

FREQUENTLY ASKED QUESTIONS

1. What is the motivation behind this circular?

The growth in delivery rider volume at malls has led to negative externalities from their vehicles, such as haphazard and illegal parking, as well as blocking of footpaths. These have an impact on pedestrian/cyclist movement and accessibility around malls, which could negatively affect the attractiveness of and visitor experience at malls and potentially lead to a reduction in mall visitors and business viability of the mall's tenants.

2. What is the purpose of the waiting bay for vehicles of delivery riders if my development has already provided permanent motorcycle lots in the carpark and designated bicycle parking?

The waiting bays are intended to complement the existing motorcycle lots and bicycle parking infrastructure. Given the uptrend in delivery activities and its projected growth in the future, developments are also encouraged to provide waiting bays in safe, convenient locations to facilitate more efficient pick up.

3. Are any approvals required for the implementation of these best practices?

Regarding the provision of motorcycle lots to comply with RPPS guidelines for malls approved before Feb 2019, submission to LTA is required. Please find below an example of how the RPPS motorcycle guidelines can be complied with:

A mall has applied to LTA to provide motorcycle lots to cater to increased delivery traffic. The mall was approved before Feb 2019, and its existing car parking provision is in excess of the prevailing parking requirements. It is also not carrying out any A&A works and is not undergoing change of use. Based on the prevailing parking requirements, the allowable range of parking provision is between 80 – 100 car lots, and 4 – 5 motorcycle lots (based on 5% of car lots). The mall may apply to LTA to provide up to 5 motorcycle lots which can be from the conversion of car lots. The motorcycle lots should comply with LTA's prevailing design standards.

Regarding the provision of an adequate grace period for motorcycles, and the implementation of waiting bays for the vehicles of delivery riders, malls may do so without the need to seek approval from URA or LTA.

4. Are there any guidelines on how many waiting bays are to be implemented?

Commercial malls are free to estimate the required number of waiting bays based on the volume of delivery riders visiting the mall on a typical day, their preferred mode of transport, number of entrances which are close to F&B outlets and mall's existing parking provisions. The waiting bays for delivery motorcycles should be located separately from the waiting bays for active mobility modes.

5. Will government agencies enforce the proper use of these waiting bays?

The enforcement of proper use of waiting bays is under the purview of mall developers and operators, who have a clearer picture of the use of such bays and are therefore able to adjust their enforcement posture based on the ground situations.

Government agencies are unable to enforce the use of waiting bays but will continue to enforce against instances of illegal parking, and reckless and unsafe behaviour by motorcyclists and active mobility device users on public roads, footpaths and cycling paths. Together with the malls, we hope to safeguard everyone's safety and convenience around the malls.