Abstract

Public transport is the most popular and important mode of transport in Singapore. As presented in the statistical records of the Land Transport Authority (LTA), of the average 5 million trips made daily on public transport, 3 million are on buses. With the introduction of the Disability Discrimination Act (DDA) in the United Kingdom in November 1995 and the White Paper on Land Transport by the LTA in March 1996, issues such as ‘Design for All’ will become increasingly significant especially for the public transport.

The study was embarked to study access features, design and “traffic flow” of the present bus interchanges and to find out inconvenience and problems which the commuters (especially people with mobility handicaps) face. To achieve these objectives, an in-depth case study complemented by a survey was carried out at Ang Mo Kio Bus Interchange.

The main findings of the study were that the present design of the bus interchange has obviously denied the access of the wheelchair users. Besides this, several features at the bus interchange were also considered “unfriendly” in particular to this group of user.

Whilst it is not the intention of this study to derive specific guidelines for designing people-friendly bus interchanges, the author nonetheless proposes some possible improvements in the hope of having more people-friendly bus interchanges in the near future in order to reap the benefits of inclusive environments.

Keywords: Bus Interchange, Design for All, Mobility Handicaps, People-Friendly