

We propose three key strategies to achieve these targets:

Nurture a Gracious and Caring Commuting Culture

- Provide more opportunities and platforms to encourage and recognise gracious or caring behaviour
- Foster positive social norms for our land transport system

Develop the Capabilites of Public Transport Workers to Meet Diverse Needs

- Train staff to assist commuters who require help
- Redesign our public transport system to make it more welcoming to those with special needs

Provide Infrastructure for Better Accessibility and Barrier-Free Travel

- Ensure all public buses are wheelchair -accessible by 2020
- Install more barrier-free access points for wheelchair users and families with prams
- Partner the public transport operators to enhance the quality of signs and announcements

