

**CAR PARK LABEL SCHEME (CPLS)
Frequently Asked Questions (FAQ)**

A. GENERAL

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

The Scheme supports persons with mobility impairment who are medically certified to require the vehicle door to be fully opened in order to board or alight from the vehicle.

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 who are certified by a Singapore registered medical professional as a person with mobility impairment and need the vehicle door to be fully opened in order to board or alight from it. • Drivers can park at the accessible parking lot for any duration. 	<ul style="list-style-type: none"> • Applicants are passengers who are certified by a Singapore registered medical professional as a person with mobility impairment and need the vehicle door to be fully opened in order to board or alight from it. • Drivers can temporarily park at the accessible parking lot for not more than 1 hour each time to assist passengers to board or alight from the vehicles.

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 mobility impairment who are totally dependent on the accessible lots to embark or disembark safely from the vehicle. On the other hand, the Class 2 label supports passengers with mobility impairment, where the caregiver-drivers can assist the passengers to board or alight from the vehicle safely before moving to a standard parking lot to avail the limited accessible lot for other needy users.

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 should apply for the label that suit your regular transport arrangement.

Q5. I / my caregiver have / has more than one vehicle. Will I get a label for each vehicle?

The label is issued to the person with mobility impairment, hence you can only get one label. You should apply for the label that suit your regular transport arrangement.

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

The Car Park Label Scheme is only applicable to vehicles with doors. This is to prioritise the use of the limited accessible lots to the qualified label holders who require the vehicle door to be fully opened to be able to board or alight from the vehicle.

However, as an alternative for motorcyclists with mobility impairments who require a larger space to board and alight from their vehicle, HDB and URA allow motorcyclists whose motorcycles are bigger or had been modified the option of parking across two adjacent motorcycle lots.

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 parking lots over non-season parking ticket-holders?

The use of the accessible parking lots is on a first-come-first-served basis regardless of the type of label (i.e. Class 1 or Class 2) or whether one is a season parking ticket-holder.

Q8. I am a driver with a valid Class 1 label. I have just changed my vehicle but retained my car plate number. Do I need to re-apply for a new label?

If there is no change in your vehicle number, you do not need to re-apply for a new label. However, if there is a new IU installed, please write in with your new IU # to carparklabels@sgenable.sg. We will update the IU record within 3 working days.

Q9. How can I report misuse of the accessible parking lots?

The use and enforcement of accessible parking lots is subject to the prevailing rules and regulations governing the use of car parks or any requirements by the car park operators. please report any misuse to the respective car park operators:

Parking Enforcer	Enforcement Contact
Housing & Development Board (HDB) Carparks Urban Redevelopment Authority (URA) Carparks	1800 338 6622
NParks Carparks	OneService MobileApp

For private car parks, the building owners and management corporations (MCSTs) are responsible for taking action against unauthorised parking in accessible lots. Members of the public who spot the misuse of accessible lots in private car parks should notify the building owner or MCST or private parking areas.

Q10. What is the penalty for misusing the accessible parking lots in public carparks?

Please approach the car park operators to find out more about the latest penalty.

B. HOW TO APPLY

Q1. 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.

Q2. Where can I go to be assessed for the mobility report?

You can approach any healthcare institutions with Singapore registered Medical Doctors or Allied Health registered Physiotherapists or Occupational Therapists to complete your mobility report.

We are unable to reimburse you for any expense which you may incur as part of the car park label application process regardless of the outcome.

Q3. How long is the mobility report valid for?

The mobility report is valid only for the current application.

Q4. How long will my application process take?

Your application will be processed within 15 working days upon receipt of complete documentation.

Q5. How can I check on the status of my CPLS application?

You may check your application status via the eService.

Class 1	Class 2	Class 2 SSA
<ul style="list-style-type: none">• Please log in with <u>SingPass of the Driver</u> with Mobility Impairment	<ul style="list-style-type: none">• Please log in with <u>SingPass of the Passenger</u> with Mobility Impairment	<ul style="list-style-type: none">• Please log in with <u>CorpPass</u> of the SSA

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

Q6. I am the driver of a Class 2 label holder. Can the label be mailed to my address instead of the label holder's address?

For data security purposes, the CPLS label will only be mailed to the NRIC address of the applicant, who is the label holder.

C. 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 on the left section of the vehicle windscreen 	<ul style="list-style-type: none"> • Set the time disc to the time of arrival • Place label on the front dashboard of the vehicle • Upon arrival, driver may take up to an hour to assist passenger to disembark from the vehicle, after which driver must move the vehicle to a standard parking lot • When leaving, driver may take up to an hour to assist passenger to embark into the vehicle safely

Q2. I have registered 2 vehicles under my Class 2 application, why do I receive only 1 label?

Each qualified Passenger with Mobility Impairment will be issued with only one Class 2 label, with up to two vehicles registered under the label. The label is only transferable between the registered vehicles, and can only be used when the Passenger is ferried in either of the registered vehicles.

Q3. I have been issued with a parking summon. How do I submit an appeal?

You may write in with your feedback for investigation by the respective car park operators:

Carpark Operator	Contact Address
HDB	hdbcarparks@mailbox.hdb.gov.sg
URA	https://www.ura.gov.sg/eAppealWeb/

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

Q4. My father has a valid car park label but had passed-on, I am now driving his car can I continue to use the label till it expires?

The validity of the Car Park Label is automatically ceased once the label holder pass on, and invalid labels should not be displayed. Drivers who park at an accessible lot with an invalid label may be fined.

You may return the label to SG Enable at the following address:

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

D. HOW TO RENEW / UPDATE

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

Please complete a Change of Vehicle Number application together with your new Vehicle Registration Details. The form can be downloaded from the SG Enable website.

You will be issued with a new label, and will need to do a mandatory 1 to 1 exchange with your existing label.

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?

Your continued eligibility under the scheme is reviewed during each renewal application, and you are encouraged to submit an updated Mobility Report to better reflect your latest mobility needs.

Q4. I would like to extend my label validity, please print me a new label. There is no change in my information from the previous application.

Your continued eligibility under the scheme is reviewed during each renewal application. We will issue a new label if you continue to meet the scheme eligibility criteria. Please submit a renewal application for a new label.

Q5. My label has expired. Can I appeal for an urgent renewal? How soon can I receive the new Label?

Label renewal applications will be processed within 15 working days upon receipt of complete documentation. You are strongly encouraged to submit your label renewal application early (no earlier than three months from the date of label expiry) to avoid any lapse in the use of accessible lots, should you continue to be eligible.

Q6. My label has expired. Can I continue to park at an accessible lot?

An expired label is invalid and should be discarded upon its expiry. You should cease the use of invalid labels for parking at accessible lots, as vehicles parked at these lots without a valid label may be issued with a parking fine.

Q7. I am from a Social Service Agency and I would like to renew all my vehicle fleet labels, how can I go about with the renewal?

If your fleet has an existing label and the label has expired, or is expiring within 3 months, please use the Class 2 SSA renewal form. Please submit all vehicles with the same label expiry date as one renewal application. The Class 2 SSA renewal application form can be download from the SG Enable website.

E. LABEL EXCHANGE & COLLECTION

Q1. When will I need to do an exchange of label?

A 1 to 1 label exchange is required under any of the following circumstances:

- 1) Change of Label Class Type (i.e. from Class 2 to Class 1 or vice versa),
- 2) Change of Vehicle Number, or
- 3) Defective label.

Q2. Why do I need to do a 1 to 1 label exchange when I change my vehicle number / change the label class type?

Each approved label holder can only be in possession of one valid label. As you have changed your vehicle number / label class type while your old label is still within its validity period, we will require the return of the old label before issuing you the new label.

You may dispose of your label only upon its expiry.

F. LABEL REPLACEMENT

Q1. My label is defective. How do I request for a new label?

You may submit your request by completing the Label Replacement Form, which can be downloaded from the SG Enable website.

Q2. I did not receive the label, what should I do?

Labels are mailed to applicants at their residential addresses as reflected on their NRIC. You may first like to check if the label has been received at the abovementioned address.

Q3. I have checked and can confirm that the label was not received, how do I request for a new label?

Upon verification that you did not receive the mailed-out label, you may request the applicant to submit a Label Replacement Form in his/her name. The form can be downloaded from the SG Enable website. Upon receipt of the completed form, we will process the replacement request and inform the label holder when the replacement label is ready for collection.