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# Disconnect between public and operator's ideas of better MRT service

FROM **HAMISH BROWN**

The disconnect continues — the public's idea of a better MRT experience and the operators' idea, while quaint, are at complete odds.

So, here we go again. To spell it out, this is the public's idea of a better MRT experience: Sufficient trains so there is enough space and no sardine packing.

This means more trains, more frequently, and absolutely minimal-to-no breakdowns in service.

This means a massive overhaul of maintenance standard operating procedures and a whole lot more functioning trains and competent maintenance and operating staff. This absolutely must be done since the Government is planning for a population of 6.9 million, and currently, at five million, we

● A version of this letter first appeared as a comment on TODAY's Facebook post on the Land Transport Authority's initiatives to create a better MRT experience for commuters.

are nowhere close to efficient.

The most important element is to achieve this at prices that are affordable. This would translate to smiles all around, I completely assure you.

Buskers should be allowed to come naturally.

The current approach is artificial and will not achieve the intended effect unless the other parameters are effectively tackled first.

# NYC committed to evolve and build genuine engagement with youth

FROM **NG CHUN PIN**

Director of Youth Division, Ministry of Culture, Community and Youth, and director of the National Youth Council

I refer to the letter "More than autonomy needed for NYC 2.0 to work" (June 24) from Mr Kwan Jin Yao, and thank him for his call for the restructured National Youth Council (NYC) to engage a greater diversity of youth.

The NYC has been evolving its approach in engaging youth for some time. Mr Kwan alluded to the "old NYC's predilection for large-scale conferences like the National Youth Forum" and highlighted that the forum's format was not sustainable and overshadowed the engagement and

friendships that were forged.

We agree with him. That is why the NYC stopped running the National Youth Forum in 2010. Instead, we have been having many more small-group conversations over the years, effectively reaching out to a wider range of young people in schools, neighbourhoods and popular youth hang-outs. In many of these sessions, the youths shape and lead the agenda.

This is the spirit in which we formed the INSPIRIT community of young working adults in 2012 — to build genuine engagement and relationships and allow ideas and initiatives to emerge from the group organically.

In the same spirit, we set up the Youth Corps to provide youths with more opportunities to give back and meet the needs of the community in a sustained and meaningful way. The Youth Corps will not be the only channel through which young people can contribute to society, and we will continue to work with community part-

ners and youth sector organisations, large and small, established and new, to serve our youth more effectively.

Mr Kwan also wrote about grant schemes such as the Young Change-Makers and referred to critical anecdotal feedback, although he did not provide specific details. We would be happy to meet him if he has any ideas or suggestions to improve our funding mechanisms.

The restructuring of the NYC is a continuation of our efforts to adapt and change and fit into the evolving youth landscape. We are not wedded to any existing schemes or practices and would be happy to eliminate "relics" that are no longer relevant to the youth of today. This is what we have done in the past and what will continue to do as we embark on our latest round of restructuring.

We want to keep the conversation going and encourage Mr Kwan to reach out directly to us with his thoughts at [contact@mccy.gov.sg](mailto:contact@mccy.gov.sg).



**LETTER NYC WELL-PLACED TO BE BEACON FOR YOUTH CAUSES IN SINGAPORE**

Scan the QR code using the reader app on your smartphone, or you can visit [tdy.sg/ltrnyc1july](http://tdy.sg/ltrnyc1july) for the letter from Jeshier Loi.

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