**ANNEX C**

**Initiatives to Support More Caring and Inclusive Journeys**

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| Land Transport Authority | Caring Commuter Week Roving Buses | From 16 to 20 November 2026, the "Caring on the Move" roving bus exhibition brought the message of care and inclusivity directly to 7 primary schools islandwide. Packed with interactive, gamified installations, the exhibition helped students understand what it means to be a caring commuter, with a special focus on how they can assist vulnerable passengers, including persons with dementia.<br><br>The 7 primary schools were:<br>• Greenwood Primary School<br>• Wellington Primary School<br>• Opera Estate Primary School<br>• Canberra Primary School<br>• Lakeside Primary School<br>• Si Ling Primary school<br>• Zhonghua Primary School |
| SBS Transit | Caring Commuter Experience Centre at Tampines Downtown Line MRT Station | As part of ongoing efforts to foster a more caring and inclusive commuting environment, SBS Transit, together with LTA, PTC and social service agencies, will set up a Caring Commuter Experience Centre at Tampines Downtown Line MRT station by end-2026.<br><br>Through interactive exhibits focusing on different disabilities, commuters will be able to better understand the experiences and challenges faced by persons with disabilities during their daily journeys. The Centre will also encourage commuters to step up as Caring Commuter Champions and learn practical ways to provide support to those who may need assistance when travelling on public transport. |
| | Find Your Way Resource Guide | To support more seamless journeys for seniors and persons living with dementia, SBS Transit and Dementia Singapore have co-created the Find Your Way Resource Guide.<br><br>The guide provides practical reference for institutions and organisations interested in implementing dementia-friendly wayfinding features within their facilities. Drawing on lessons from the development and implementation of the Find Your Way initiative, it shares key |

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| | | considerations, design principles and lessons learnt.<br><br>By encouraging the adoption of dementia-friendly wayfinding in community spaces, the guide seeks to extend dementia-friendly support beyond public transport to the first- and last-mile journey, helping seniors and persons living with dementia travel with greater confidence and independence. |
| SMRT | My Memory-Friendly Journey | With the number of persons living with dementia in Singapore expected to double to 152,000 by 2030 (MOH), SMRT has developed My Memory-Friendly Journey with AIC and Dementia Singapore. The initiative helps persons living with dementia continue making familiar journeys on public transport, with greater independence.<br><br>Before the journey, they can plan the trip with their caregivers using a picture booklet, and guiding questions, then complete My Journey Today, a pocket-sized journey plan that contains valuable information and clear next steps. It can be downloaded from SMRT's website and reused for multiple journeys.<br><br>During the journey, the pocket-sized My Journey Today can be carried along and referred to when they feel unsure. They can also show it to transport staff at any SMRT station or bus interchange, all of which are Dementia Go-To Points so help is within reach and accessible along their journey. |
| | SMRT AI Assistant for Real-time Accessibility (SARA) Kiosk | SARA is an AI-enabled kiosk that provides real-time journey guidance and answers common commuter queries in English, Mandarin, Malay, and Tamil. Local dialects such as Cantonese, Hokkien and Teochew as well as foreign languages will be made available in later phases.<br><br>Designed to complement SMRT's frontline staff, SARA makes assistance more accessible, especially for commuters who may need additional support, including persons living with dementia. SMRT will be deploying a total of 20 kiosks by end of March 2027.<br><br>Key features include: |

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| | | • Simple journey planning with easy-to-understand language and video wayfinding guides.<br>• Step-by-step navigation to help commuters travel independently |
| Tower Transit Singapore | Calm Cabin | The *Calm Cabin* by Tower Transit Singapore is a first-of-its-kind, soundproof and wheelchair-friendly space at a public transport interchange, providing a quiet and calming environment for commuters who may experience sensory overload, confusion, or distress.<br><br>Designed with care, dignity, and accessibility in mind, the *Calm Cabin* features familiar visual and sound projections, noise-cancelling headphones, and a tactile mural wall to support sensory regulation. It is available to persons living with dementia, neurodivergent individuals, persons with special needs, caregivers and anyone who may need a moment to reset before continuing their journey.<br><br>The initiative reflects our shared commitment to making public transport more inclusive, welcoming, and supportive for everyone. |
| | Rides to Remember | *Rides to Remember* is a joyride initiative that promotes active ageing and social participation for people living with dementia and their loved ones.<br><br>Participants will embark on a curated bus journey through scenic and iconic areas, accompanied by their caregivers and family members. Along the way, a tour guide will share stories and history about the places they pass, creating opportunities for reminiscence and meaningful conversations. The journey will conclude with a casual coffee, tea, and refreshments session, where participants, caregivers and family members can connect and interact.<br><br>Through *Rides to Remember*, we hope to create meaningful experiences that bring people together, spark memories and encourage people living with dementia to remain connected with their community. |

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| Go-Ahead Singapore | Roving Bus Tours | This initiative brings together Go-Ahead Singapore and a network of community partners, including Allkin Singapore, the Agency for Integrated Care (AIC Singapore), Club H.E.A.L CREST CSN, and New Horizon Centre (Tampines), to provide meaningful and inclusive experiences for persons living with dementia and their caregivers. Through specially organised roving bus tours, participants are given the opportunity to reconnect with the community in a safe and supportive environment, while enjoying social interaction, gentle cognitive stimulation, and the experience of travelling by public transport.<br><br>As part of the programme, participants learn about transport support initiatives such as the Helping Hand Scheme and Dementia Go-To-Points (GTPs). These activities help build confidence in using public transport and raise awareness of the assistance available to support their journeys.<br><br>We are committed to continuing our cross-sector collaboration in creating a more dementia-friendly and inclusive community, enabling persons living with dementia to remain engaged, connected, and active while supporting caregivers through shared experiences and greater awareness of available community resources. |