

Contents

p.02 CE's Message | p.03 A Celebration in the City | p.06 No More Barriers | p.08 Land Transport Experts Assess Singapore's System |
p.10 Protecting the Environment to Benefit the Next Generation | p.11 LTA's Winning Hearts | p.12 VR-10 Wins International Awards |
p.13 Can't Remember the Bus Lane Hours? | p.14 Looking Back in 2006 | p.15 What People Say | p.16 New Year Goodies for the Community

LTA presents New Year Goodies



Upgraded Lift at Bishan MRT Station

The celebratory mood of the Chinese New Year got off to a good start for Ms Irene Toh, who is wheelchair-bound, and her husband, regular users of the Bishan MRT Station.

To their delight, the lift that was closed for upgrading was re-opened on Chinese New Year's eve, February 2007, just in time for the tradition of visiting family during the festive season.

The couple was specially invited to be among the first to try out the new lift with Director (Circle Line 3), Mr Ow Chun Nam, and his team.

To minimise inconvenience during the lift closure, the Circle Line 3 team had arranged for a portable wheelchair lift to ferry the handicapped up and down the stairs. With the new lift, commuters like Irene will find it a breeze to get on the MRT system.



Public Access Ramp for Yishun MRT Station

It will now be easier for residents of Nee Soon Central Single Member Constituency to use the nearby Yishun MRT station, after the opening of a new public access ramp.

The ramp was installed following LTA's dialogues with grassroots leaders and the Adviser to the estate.

On 11 February, the ramp was officially launched by the Adviser, Mr Ong Ah Heng.



Staggered Signalised Pedestrian Crossing at Boon Lay Way

A joint commissioning ceremony was organised by LTA and Holland-Bukit Timah GRC/ Bukit Timah GROs, to open a staggered signalised pedestrian crossing at Boon Lay Way on 10 February. Minister-of-State for Community Development, Youth and Sports, Mrs Yu-Foo Yee Shoon, graced the event.

Land Transport Authority

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Bimonthly Newsletter APRIL / MAY



Contents

p.02 CE's Message | p.03 A Celebration in the City | p.06 No More Barriers | p.08 Land Transport Experts Assess Singapore's System |
p.10 Protecting the Environment to Benefit the Next Generation | p.11 LTA's Winning Hearts | p.12 VR-10 Wins International Awards |
p.13 Can't Remember the Bus Lane Hours? | p.14 Looking Back in 2006 | p.15 What People Say | p.16 New Year Goodies for the Community



A Celebration in the City

Three years of hard work by the LTA project team saw the successful completion of a new picturesque landmark in the city centre.

It took three years of sheer hard work, meticulous planning and pure engineering grit to build the Fort Canning Tunnel, as part of the Civic District Master Plan.

Opened to traffic on 16 January 2007, the picturesque tunnel, set against the backdrop of the tranquil Fort Canning Park, complements the city landscape and is in the thick of the action surrounding Singapore Management University, the Singapore Art Museum, as well as other exciting upcoming developments.

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CE's Message

Dear Colleagues,

In our desire to build the best land transport system for Singapore, dealing with the public's concerns and complaints, handling issues that crop up by the minute, we often forget to pause and see the larger picture – that we work to improve the travel experience for millions of people everyday, and we can do a good job of it by being mindful that our business is all about people.



I am pleased to introduce CONNECT, our new publication that will put you in touch, and connect, with our successful ventures. As you flip through this bi-monthly magazine, you will realize that your efforts have not gone unnoticed. Unknown to many of us, LTA is often acknowledged and appreciated – both locally and abroad – sometimes through kind words, or with awards and accolades. You will find some of them here, and remember, that these are just a representative few as we can't feature all of the numerous and varied activities LTA is involved in.

As pictures speak volumes, we have filled this publication with several to show you a glimpse of the momentous occasions that form the landmarks in LTA's journey to make our vision for a better land transport system reality. Of course, I hope that in future more of you will be able to join us at such occasions and celebrate the events.

In the meantime, take a moment, and savour the pleasure of a job well-done. Warm regards

BG (NS) Yam Ah Mee
Chief Executive
Land Transport Authority

Contents

Contents

p.02 CE's Message | p.03 A Celebration in the City | p.06 No More Barriers | p.08 Land Transport Experts Assess Singapore's System | p.10 Protecting the Environment to Benefit the Next Generation | p.11 LTA's Winning Hearts | p.12 VR-10 Wins International Awards | p.13 Can't Remember the Bus Lane Hours? | p.14 Looking Back in 2006 | p.15 What People Say | p.16 New Year Goodies for the Community

continued from page 1

A Celebration in the City



Choo Eng Geok, Project Manager for Fort Canning Tunnel construction, shares their challenges with Minister Lim.

Before the tunnel was opened to traffic, a special event took place on 15 January to celebrate a job done well and thank the stakeholders for their patience and understanding during construction.

Gracing the occasion was Transport Minister, Mr Raymond Lim.

"We built this to support existing developments such as the Singapore Management University, as well as those to be built in future," Mr Lim said in his speech.

A key challenge for the engineers was how to complete this project with minimal disturbance to the peace and tranquility in the area.



'We built this to support existing developments such as the Singapore Management University, as well as those to be built in future.'

Transport Minister, Mr Raymond Lim

LTA is like our close friend, constantly visiting us to update on the work progress during construction. The information has helped us to plan our church activities with minimum disruption.

Sunny Chan, Church Elder, Orchard Presbyterian Church

p.02 CE's Message | p.03 A Celebration in the City | p.06 No More Barriers | p.08 Land Transport Experts Assess Singapore's System | p.10 Protecting the Environment to Benefit the Next Generation | p.11 LTA's Winning Hearts | p.12 VR-10 Wins International Awards | p.13 Can't Remember the Bus Lane Hours? | p.14 Looking Back in 2006 | p.15 What People Say | p.16 New Year Goodies for the Community

p.03 A Celebration in the City

Contents

p.02 CE's Message | p.03 A Celebration in the City | p.06 No More Barriers | p.08 Land Transport Experts Assess Singapore's System | p.10 Protecting the Environment to Benefit the Next Generation | p.11 LTA's Winning Hearts | p.12 VR-10 Wins International Awards | p.13 Can't Remember the Bus Lane Hours? | p.14 Looking Back in 2006 | p.15 What People Say | p.16 New Year Goodies for the Community



As the team was digging in an area where the earliest settlers in Singapore are believed to have lived, workers were told to alert their supervisors if relics were found. There was also an archaeologist on call throughout the project! No relic was found but the biggest boulder uncovered was the size of a mini-van!



Throughout the project, the team had to be mindful of possible impacts to the environment. After all, the tunnelling method was chosen to maintain the greenery of Fort Canning Park. As a result, the Fort Canning area still retains its elegance and charm, graced with the foliage of 35 mature trees, including an iconic 50-year-old 'Terap' tree.



'Environmental preservation was a priority during this project, so we used a special mining method known as Sprayed Concrete Lining. Rather than dig a pit, build the tunnel and cover it again, we tunnelled through the hill.'

Yap Cheng Chwee Director Road Development & Management, Land Transport Authority

Contents

p.02 CE's Message | p.03 A Celebration in the City | p.06 No More Barriers | p.08 Land Transport Experts Assess Singapore's System | p.10 Protecting the Environment to Benefit the Next Generation | p.11 LTA's Winning Hearts | p.12 VR-10 Wins International Awards | p.13 Can't Remember the Bus Lane Hours? | p.14 Looking Back in 2006 | p.15 What People Say | p.16 New Year Goodies for the Community



We have used state-of-the-art technology in the E&M system to produce a roadway that is safe, efficient and blends well with this beautiful location.

Melvyn Thong, Deputy Director, Mechanical & Electrical Services

The CCTVs and emergency phones are our eyes and ears in the tunnel, helping our control room operators to spot incidents promptly and dispatch help when needed.

Leong Yin Fong, Senior Engineer, Projects, Intelligent Transport Systems Centre



No More Barriers



Transport Minister Raymond Lim (third from left) and Jeremy went on a barrier-free walkabout from Simei MRT station to Changi General Hospital in December 2006.



Unlike many of his peers, for 16-year-old Jeremy Lim, making a trip to school was not a simple task. He had to plan his routes meticulously, check the weather and make sure his parents were free to accompany him there.

Jeremy is wheelchair-bound.

For Jeremy, public transport has long been a forgotten option. The biggest barrier for him was the trip to the nearest MRT station. Along the footpath to the station, any barrier, ranging from kerbs, signposts and even pots placed along footpaths, will deter the wheelchair-bound from moving about freely.

Even if he could get to the station, he wouldn't have been able to take the trains - there were no lifts to take him on to the platforms.

Not anymore, as he found out in December 2006.

“It is fantastic that LTA is taking steps to make barrier free facilities for the handicapped and the elderly. However, I feel that the handicapped and the elderly must justify the placement of these facilities by actually using them and coming out to take the public transport to show that, yes, it is effective.”

Jeremy Lim, 16



Now Jeremy can access the trains with the lifts and ramps that LTA has installed at MRT and LRT stations. And he can access the stations because LTA has started to upgrade road facilities within a 400-metre radius of MRT and LRT stations to make them barrier-free.

At the Simei MRT station, where a trial was completed, features such as tactile guidance system at pedestrian crossings for the visually handicapped, flushed kerbs and kerb-cut ramps have been built for those who need it.

The new barrier free features will not just benefit those in wheelchairs. The elderly, those with trolleys and luggage, as well as parents with young children

in prams, will now find commuting much easier – and hopefully use public transport more often.

LTA is also working with other agencies to dovetail our BFA efforts with theirs. For example, at Simei MRT station, a seamless barrier-free route from Simei MRT station all the way to Changi General Hospital (CGH) has been created with collaboration between LTA and CGH.

LTA's Chief Executive, BG (NS) Yam Ah Mee, said, “Our aim is to ensure that people can move around easily, freely and safely. With barrier free facilities on the MRT system, our land transport system will become more accessible and user-friendly and will be able to meet the needs of people with



MRT stations are now all equipped with lifts, handicap toilets and tactile guidance systems for people with diverse needs.



LTA Improves Accessibility

MRT stations can now all boast to be “barrier-free”, thanks to a five-year long project to upgrade the stations.

Spending \$88.9 million, LTA has retrofitted 46 existing MRT stations along the North-South-East-West line to accommodate barrier-free facilities, such as, internal and external lifts, ramps and railings, handicap toilets, and tactile guidance systems, similar to the new lines, such as Changi Airport MRT Extension and the North East Line.

The Station Upgrade Programme, started in the year 2000, was conducted with many challenges.

For example, the team had to consider the safety and convenience of commuters while performing upgrading works at highly utilised MRT stations.

Therefore, most of the addition and alteration works were only carried out during hours when the trains were not in operation.



Land Transport Experts Assess Singapore's System

LTA hosts UITP Officials in Singapore



If public transport is a religion, Singapore must be a holy place

Mr Hans Rat, Secretary-General, UITP, told Transport Minister, Raymond Lim, during their meeting



These international transport experts have seen top transport systems from all over the world. And the moment they flew in to Singapore, they hopped onto the MRT train at Changi Airport station, and took the train all the way to their hotel.

"At the airport, the public transport system is extremely good because you get easy access to the train which is fully integrated with the airport," said the Secretary-General for UITP, Mr Hans Rat.

"When we arrived at the airport, we had a very easy access to the train. You don't have to carry the luggage very long. The stations are modern, well-lit and very clean," Mr Rat added.

The contingent of six officials from UITP, or the Union Internationale de Transport Public, was in Singapore in late January 2007 to get a taste of our transportation system and decide whether Singapore should host the UITP World Congress and Mobility & City Transport Exhibition in 2011, a highly prestigious event within the international public transport industry.



The local media interviewed the UITP team when they were here.

Started in 1889, the UITP World Congress and Exhibition on Public Transport is held every two years, with various cities bidding for the honour to host this significant event attended by leaders and decision makers from public transport sectors the world over.

This team of experts not only tried the MRT experience in Singapore, they also visited different depots and public transport operations centres and spoke to the people responsible for running the various systems.



Thumbs Up

From the two day site visit, the team gave a firm thumbs up to the land transport system in Singapore. Speaking at a media interview, the team gave accolades to the Singapore system, especially in terms of innovation, efficiency, as well as cleanliness.

"Singapore has one of the best systems in the world." shared Mr Rat.



Mr Rat feels that the Singapore system is comparable to, if not better than, most of the world class transport systems in the world, such as in Hong Kong, Lyon and Zurich.

If Singapore is selected as host city, it will be the first time the event would be held in Asia. LTA is hoping the favourable impression left on the UITP officials will put Singapore in a good position to win the bid.

The results of the host city selection process will be announced in May 2007 at the UITP World Congress in Helsinki. The other candidates are Melbourne and Dubai.



The team paid a visit to Transport Minister, Raymond Lim.

About UITP

It is considered the international authority on public transport issues and opinions, and its various studies and conclusions are traditionally viewed as the benchmark for public transport standards, and therefore highly valued.

Its recent report, 'Mobility in Cities Database' published in 2006, benchmarked Singapore with over 50 world cities, and consistently placed Singapore among the top three cities, alongside Vienna and Helsinki, with the most striking successes in efficient and enjoyable public transport.



Protecting the Environment to Benefit the Next Generation



“We do not inherit the land from our parents; we borrow it from our children.

In this spirit, LTA pledges to protect the environment while developing Singapore's land transport infrastructure system for ourselves, for our children and for future generations to come”

That is the key message that LTA Chief Executive, BG (NS) Yam Ah Mee shared with participants at the first Environmental Protection Seminar held at the LTA clubhouse on 28 February.

Organised by LTA, the seminar saw participation by environmental experts from National University of Singapore, Institution of Engineers Singapore, Singapore Contractors Association Limited, Public Utilities Board, National Environmental Agency and LTA.

It showcased LTA's policy of promoting good environmental practices in all its operations, such as the use of recycled materials in transport infrastructure development, minimizing environmental impact, and public health efforts at construction sites.

The seminar is in line with the various environmental initiatives that LTA has actively advocated. In June 2005, LTA signed the International Union of Public Transport (UITP) Full Charter on Sustainable Development. The Charter provides guidelines for leadership, policy and numerous activities on sustainable development. As a signatory to the Full Charter, LTA recognises the social, environmental and economic principles of sustainable development as a strategic objective within the organisation.

LTA also has a Corporate Environmental Policy in place to reflect its commitment to comply fully with all relevant environmental legislation and implement good environmental practices at our sites.



Launch of Earth Control Measures Guidebook

The seminar also saw the launch of LTA's guidebook, “Best Environmental Practices: Earth Control Measures Guidebook”.

It will guide LTA project teams on the best practices in earth control measures at the worksite. The guidebook is a collaborative effort, with the support of the Public Utilities Board and LTA's contractors. It aims to enhance Earth Control Measures (ECM) among our project teams, contractors and sub-contractors. With better understanding of these principles, we hope to achieve effective ECM implementation on site

LTA's Winning Hearts

Bob Hope said it best, “If you haven't any charity in your heart, you have the worst kind of heart trouble.”

In that case, LTA has little to worry, as staff have more than enough charity in their hearts to go around.

Through generous contributions and relentless efforts, LTA staff have raised more than \$2.5 million since 2001 for VVOs and charitable organizations, such as the Asian Women's Welfare Association (AWWA), Bright Hill Evergreen Home, the Straits Times School Pocket Money Fund, Riding for the Disabled Association of Singapore and the victims of the Asian Tidal Waves.

They came together to conceptualise and organise charity events, such as a Charity Walk, Charity Golf, Musical Night, Flea Markets, Breakfast Sales and even Cookery Classes!

Their big hearts bagged the President's Social Service Award in 2006 for the Formal LTA Group/Non-Profit/Public Sector Organisation Category.

LTA has also been recognised with the AWWA Group Volunteer Award in 2005 and Community Chest SHARE Gold awards annually since 2003.

Spurred on by the awards, LTA became the first statutory board to work with ComCare Connection. For the next three years, LTA staff will be adopting Metta School and will volunteer time and effort to help the 400 mildly intellectually disabled and autistic students learn independent living skills.



A mobile therapy van was donated to AWWA last year.

LTA wins the Work-Life Excellence Award!



LTA's Chief Executive BG (NS) Yam Ah Mee receiving the 2006 Worklife Excellence Award from Manpower Minister, Dr Ng Eng Hen.

Over a hundred employers from both the private and public sectors vied for this award. The award is the highest recognition given to employers for their commitment in helping employees balance work and personal needs through effective and innovative work-life strategies.

“‘People’, the life-giving force behind LTA, is the focus of our work-life strategy, a holistic approach to ensure the welfare of our staff in terms of their ‘mind’, ‘body’ and ‘heart’. It helps pave the way to achieving a lifestyle that harmonises work and life for our staff,” said LTA Chief Executive, BG (NS) Yam Ah Mee.

VR-10 Wins International Award!



An adorable alien created to mark LTA's 10th birthday has gone on to garner international accolades for LTA. The VR-10 eGame and Youth Outreach Programme has won the first international UITP Youth Project Award in the category 'Improving Mobility of Young People' (the usage of public transport by young people).

Conceived in 2004, VR-10 is the first locally-produced 3D interactive game that is able to entertain upper primary students without violence and gore, while educating them on our land transport system and safety on the road and rail networks. Recognizing that the younger generation is becoming increasingly technology-savvy, LTA capitalised on the interactive media as part of our outreach programme.

The award will be presented in May 2007 during the 57th UITP International World Congress in Helsinki, Finland.

This is not the first time that the VR-10 eGame has claimed glory for LTA. The eGame received the Ministry of Transport's Minister Innovation Award (Distinguished) in 2006.

Other LTA Awards

LTA has also won other awards for innovative use of technology.

ORBIT – Corporate Services and IIT

LTA's ORBIT (One-stop Retrieval & infoBank InTerchange) system was awarded the FileNet International Innovation Awards in Las Vegas, United States of America in November 2005.

LTA also won the MIS ASIA IT Excellence Awards, under the "Best Business Enabler – Government" category in August 2006 with this project. MIS Asia is Asia's leading IT management magazine, and the MIS Asia IT Excellence Awards honours outstanding organizations across Asia from countries such as Singapore, Malaysia, Hong Kong, Thailand,

Philippines, Indonesia and India, in both the public and private sectors. The awards recognize IT teams that create tangible business results through the skilful use of IT.

e-Services@ONE.MOTORING - VTL and IIT

LTA's e-Services@ONE.MOTORING received the National Infocomm Merit Award for the Most Innovative Use of Infocomm Technology (Public Sector) in October 2006. It has also garnered the Ministry of Transport's Minister Innovation Award in 2002 and 2004 as well as the CIO Asia Award (Top 5) in 2003.

Talk2LTA – Corporate Communications

Talk2LTA portal also garnered the Ministry of Transport's Minister Innovation Award (Distinguished) in 2006.

Can't Remember the Bus Lane Hours?



Have a question on the additional full day bus lanes? Or can't remember the new bus lane hours effective from 1 April 2007?

LTA is making sure that the motoring public will have no such problems. It has sent out 600, 000 special packs containing a brochure and decal to inform and remind vehicle owners of changes to the bus lane scheme, which took effect on 1 April 2007.

The brochures are also distributed at selected petrol kiosks. The information packets give motorists the answers to burning questions they may have.

Drivers may also put up the decals on their windscreen as a reminder of the bus lane hours so that they would not encroach into the bus lanes unknowingly.

Look Back at 2006

Making Rounds to the Circle Line | Full Day Bus Lanes | Taxi Service Standards | Public Transport



Making Rounds to the Circle Line

On 17 July 2006, Minister for Transport, Mr Raymond Lim, visited Circle Line's Bishan Station and Kim Chuan Depot. It was an opportunity to give an update on the progress of the construction works and showcase the new trains and Operations Control Centre.



Discovering the Circle Line

Television viewers had some insight into the Circle Line project on 20 July 2006. The last part of a six-part Discovery television series entitled "Building the Biggest", featured the project as one of the biggest and most sophisticated underground railway systems in the world currently being constructed.



International Conference on Deep Excavations (ICDE)

On 28 June 2006, LTA hosted the 3-day International Conference on Deep Excavation, held at the Singapore Expo. At the opening ceremony, Minister for Transport, Mr Raymond Lim introduced LTA subsidiary, MSI Global, and the overseas consultancy contracts that it has won – including the Shanghai Metro Line 10, the first fully automated MRT system in China, and the ticketing system for the Bangkok Transit System (BTS)



Worlds Roads Conference

At the inaugural World Roads Conference 2006, held by LTA from 27 to 29 September 2006, renowned international experts shared their wisdom and experience in dealing with a variety of land transport challenges.



Launching the World's First Land Transport Academy

The World Roads Conference also launched LTA Academy, a training entity targeted at international organisations and professionals that work in the land transport arena.

What People Say

Barrier Free Access | Full Day Bus Lanes | Taxi Service Standards | Public Transport

Barrier Free Access
For wheelchair bound commuters like Mrs Theresa Tay, 50, the wider walkways have made a welcome difference. "It's wonderful," she declared as she wheeled herself from Simei MRT station to Changi General Hospital.

Straits Times, 8 December 2006



Full Day Bus Lanes

Regular commuters like civil servant Gerard Christopher, 33, is glad for the increase in full-day bus lanes because it means his bus journey will be less delayed by motorists.

He said:

"When my bus wants to get to and leave bus stops, there won't be cars blocking it."

Straits Times, 18 January 2007



Taxi Service Standards

"In the LTA's latest regular audit, conducted from September to November last year, taxi operators turned in their best service report cards in four years."

Today, 22 February 2007



Public Transport

"Indeed, public transport in many developed western cities is often the fastest way to get around. This is the route our transport policy has to go if we hope to be able to move 6.5 million people smoothly around our island in the future."

Straits Times, Forum Page Letter, 17 February 2007

