

HELPING PASSENGERS WITH VISUAL IMPAIRMENT



Scan me! 

CHALLENGES THEY FACE

- Are they at the correct train platform or bus stop?
- Has their train or bus arrived?
- Have they arrived at their destination stop?
- What if there is a route diversion or a service disruption, how can they continue on their way?



Supported By





GOLDEN RULE - RESPECT

- Always ask first if help is needed. Do not assume.
- Then ask how you can be of help.

LET'S OFFER ASSISTANCE



Offer to guide the visually impaired by letting them hold your hand.

Position your elbow in front of their hand and let them know. Ask if they are ready before moving off.



If you need to walk in a single file, put your guiding arm behind your back.

Be descriptive. Use words like "left", "right", "there are steps ahead", rather than just "here, there".



" I am thankful for commuters who go out of their way to guide me to my train platform, even if they are going in a different direction! "

- Gerald Govinden, Guide Dogs Singapore

" Please don't be offended if I decline your help! I really appreciate your offer but sometimes I do not need assistance if I'm familiar with the area. "

- Kelvin Tan, Singapore Association of the Visually Handicapped



FOR MRT TRAVEL

Before Boarding



Guide their hand to the card reader at the fare gate and let them step through first.

Ask if they would like to use the escalator, stairs or lift, and guide them to the correct platform.



Notify them when their train has arrived.

Boarding

Inform them if there are passengers who are alighting. After the passengers have alighted, guide them into the train.



Guide them to a seat, offer to guide their hand to feel the seat. Allow them to seat themselves.

Alighting

Help them look out for their alighting stop if needed.



FOR BUS TRAVEL



Before Boarding



Look out for their bus, inform them when it arrives and help to flag the bus down.

Boarding

Guide them to the entrance of the bus.



Offer to guide their hand to the bus railing for boarding.

Offer to guide them to an empty seat and allow them to seat themselves.



Alighting



Help them look out for or inform the Bus Captain of their alighting stop if needed.

HELPING PASSENGERS- IN-WHEELCHAIRS



Scan me! 

CHALLENGES THEY FACE

- How do I move through the crowd during peak hours?
- Will the Bus Captain be able to notice me at a crowded bus stop?
- How can I board/alight from the bus when it is crowded or raining?
- Will I be able to know if I have reached my destination if my view is blocked by standing passengers?



Supported By





GOLDEN RULE - RESPECT

- Always ask first if help is needed. Do not assume.
- Then ask how you can be of help.

LET'S OFFER ASSISTANCE



Give way to passengers-in-wheelchairs.

Be patient by not rushing them to be "quicker" when boarding buses/trains.



"I am very thankful to the commuter who alerted the Bus Captain when he did not notice that I wanted to board the bus. I am also touched that the other commuters waited patiently as the Bus Captain helped me up the ramp."

– Jane Yeo, SPD

"I am thankful for the people who made my first independent travel easier. An MRT staff helped me tap my EZ-Link card and a kind passerby helped to press the lift button when I was alone and did not have the strength to reach for it."

– William Eng, Muscular Dystrophy Association (Singapore)



FOR MRT TRAVEL

Before Boarding



Help to tap their cards if they are unable to do so at the faregate.

Be gracious. Give way to them when taking the lift.



Guide them to the platform screen door for priority boarding at the platform. This is near to the lift and is marked out on the floor.

Boarding



Let them board first. In crowded trains, please request fellow passengers to make way so that they are able to enter safely.

Please stay clear of the reserved wheelchair lots when a passenger-in-wheelchair boards.



Alighting



Help them look out for their alighting stop.



FOR BUS TRAVEL

Before Boarding



Look out for their bus and flag it down.

Position them at the front of the bus stop where the Bus Captain will notice them for priority boarding.



If the Bus Captain did not notice them, **press the buzzer** located outside of the bus to alert the Bus Captain of their intention to board.

Boarding



Give way if you're in the wheelchair bay onboard.

Offer assistance if you see a safety hazard or if they need to communicate with the Bus Captain.



Alighting



Help them look out for or inform the Bus Captain of their alighting stop. A special buzzer is also located at the wheelchair bay to alert the Bus Captain.

The Bus Captain will deploy the manual ramp for their boarding/alighting. You can **help to tap** their fare card at the front reader.



AN INCLUSIVE PUBLIC BUS & TRAIN SERVICE PROVIDER

As Singapore's leading bus and train service provider, we believe in and actively encourage inclusive travel for all, including Persons with Disabilities (PWDs).

Making travel safe and comfortable for PWDs, all our buses are wheelchair accessible and our stations equipped with lifts and wider fare gates. Others include tactile flooring and priority boarding bays while guide dogs are also welcomed.

More than just infrastructure, SBS Transit also:



- Invest in continual and experiential training to empower our Bus Captains and Station staff to provide Caring, Reliable, Safe and Secure (CARES) service.

- Organise Focus Group sessions to engage PWDs to find out more about their travel experiences to make them better.





- Introduce initiatives such as priority boarding points at MRT platforms for passengers-in-wheelchairs and wayfinding solution for those with dementia.

- Donate buses for educational and rehabilitation purposes to organisations such as St. Andrew's Autism School and Tan Tock Seng Hospital.

- Support use of assistive technologies and are working with the LTA in a trial to use MAVIS for passengers-in-wheelchairs and those who are visually impaired.

- and we remain committed to doing more.



We believe that the support of fellow commuters is also important in our journey to make public transport inclusive.

We invite you to view our exhibition on helping passengers-in-wheelchairs and those with visual impairment and pick up a tip or two to help those in need. You can also scan the QR code to share them with your family and friends.



CARE RIDE

What is CARE Ride?

CARE Ride aims to provide opportunities for younger commuters to better understand the travel needs of the elderly.

CARE Ride @ South West

44 students from ITE College West and Pioneer Junior College, and 20 seniors from Fei Yue participated in the inaugural CARE Ride @ South West in December 2018. The two groups of commuters were paired up to bond and create a shared experience together on board feeder bus services.

CARE BY [SCHOOL]

What is CARE by [School]?

CARE by [School] is a constituency-based project, where students assist elderly commuters to carry their heavy groceries and bags or help with their trolleys on their last-mile travel.

CARE by [School] Projects

- A total of 1,200 Chung Cheng High School (Yishun) students participated in the CARE by Chung Cheng project in March 2019, where they assisted elderly commuters in various neighbourhoods near the school by carrying their heavy grocery bags to their homes
- 29 students from Hillgrove Secondary School participated in the CARE by Hillgrove project in August 2019. They were divided in small groups and stationed at various areas to help commuters in need through different acts of care (e.g. helped visually impaired cross the road, assisted elderly commuters with their heavy groceries and bags)



Scan the QR code below to get in touch with the Public Transport Council to find out more about the CARE by [School] project (Safe Management Measures will need to be considered).



THE AAAS THAT WILL POWER SOMEONE ELSE'S JOURNEY.

An act of kindness can go a long way in making someone's journey more pleasant – Start by **Assessing**, **Asking** and **Assisting** those in need!

LET'S HEAR FROM OUR FELLOW CARING COMMUTER CHAMPIONS!



Sherry, A Caring Commuter Champion who seeks to help others

Through the Caring Commuter Training session, Sherry gained practical tips on how to assist persons with disabilities on the public transport and the need to be alert and observant when assessing if a fellow commuter requires help. "Everyone would like a kinder, more gracious and inclusive society, and that has to start with individuals like ourselves."



Ram, A Caring Commuter Champion who spreads care

Ram shared that he has been able to extend help to fellow commuters with mobility needs more effectively after his training. "Give yourself a chance to help someone. The feeling after helping someone in need is priceless."



DISCOVER MORE ABOUT OUR CARING COMMUTER CHAMPION COMMUNITY HERE



Learn more about the 3As and how to care for other commuters in need when you become a Caring Commuter Champion.

Sign up during Caring Commuter Week (27 Nov – 5 Dec) and receive a limited-edition tote bag designed by Singapore Fashion Runway (while stocks last)!

