

Circular No : URA/PB/2022/11-SPG
Our Ref : DC/ADMIN/CIRCULAR/PB_22
Date : 30 November 2022

CIRCULAR TO PROFESSIONAL INSTITUTES

Who should know

Developers, building owners, property managers, qualified persons, architects, and engineers.

ADVISORY NOTE TO FACILITATE SAFE AND EFFICIENT DELIVERY PICK-UPS AT COMMERCIAL MALLS

1. Changing consumer preferences have boosted demand for deliveries, which is expected to grow further. The Land Transport Authority (LTA) and the Urban Redevelopment Authority (URA) would like to encourage wider adoption of practices to facilitate the safe and efficient pick-up of orders (e.g. food, groceries, and parcels) by delivery riders at commercial malls. Such practices include:
 - a) providing sufficient permanent motorcycle lots at malls approved before 2019;
 - b) providing an adequate parking grace period to cater to delivery motorcycles; and
 - c) setting aside suitable waiting bays for the vehicles of delivery riders.
2. Some of these practices have already been implemented by malls, which have reduced the disamenities caused by the pick-up/drop-off activities of delivery riders and led to an improvement in visitor experience at the malls, while also improving the safety and efficiency of delivery pick-ups.

Provision of permanent motorcycle parking for malls approved before 2019

3. As part of LTA's Range Based Parking Provision Standards (RPPS) introduced in 2019, new non-residential developments are to cater for 5 per cent of the development's total parking provision to be set aside for motorcycle parking. All new development and redevelopment applications received from 1 February 2019 as well as existing developments that undergo Additions and Alterations (A&A) works will need to comply with the RPPS.
4. Given the projected growth in the demand for deliveries, commercial malls approved before 2019 which are not undergoing any A&A works are also encouraged to provide motorcycle parking in line with the RPPS.

Provision of adequate grace period

5. Building owners can consider providing a reasonable parking grace period (e.g. 15 to 20 minutes) to allow delivery riders using motorcycles sufficient time to collect deliveries. This would be particularly useful for riders collecting orders from malls

where Food & Beverage (F&B) outlets are located away from parking areas or if they might have to wait for the orders to be ready.

Provision of waiting bays for the vehicles of delivery riders as a best practice

6. Malls with F&B outlets are also encouraged to provide waiting bays for delivery riders to park their motorcycles and active mobility devices (e.g. bicycles, power-assisted bicycles, and personal mobility devices) while they pick up deliveries.
7. Waiting bays for delivery motorcycles should be located separately from the waiting bays for active mobility modes to de-conflict these movements, promote safe usage of these spaces, and complement existing motorcycle parking within the developments.
8. All waiting bays should be clearly delineated (i.e. with an orange-coloured box and accompanying signage), safely and conveniently located at-grade within mall boundaries and be close to mall entrances to facilitate access. Please refer to [Appendix 1](#) on the key parameters to consider when implementing such waiting bays.
9. Please convey the contents of this circular to the relevant members of your organisation. Answers to anticipated questions can be found in [Appendix 2](#). For further enquiries on this circular, please write to us using the following link: <https://go.gov.sg/parkingspacesfordeliveryriders>.

Thank you.

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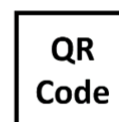
PROVISION OF WAITING BAYS FOR DELIVERY RIDERS

<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)

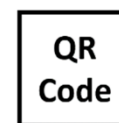
Kindly limit your usage to 15-20mins



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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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.