

She notes a positive shift in attitudes toward commuters with guide dogs in Singapore.



Allan Cai is an individual with Down Syndrome who commutes daily to attend enrichment programs at Down Syndrome Association (Singapore) and work. While striving for independence, peak-hour crowds can make it challenging for him to maintain balance.

On how other commuters can help commuters like him, he suggests that commuters can help by giving him time to board and find a seat. He encourages awareness and simple acts like offering a seat or giving way to those with different abilities, which can make a significant difference in their day.

SHINING A SPOTLIGHT ON CARING ACTS



Roel Malcon saw a digital poster about the Caring Commuter Champion e-learning course at his void deck and decided to participate in the course.

He later applied what he had learnt by assisting a visually impaired commuter at Serangoon MRT station. Roel guided her to the bus stop, waited with her, helped her board, and ensured she was seated. He informed the bus driver of her destination and asked for assistance.



Gohpi Nathan is an executive of Deaf Access Services at The Singapore Association for the Deaf. Gohpi, who has congenital hearing loss and uses a hearing aid, communicates mainly with sign language and often misses train announcements.

To assist a hard-of-hearing or deaf commuter, gently tap their shoulder or wave to get their attention. Then, type any important announcements or ask if they need help using your phone. Gohpi emphasises that knowing sign language isn't necessary; simple gestures or typing on a phone works as well.

UPHOLDING ORGANISATIONAL EXCELLENCE



EXCHANGES WITH OVERSEAS TRANSPORT AUTHORITIES AND EXPERTS

The Union Internationale des Transports Publics (UITP) Global Public Transport Summit is a long-established international forum for public transport professionals to share ideas, innovate and network. The PTC delegation participated in the 2023 UITP Global Public Transport Summit held in Barcelona, Spain from 4 to 7 June 2023.

PTC Chairperson, Ms Janet Ang, was a panellist for the session on Fare Affordability within Public Transport. In addition to speaking on the main topic of fare affordability and schemes, Chairperson also spoke on the Caring SG Commuters movement, a multi-agency effort in the ideation, implementation, and publicity of public transport co-creation initiatives to foster a caring commuting culture and enhance public transport accessibility.

In addition, the PTC delegation also engaged different global public transport stakeholders during the Summit, including Seoul Metropolitan Government, East Japan Railway Company, Finnish Public Transport Association, Barcelona Metropolitan Area (AMB) and Hong Kong Mass Transit Railway (MTR).



The session on Fare Affordability within Public Transport consisted of the following panellists (from left to right):

1. Moderator: Jorge Delgado, Secretary of State for Urban Mobility, Portugal
2. Stephanie Wiggins, CEO, LA Metro
3. Till Ackerman, VDV (German public transport association)
4. Janet Ang, Chairperson, Public Transport Council, Singapore
5. Angeles Marin, Director of Mobility Strategy Department, Spanish Ministry of Transport



INNOVATION

As an organisation, PTC is increasingly embracing a data-driven approach to enhance its decision-making processes. By harnessing the power of data analytics and insights, PTC is able to make more informed decisions. In fostering a culture of innovation, PTC leverages Artificial Intelligence and other productivity tools to improve efficiency and empower our staff to focus on high-value tasks.

Enhancement of Mobile Inspection Device

PTC appoints Public Transport Officials to take enforcement action against fare evasion. These officials are authorised to inspect commuters' tickets to ensure proper fare payment and issue Notice to Pay Penalty Fee upon detection of offence.

A system enhancement was carried out on the Mobile Inspection Device used by Public Transport Officials to eliminate manual processing and data entry. This digitalisation reduces processing time, eliminates unnecessary administrative work and increases data accuracy.



Awards

At the Ministry of Transport Awards Ceremony 2024 held on 15 March 2024, PTC was awarded two Minister's Innovation Awards.



Distinguished Award for the CARE Bus Co-Creation Initiative

The initiative aims to raise awareness of the needs and challenges faced by Persons with Disabilities (e.g. Cerebral Palsy) during their public transport commute.



Merit Award (Social Media) for Caring Commuter Award Comic Illustration

The comic illustrations, published on Caring SG Commuters social media channels, aim to retell the caring acts of the winners in an engaging way and inspire other commuters to emulate the caring acts of the winners.

CULTIVATING EMPATHY AND UNDERSTANDING

Empathy Workshop

PTC staff participated in an empathy workshop conducted by Temasek Polytechnic (TP) SENvocates, a student-led disability advocacy group. More than 30 PTC staff participated in the training, which included a disability awareness talk and simulation exercises as a wheelchair user, Deaf/Hard-of-Hearing person and visually impaired person.



Employee Engagement

The Employee Engagement Survey (EES) is a comprehensive tool used to gauge the level of engagement, satisfaction, and overall sentiment of employees and is conducted by the Public Service Division. It covers a wide range of topics, including job satisfaction, organisational culture, leadership effectiveness, career development opportunities, work-life balance, and overall employee well-being.

EES 2023 saw the highest engagement results in PTC's history. PTC was also amongst the better-performing public agencies.

We value our staff and see them as the essence of the organisation. To build camaraderie and teamwork, PTC holds regular townhalls to engage staff, and celebrate and recognise their achievements and contributions. In encouraging a learning environment, PTC staff took part in various upskilling and continuous learning programs to develop themselves and contribute better.

PTC management practices an open-door policy and there are open and active conversations between management and staff. It is these collective efforts that have led to this significant milestone for a small and young agency.





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