

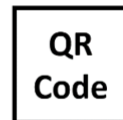
PROVISION OF WAITING BAYS FOR DELIVERY RIDERS

<u>Suggested considerations for waiting bays for vehicles of delivery riders</u>		
S/N	Parameter	Remarks
1	Location	<ul style="list-style-type: none"> • Location should be on the ground floor outside the mall, within the development's boundary. • Maintain a clear distance from access points (e.g. entrances, fire engine access routes, etc.). • Location should be within a short walking distance to mall entrances, facilitate convenient access to F&B outlets in the mall, and be sheltered from the rain. • Ensure that the location presents a safe route for riders and pedestrians (e.g. away from pedestrian footpaths). Malls may consider including signages to advise riders to dismount and push their motorcycles and active mobility devices to the waiting bays and avoid riding on footpaths. Only bicycles may be ridden on footpaths. • Motorcycle waiting bays should be separate from bicycle/personal mobility device waiting bays for safety.
2	Operations	<p><u>Size of waiting bay</u> Recommend a size that can accommodate approximately 10 to 15 motorcycles or bicycles. Malls can finetune based on site conditions (e.g. expected delivery rider volume, space availability, etc.).</p> <p><u>Demarcation of waiting bay</u> Demarcate to clearly show that the area will be used as a waiting bay for delivery riders, (i.e. with an orange-coloured box and accompanying signage). Marking out waiting bays in orange would allow them to be an easily distinguishable and uniform feature across malls. This also helps to differentiate the waiting bays from yellow boxes, which are currently utilised for various other purposes (e.g. to demarcate shared bicycle parking, smoking areas, etc.).</p> <p><u>Operating hours of waiting bay</u> Recommend to follow the operating hours of the mall.</p> <p><u>Operational practices</u> Ensure orderly parking of vehicles within designated waiting bay. The waiting bay should only be used for pick-up and drop-off of deliveries and should not be used for other purposes.</p> <p><u>Accompanying signages with the following information to be displayed prominently near waiting bays:</u></p> <ul style="list-style-type: none"> • Waiting bay is dedicated for delivery riders only. • Signages should be placed at the waiting bays to direct vehicles of public to the proper designated spaces to park their vehicles (e.g. bicycles).

- Recommend a time limit on the usage of waiting bay for each rider (e.g. 15 to 20 minutes).
- Users of the waiting bay should be attired in delivery platform uniform, or their vehicles should display delivery accessories (e.g. thermal bags/boxes to carry deliveries).
- QR code on signage for malls to gather feedback from delivery riders.
- Please refer below for a sample of how the accompanying signage could read for motorcycles and active mobility modes.

WAITING BAY FOR ACTIVE MOBILITY DEVICES OF DELIVERY RIDERS ONLY (e.g. BICYCLES/PMDs/PABs)

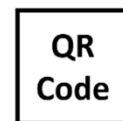
Kindly limit your usage to 15-20mins



Scan to share
your views

WAITING BAY FOR MOTORCYCLES OF DELIVERY RIDERS ONLY

Kindly limit your usage to 15-20mins



Scan to share
your views

Information with locations of various waiting bays suggested to be placed at the following areas within the development:

- Existing informal locations of parking by delivery riders
- Pick-up and drop-off points of malls
- Motorcycle parking at existing carparks

Malls are strongly encouraged to combine provision of waiting bays with enforcement/education to ensure that waiting bays are appropriately used:

		<p>Recommended elements for observation of waiting bays:</p> <ul style="list-style-type: none">• Spill-over of delivery vehicles beyond the demarcated waiting bay• Display of delivery platform logo• Overstaying beyond the grace period• Checks should be carried out by mall operator periodically <p><u>Other remarks:</u></p> <p>Malls implementing waiting bays for delivery riders are encouraged to inform delivery platforms about these spaces to increase awareness among delivery riders.</p> <p>Malls are encouraged to monitor the utilisation of waiting bays and any additional motorcycle parking lots to ascertain their effectiveness in facilitating the work of delivery riders at malls.</p>
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