

COMFORTDELGRO LAUNCHES **MEDICAL ESCORT TRANSPORT SERVICE**

8 March 2021 – ComfortDelGro is moving into the specialist non-emergency transportation service in Singapore with a whole new fleet of wheelchair-accessible minibuses.

The latest service offering will be provided by newly-formed subsidiary, ComfortDelGro MedCare Pte Ltd, which is a specialised medical escort transport business catering to the mobility needs of the elderly and persons with disabilities. Its minibuses come with raised roofs and are retrofitted with automatic hydraulic lifts, safety retractors and forward-facing seats to ensure both wheelchair users and their caregivers are able to sit comfortably. Each minibus can accommodate up to three wheelchairs and five seated passengers.

ComfortDelGro MedCare drivers are trained staff who are able to administer first aid, cardiopulmonary resuscitation or CPR as well as operate an automated external defibrillator (AED). They are also trained to help wheelchair users and passengers with dementia. The service comes with a driver, and where needed, may include a transport assistant. All drivers are also put through a driving assessment by ComfortDelGro Driving Centre.

Said Mr Lim Tien Hock, ComfortDelGro MedCare CEO: “Accessibility is a challenge faced by people with mobility issues, such as the elderly and those with disabilities. As such, ComfortDelGro MedCare was formed with the aim of not only expanding our transport solutions, but also adopting inclusive practices to serve this under-served community in Singapore. ComfortDelGro MedCare will ensure that people with mobility issues can get from where they are to where they want to be, in a safe and reliable manner. With such

transport options, we are able to help enrich their quality of life and enhance their connectedness to the broader society.”

ComfortDelGro MedCare is not the Group’s first foray into non-emergency patient transport. In 2018, it acquired National Patient Transport Pty Ltd (NPT), which is headquartered in Melbourne, Australia. NPT operates across Victoria, New South Wales (NSW) and Western Australia. It is the first private provider of patient transport services to NSW Health, which has been responsible for the public health system in NSW since 2016.

With the experience gleaned from the operations in Australia, the Group is now able to roll out a full-fledged medical assistance transport service in Singapore. The fleet here will initially comprise 10 minibuses, with more to be added as demand grows. Healthcare or day care centres, medical institutions, social service agencies and members of the public are able to book the entire minibus for one-way or two-way trips, or at an hourly rate ranging from \$63 to \$75, depending on the time that they book.

During the peak periods, which are weekdays from 7am to 11am and 3pm to 7pm, rates are from \$113 for a one-way transfer and \$225 for a two-way transfer. Off peak bookings are available on weekdays from 11.01am to 2.59pm at \$95 for a one-way transfer and \$189 for a two-way transfer. All bookings must be made two days in advance via its website at www.cdgmedcare.com or WhatsApp at 8428 8828. Payment for the services can also be made online or via PayNow.

Recently, ComfortDelGro MedCare provided two-way transfers for five families for an excursion to Gardens by the Bay. Mr and Mrs Tan Choh Kee were able to ride together in one vehicle despite the fact that one uses a personal mobility device (PMD) and the other, a motorised wheelchair. Mr Tan, who is in his 60s, said: “ComfortDelGro MedCare has allowed my wife and I to travel together for this outing – not something we can often do given our condition. The minibus is spacious and comfortable. We could get into the vehicle with ease and travelled safely. We are grateful to the well-trained and well-mannered staff who took great care to give us a wonderful and memorable trip.”

Background

ComfortDelGro is one of the world's largest land transport companies with a total fleet size of over 40,000 buses, taxis and rental vehicles. We also run 83km of light and heavy rail networks in Singapore. Our global operations span seven countries – Singapore, Australia, China, the United Kingdom, Ireland, Vietnam and Malaysia.
