

**Recipients of the Caring Commuter Award, Caring Commuter Champion
(Inspirer) Award, and Caring SG Commuter Partners Award**

CARING COMMUTER AWARD 2025

Seven commuters were presented with the Caring Commuter Award 2025 at the award ceremony held at Our Tampines Hub on 15 November 2025.

Richard Magnus Award for the Outstanding Caring Commuter

2 The “Richard Magnus Award for the Outstanding Caring Commuter” was awarded to two Secondary Two students from Greendale Secondary School, Yash Raj and Chen Zugen. The two students helped an injured commuter, Ms Tan Siew Hua when she fell down the stairs and accompanied her to the hospital.

Caring Act	Winner
On the afternoon of 11 February 2025, Ms Tan Siew Hua missed a step and rolled down the stairs at Meridian LRT Station. She had injured herself and could not walk properly. Mr Chen Zugen and Mr Yash Raj heard her scream and rushed to help her. Both Zugen and Raj brought her to the nearby clinic but found out that the clinic could not attend to her due to the high patient volume. Siew Hua gave the students her phone to book a ride-hailing service, and they accompanied her to Sengkang General Hospital’s Accident and Emergency Department. Throughout the incident, the boys showed concern and comforted Siew Hua. At the hospital, the two boys were prepared to stay with Siew Hua, but she advised the boys to go home as it was late. Later at night, Zugen and Raj contacted Siew Hua to check in on her condition. Siew Hua had undergone an operation for her hand injury and was recovering well. She later sent a ‘thank you’ note on the boys’ kind deed to Greendale Secondary School, to which the school responded that it was heartened by the boys’ act of care.	Mr Chen Zugen and Mr Yash Raj

Commendation Award

3 Five other commuters were recognised for their caring acts and received the commendation awards.

Caring Act	Winner
On 5 August 2024, Ms Huang Zhimin noticed a boy who appeared distressed as he repeatedly tried to pass through the fare gates unsuccessfully at Kangkar LRT Station. When she approached to help, the boy couldn't express himself clearly and was murmuring. Ms Wong Jia Yi, who was also passing by and saw the crying child, joined Zhimin to offer assistance. The boy was unable to unlock his phone and when Zhimin offered her phone to contact his parents, he could not recall his parents' contact numbers. Zhimin then activated the station intercom to alert the Customer Service Officer (CSO) for assistance. TransCom was alerted by the CSO to assist in identifying the contact details for the boy and to take down the statements of Zhimin and Jia Yi to understand the situation. Meanwhile, Jia Yi bought a drink for the boy from a nearby supermarket, which helped calm him slightly before the CSO arrived. The boy's father reunited with him at Rumbia LRT Station that same evening after the TransCom officers had successfully obtained the boy's family contact details.	Ms Wong Jia Yi and Ms Huang Zhimin
Ms Pan Peiwen, Priscilla was on the ascending escalator at Punggol MRT Station in the afternoon of 24 October 2024 when she saw an elderly man, who looked to be in his 70s, falling in the middle of the escalator. Fellow commuters quickly activated the escalator's Emergency Stop button. Priscilla, along with the other commuters, rushed to help the elderly man to the upper end of the escalator where he could rest safely. The station staff promptly called for an ambulance. The ambulance arrived and the paramedics attended to the elderly man, who was conscious but shocked. Priscilla advised the elderly man to take the lift in the future, after observing that he was wearing shoes meant for people with diabetes which appeared to be unsteady for him. He was also holding onto a walking cane and carrying heavy bags of Deepavali lights at the same time.	Ms Pan Peiwen, Priscilla

The elderly man declined to be taken to the hospital. Priscilla then booked and paid for a taxi ride for the elderly man. She accompanied him home to ensure his safety. The next day, Priscilla messaged the elderly man about his wellbeing to ensure that he was alright.	
Ms Belinda Lee had exited the faregates at Canberra MRT Station on 8 May 2025 morning when she slipped and knocked her head. Items from her bag were scattered all over. Mr Melvin Sim Wei Siang had also exited the faregates when he witnessed the incident. Melvin helped to pick up Belinda's belongings, assisted her to a chair provided by the station staff, and encouraged her to seek medical attention. However, Belinda, who was worried about being late for work at that time, declined. Respecting Belinda's decision, Melvin booked and paid for a ride-hailing service for her to ensure that she reached her workplace safely. With the help of the station staff, Melvin then wheeled Belinda to the pick-up point and waited for the car with her. The station staff also provided Belinda with sweets and water. Melvin stayed with Belinda until she boarded the car. Belinda subsequently reached out to Melvin to update him that she was well, and that she was thankful for his help. Belinda offered to pay for the ride but Melvin declined.	Mr Melvin Sim Wei Siang
On the morning of 28 May 2025, Mdm Nordalina Binte Jumahat had just boarded Bus Service 804 when she was asked to assist a young Malay boy onboard the bus. The toddler, who looked to be around two – three years old, appeared to be lost and could only speak the Malay language. Nordalina then approached and spoke to the toddler in Malay. The toddler was able to understand her and gravitated towards her. Nordalina found out that the boy had left his house alone when his parents were asleep. Nordalina accompanied the toddler on the bus till it terminated at Yishun Integrated Transport Hub even though she was supposed to alight outside the transport hub. She then informed her bosses about the situation and that she would be late for work.	Mdm Nordalina Binte Jumahat

At the transport hub, Nordalina and the bus captain brought the toddler to the Passenger Service Centre (PSC) and she waited for about an hour for the toddler's parents to pick him up. They thanked her for her help.	
---	--

5 The Caring Commuter Award was first launched in 2019 to recognise public transport commuters who have demonstrated exemplary acts of care during their daily commute. The award aims to generate greater awareness and encourage the involvement of the whole community to practise and promote caring behaviour. More information on past winners can be found on <https://www.caringcommuters.gov.sg/awards>.

6 Following the call for nominations for Caring Commuter Award 2025 from April to June 2025, the Caring SG Commuters Committee received 56 nominations from both members of public and public transport operators. All nominations were evaluated based on the impact of the act of care to the person being assisted, the effort that was undertaken by the caring commuter, and the situation at hand.

7 For the fourth consecutive year, the Caring Commuter Award ceremony was held at the launch of the Caring Commuter Week organised by the Caring SG Commuters Committee. Mr Jeffrey Siow, Acting Minister for Transport, was the Guest-of-Honour at the event and presented the trophies and certificates to the winners.

CARING COMMUTER CHAMPION (INSPIRER) AWARD 2025

8 The Caring Commuter Champion (Inspirer) award honoured nine Caring Commuter Champions who had actively championed the Caring SG Commuters Movement within their communities and workplaces. These “Inspirers” were recognised for their dedication in promoting a gracious, caring and inclusive commuting culture for all.

9 The 2025 Inspirers are:

Angela Ong	A senior advocate since August 2021, Angela actively shares her experiences at community events like Bus Safety Sessions, Healthy SG and NDP 2023. She has also assisted commuters during train disruptions ensuring smooth and safe journeys.
Jackie Chionh	An accessibility advocate who brings personal experience on his medical condition to his role, Jackie has been instrumental in initiatives like the wayfinding trial and Bus Safety focus group discussions since February 2024. He regularly volunteers at public transport nodes to promote a caring commuting culture.

Roel Malcon	A committed advocate for inclusive commuting since 2021, Roel consistently participated in a wide range of activities, including Caring Commuter Week, volunteering deployments, and engagement roadshows.
Wee Kit Bian	As a dedicated youth mentor since January 2021, Kit Bian is passionate about nurturing caring behaviours in the next generation, including his own children to become Caring Commuter Champions. He actively influences his network to join the movement and contributes through volunteering during train disruptions and roadshows.
Dania Nur Kay ' la	Since joining in 2025, Dania has inspired her entire family of 5 to sign up as Caring Commuter Champions. She is an active participant in volunteering deployments and proactively shares her experiences to promote caring behaviours within her Chai Chee community.
Abdul Hakim Bin Abdul Wahab (SBS Transit)	Abdul Hakim has embedded empathy into SBS Transit's culture by enhancing internal training content and co-initiating a Customer Experience module. He proactively seeks knowledge to support commuters with disabilities, including volunteering with organisations like St. Andrew's Autism Centre.
Soon Sheng Yuan Edmund (SMRT)	Edmund promotes understanding of special needs through collaborations with the Agency for Integrated Care (AIC) to conduct workshops for schools and volunteer groups. He regularly shares insights via SMRT newsletters and engagement sessions with Social Service Agencies, and has provided direct assistance to commuters with visual impairments outside of his duty hours.
Cheryl Tan (Tower Transit Singapore)	As a person with Multiple Sclerosis, Cheryl courageously shares her personal experiences to raise awareness of commuters with disabilities. She actively champions inclusivity through workplace initiatives and has reached out to partners like the National Neuroscience Institute to spread the movement's message.
Md Ahzman Bin Tumin (Go-Ahead Singapore)	A strong advocate for the Helping Hand Scheme, Ahzman mentors fellow bus captains to provide better commuter care. He leads by personal example and has participated in tours with the Cerebral Palsy Alliance Singapore and collaborated with Enabling Service Hubs to promote inclusivity.

CARING SG COMMUTERS PARTNERS AWARD

9 Three Caring SG Commuters Partners Award were also presented at the launch of Caring Commuter Week 2025. The Caring SG Commuters Partners Award recognises the efforts of our partners who have been actively supportive of the Caring SG Commuters Movement and made significant contribution to promulgate the movement to a wider audience. This year, the award was presented to Dementia Singapore, Singapore Polytechnic and St. Patrick's School. These partners have worked together with the Committee over the past years and co-created initiatives to promote and cultivate a caring commuting culture on public transport among the commuters, and to raise awareness on the needs of different commuters.

The winners of the award are listed below:

Dementia Singapore

Dementia Singapore has been a strong partner of the Caring SG Commuters Movement, working closely with the Committee to co-create initiatives that promote a more gracious, caring and inclusive commuting culture. Efforts include equipping Caring Commuter Champions with practical learning lessons through Learning Journeys, co-designing indoor wayfinding trials with our public transport operators and supporting the development of educational materials such as video contents and new activities for Republic Polytechnic (RP)'s Project CompassioNATION, a programme that shares how more vulnerable commuters and/or commuters with disabilities perceive their surrounding while navigating the public transport and how commuters can identify, assist and support them.

Singapore Polytechnic

Singapore Polytechnic (SP) is a longstanding partner of the Caring SG Commuters Movement. Throughout the years, SP has collaborated with the Committee on numerous projects to raise awareness on the needs and challenges of vulnerable commuters and how commuters can show care to others on public transport. These collaborations included the Young Caring SG Commuters Booklets for younger children, a series of four Young Caring SG Commuters web-games targeted at primary school students and the co-creation of 44 student-led projects. The student-led projects involved volunteering at Chinatown MRT Station to assist commuters who may require assistance and organising a funfair in the Chin Swee-Hong Lim precinct which engaged over 750 residents through interactive games, puzzles and empathy simulation activities.

St. Patrick's School

St. Patrick's School has been one of our pioneering partners and had introduced the Caring Commuter Champion volunteering programme as part of their school's annual Values in Action programme. Since January 2022, every Secondary 1

cohort has learnt to be a Caring Commuter Champion through an assembly talk and a specially curated activity “Love In Action Day”, which complements the sharing at the assembly with practical applications for their students. As part of “Love In Action Day”, students will distribute handmade collaterals and promote caring messages to commuters at various MRT stations and bus interchanges.