

**CAR PARK LABEL SCHEME (CPLS)
FOR PERSONS WITH DISABILITIES**

Frequently Asked Questions (FAQ)

Sections:

- A. General**
- B. Eligibility Criteria**
- C. How to Apply**
- D. How to Use the Label**
- E. How to Renew / Update**

A. GENERAL

Q1. What is the intent of the Car Park Label Scheme?

Under the scheme, vehicles that display the Car Park Label can be parked at accessible lots to allow drivers and passengers with physical disabilities to embark or disembark safely.

Drivers and passengers with physical disabilities must be certified by a Singapore registered medical doctor as requiring the use of bulky mobility aids and a wider space to embark or disembark safely from their vehicles.

Q2. What is the difference between the Class 1 and Class 2 labels?

Class 1	Class 2
<ul style="list-style-type: none">• Applicants are drivers with physical disabilities who require the use of bulky mobility aids and a wider space to embark or disembark safely from their vehicles• The qualified driver with physical disability can park in the accessible lot for any duration	<ul style="list-style-type: none">• Applicants are passengers with physical disabilities who require the use of bulky mobility aids and a wider space to embark or disembark safely from their vehicles• The driver is permitted to park temporarily in the accessible lot for up to 60 minutes to assist the qualified passenger with physical disability to embark or disembark safely from the vehicle

Q3. Why is there a difference in the parking duration for Class 1 and Class 2 label holders?

The Class 1 label supports drivers with physical disabilities who are totally dependent on the accessible lots to embark or disembark safely from their vehicle. The Class 2 label supports passengers with physical disabilities who have assistance from their caregiver-drivers to embark or disembark safely from the vehicle before the caregiver-drivers move the vehicle to a standard parking lot.

Q4. I drive but sometimes I am ferried by my family members and/or caregivers. Can I apply for both the Class 1 and Class 2 labels?

Individuals may only apply for one label under the scheme. You are strongly encouraged to apply for the label that best represents your regular mode of transport arrangement.

Q5. I (/ my caregiver) own more than one vehicle. Will I get a label for each vehicle?

As the label is tagged to the qualified label holder (i.e. the driver or passenger with physical disability), only one label will be issued. The Class 1 label is strictly non-transferable while the Class 2 label is only transferable between the two registered vehicles as per approved in the application.

Q6. I am a motorcyclist. Can I still apply for the Car Park Label Scheme?

The Car Park Label Scheme is only applicable to cars and VWO-registered vehicles used to ferry passengers with physical disabilities.

Q7. I am a season parking ticket holder as well as a Class 1 / Class 2 label holder. Am I given priority to park at the accessible lots over non-season parking ticket holders?

The use of the accessible lot is on an availability basis regardless of the type of label (i.e. Class 1 or Class 2) or whether one is a season parking ticket holder.

Q8. How can I report cases of suspected misuse of the accessible lots?

To report suspected misuse of the accessible lots, please call:

Enforcement hotline - Land Transport Authority (LTA), Housing & Development Board (HDB) and Urban Redevelopment Authority (URA) @ 1800 338 6622, or

NParks @ 1800 471 7300

For private parking areas, please approach the respective car park operators.

B. ELIGIBILITY CRITERIA

Q1. What are the eligibility criteria for the Car Park Label Scheme?

Class 1	Class 2
<ul style="list-style-type: none">• Drivers who possess a valid Singapore driving licence• Drivers with physical disabilities who are certified by a Singapore registered medical doctor as requiring the use of bulky mobility aids and a wider space to embark or disembark safely from their vehicles• Note: Those with medical conditions such as cerebral palsy, loss of lower limbs, muscular dystrophy and poliomyelitis will be considered based on needs and not just the type of mobility aid they use.	<ul style="list-style-type: none">• Passengers with physical disabilities who are certified by a Singapore registered medical doctor as requiring the use of bulky mobility aids and a wider space to embark and disembark safely from their vehicles• Note: Those with medical conditions such as cerebral palsy, loss of lower limbs, muscular dystrophy and poliomyelitis will be considered based on needs and not just the type of mobility aid they use.

Q2. I have a transport company that ferry passengers with disabilities, can I apply for the Car Park Label Scheme?

You may apply for the Class 2 label for VWOs through any of the Voluntary Welfare Organisations (VWOs) that are registered and listed in the National Council of Social Service (NCSS) website. Please refer to the link provided:

<https://www.ncss.gov.sg/GatewayPages/Social-Service-Organisations/Membership/List-of-NCSS-Members>

C. HOW TO APPLY

Q1. How can I apply for the Car Park Label Scheme?

For driver with physical disability... (Class 1 Label)

1. Online via e-Service (SingPass required)
2. By Post or Email

SG Enable – Car Park Label Scheme
20 Lengkok Bahru #01-01
Singapore 159053

or

carparklabels@sgenable.sg

Required documents:

- **Class 1 Application Form**
Note: The Mobility Report must be completed by a Singapore registered medical doctor.
- Clear **photocopy of the Applicant's NRIC** (Front and Back)
- Clear **photocopy of the Applicant's Singapore driving licence** (Front and Back)
- Clear **photocopy of the Vehicle Registration Details** from LTA
- Clear **photocopy of Car Rental Agreement** if your vehicle is a rental car

For passenger with physical disability... (Class 2 Label)

- Online via e-Service (SingPass of the passenger with physical disability required)
- By Post or Email

SG Enable – Car Park Label Scheme

20 Lengkok Bahru #01-01

Singapore 159053

or

carparklabels@sgenable.sg

Required documents:

- **Class 2 Application Form**
Note: The Mobility Report must be completed by a Singapore registered medical doctor.
- Clear **photocopy of the Applicant's NRIC** (Front and Back) / **Birth Certificate**
- Clear **photocopy of the Driver's NRIC** (Front and Back)
- Clear **photocopy of the Driver's Singapore driving licence**
- Clear **photocopy of the Vehicle Registration Details** from LTA
- Clear **photocopy of Car Rental Agreement** if your vehicle is a rental car

**For registered VWO that provides transport for passengers with physical disabilities ...
(Class 2 Label for VWOs)**

1. Online via e-Service (CorpPass required)

Note: If the organisation has yet to register for their online access to the Car Park Label e-Service, please contact the SG Enable Infoline at 1800 8585 885 or email carparklabels@sgenable.sg to request a copy of the Organisation Registration Form.

2. By Post or Email

SG Enable – Car Park Label Scheme
20 Lengkok Bahru #01-01
Singapore 159053

or

carparklabels@sgenable.sg

Required documents:

- Class 2 **Application Form for VWO**
- Clear **photocopy of the VWO Unique Entity Number (UEN)**
- Clear **photocopy of all the Vehicle Registration Details** from LTA

Q2. Where can I retrieve my vehicle registration details?

You can obtain your vehicle registration details by logging in to your eServices@One.Motoring account (www.onemotoring.com.sg) using your SingPass.

Q3. Can I use an international driving licence to apply for the scheme?

You will need a Singapore driving licence to apply for the scheme.

Q4. Where can I go to be assessed for the mobility report?

You can go to any General Practitioners (GPs), Polyclinics or Hospitals to request a consultation with a Singapore registered medical doctor to assist you in the completion of your mobility report.

Q5. Is there any validity date for the submission of mobility report?

Yes. Mobility report is only valid for a period of 2 years from the date of assessment. An updated mobility report is necessary for assessment of your application based on the most recent mobility needs.

Q6. How long will the application process take?

Upon receipt of the completed application form and all required supporting documents, SG Enable requires up to 15 working days to process the application, excluding time taken for mail delivery.

Q7. How do I check on my application status?

Please log in to the e-Service Portal to view your application status:

Class 1	Class 2	Class 2 VWO
<ul style="list-style-type: none"> Please log in with your SingPass 	<ul style="list-style-type: none"> Please log in with the SingPass of the passenger with physical disability 	<ul style="list-style-type: none"> Please log in with the VWO CorpPass

Alternatively, you may contact the SG Enable Infoline at 1800 8585 885 or email carparklabels@sgenable.sg.

Q8. Can I submit my Car Park Label Scheme application using the old forms?

The eligibility criteria for the scheme was reviewed in November 2017. Hence, we strongly encourage applicants to use the new forms to know more of the latest scheme eligibility criteria before application.

D. HOW TO USE THE LABEL

Q1. I have received my label. What do I do next?

Class 1	Class 2
<ul style="list-style-type: none"> Display label prominently on the left side of the front windscreen of the registered vehicle 	<ul style="list-style-type: none"> Set the time disc to the time of arrival Display label prominently on the front dashboard of the registered vehicle

	<ul style="list-style-type: none"> • Upon arrival, the driver may take up to 60 minutes to assist the qualified passenger with physical disability to disembark safely from the vehicle, after which the driver must move the vehicle to a standard parking lot • When leaving, the driver may take up to 60 minutes to assist the qualified passenger with physical disability to embark safely into the vehicle
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Q2. Does the label have a validity period?

The Class 1 label is valid for up to 5 years while the Class 2 label is valid for up to 2 years. Any other validity period granted will be on a case-by-case basis.

Q3. My label is defective / lost in mail. How do I request for a label replacement?

You can submit your request by completing the Label Replacement Form, which can be downloaded from the SG Enable website. Alternatively, you may also call the SG Enable Infoline at 1800 8585 885 to request for a copy of the form to be mailed to you.

Q4. I have been issued with parking summons. How do I submit an appeal?

For car park related matters, please contact the respective car park operators.

Enforcement hotline - Land Transport Authority (LTA), Housing & Development Board (HDB) and Urban Redevelopment Authority (URA) @ 1800 338 6622, or

NParks @ 1800-471-7300

Singapore Sports Council @ 6500-5000

For private parking areas, please approach the respective car park operators.

E. HOW TO RENEW / UPDATE

Q1. I (/ my caregiver) have (/ has) a new vehicle. How do I update my vehicle details?

Please complete the Application Form and submit it together with your new Vehicle Registration Details. The form can be downloaded from the SG Enable website.

Q2. How soon can I renew my label before its expiry?

You can submit your label renewal application no earlier than three months before its expiry. The form can be downloaded from the SG Enable website.

Q3. My label is due for renewal. Do I need to submit a new mobility report?

Yes. Your continued eligibility under the scheme will be reviewed during the renewal process. You will need to submit an updated Mobility Report that reflects your latest mobility needs .

Q4. My label has expired. Can I appeal for an urgent renewal? How soon can I receive the new label?

We are unable to support urgent label renewal. Label renewal applications will be processed within 15 working days upon receipt of complete document submission, excluding time taken for mail delivery. You are strongly encouraged to submit your label renewal application early to avoid any lapse in the benefits extended to you.

Q5. My label renewal application is still in processing but my label has expired. Can I still park at the accessible lots?

No. An expired label is invalid and must not be used. The expired label should be disposed of upon its expiry. SG Enable shall not be responsible or liable in any way for the use of expired label.