

MEDIA BRIEF FOR MUNICIPAL SERVICES OFFICE (MSO) COS 2021

WELL-MAINTAINED, CONNECTED, AND CARING NEIGHBOURHOODS

1. The Municipal Services Office (MSO) has worked closely with government agencies and Town Councils (TCs) to improve feedback response time and resolve complex issues more effectively. Today, there are over 340,000 users for the OneService App, up from less than 200,000 in 2019.

2. We will continue to work with agencies and TCs to deliver high-quality and resident-centric municipal services, pre-empt municipal issues where possible, and partner like-minded residents to build better neighbourhoods together.

Well-Maintained Neighbourhoods: Using Technology for High-Quality, Prompt and Pre-emptive Services

3. At the height of Circuit Breaker, many municipal tasks had to be de-prioritised due to the lack of available manpower. As we emerge stronger from these disruptions, MSO and our partners will redouble our efforts to harness technology and innovation so that residents can enjoy high-quality, prompt and pre-emptive services even with tighter resource constraints.

4. We are doubling down on predictive maintenance work, to spot issues – and resolve them – before they become a problem for residents. One example is the Smart Lighting System, which comprises smart motion sensors that are wirelessly connected in secured networks, and analytics capabilities that automatically adjust the luminosity of LED lights in the common areas of housing estates in response to the motion detected. The system allows HDB and TCs to collect and analyse data on lighting performance, enabling the prediction of potential faults and proactive maintenance to be carried out (see [Annex A](#) for details). Other agencies such as NParks is piloting the use of digital tools and technologies to manage greenery and parks in the Bishan-Ang Mo Kio area, with a view to drive operational effectiveness and sharpen predictive capabilities using machine learning and Artificial Intelligence (AI) technology.

5. In addition, MSO will pilot a new model of municipal service delivery in Tampines town on State land* in late 2021. This builds on various resident-centric initiatives and streamlining of back-end operations that MSO has undertaken since inception (OneService App, inter-agency response protocols), so that the municipal services sector can continue to improve the quality of municipal service delivery, respond more quickly to residents' feedback and manage resources more effectively given tightening manpower and fiscal constraints.

** Town Councils are not involved in this pilot project.*

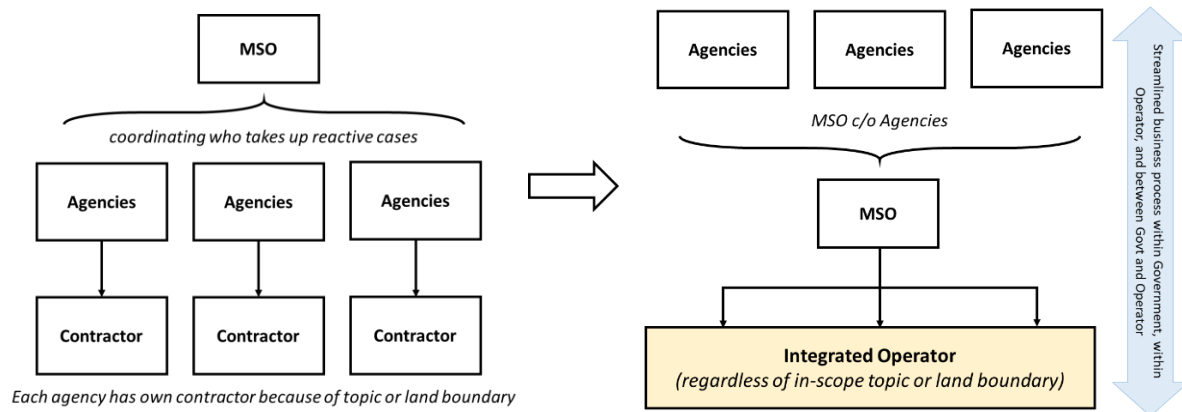
6. This pilot seeks to re-organise the delivery of high-volume and common services in a more integrated manner, around residents' needs rather than agency lines and more efficiently as a total system, at township level. This will be done through the appointment of an Integrated Facilities Management Operator where all currently outsourced services by individual agencies will be consolidated under one municipal services provider. These services include cleaning, greenery maintenance, pest and

vector control, infrastructure maintenance as well as surveillance and enforcement for smoking and littering.

7. The intended end-state for this pilot is that it should no longer matter “which agency’s issue” it is, as the common Operator will deliver all in-scope municipal services required on the ground. This means:

- a. **Faster** detection and resolution of issues.
- b. More incentive to invest in new and **better ways** of doing things and serving residents.
- c. **More productive and efficient services:**
 - From consolidating delivery of like-for-like services. E.g. civil works that are currently split by agency lines).
 - From exploiting synergies across adjacent services. E.g. inspecting for infrastructure and vectors at the same time, coordinating cleaning and littering enforcement operations.

See [Annex B](#) for details.



Connected Neighbourhoods: Through Inclusive Digitalisation

8. To make it more inclusive and convenient for residents to report municipal issues, we will expand the OneService Lite QR code reporting pilot to Holland-Bukit Timah and Sembawang TCs this year. In addition, we will pilot the use of OneService Lite QR code reporting in vernacular languages, starting with Chinese before expanding to subsequent pilots in Malay and Tamil. The OneService Lite QR codes can be found in areas with high pedestrian traffic, where the most common municipal issues are likely to be experienced (see [Annex C](#) for details). Soon, residents can also submit feedback via popular social messaging apps like WhatsApp and Telegram, guided by an AI-powered chatbot (see [Annex D](#) for details).

Caring Neighbourhoods: Through Partnership with Passionate Residents

9. Residents are important stakeholders in improving our living environment - by providing feedback, taking an interest in community issues, and helping to promote positive behaviour and norms in the neighbourhood. In the spirit of Singapore Together, we will involve residents in more ways to create more caring and harmonious neighbourhoods together.

10. First, we will further enhance the OneService App so that residents can look out for one another, especially those in need. We are working with the Ministry of Social and Family Development (MSF) and Agency for Integrated Care (AIC) to trial a new “Help Neighbour” feature in the OneService App that enables residents to be additional ‘eyes’ and ‘ears’ on the ground, and alert agencies to cases of residents in their midst possibly needing help (see details in [Annex E](#)).

11. The “Happenings” feature in the OneService App will also be enhanced to alert neighbours in the same block of upcoming renovation works, so that affected neighbours can plan around such inconveniences and find alternative spots to rest or work (see details in [Annex F](#)).

12. Second, we will provide support and funds for residents to develop community solutions for issues in their neighbourhoods through the “Love Our ‘Hood Initiative”. For a start, we are working with residents in Mountbatten from January to March on projects to address issues ranging from animal feeding to neighbourly noise. Residents in Bukit Gombak and Pioneer can also look forward to participating in the “Love Our ‘Hood Initiative” later this year.

13. Thirdly, we will sustain our support of the community through the now formalised “OneService Kakis” Network which comprises over 2,000 community volunteers and residents who have been participating in our initiatives. Through these various platforms and initiatives, residents can look forward to more opportunities to contribute ideas and efforts, as we work together to build a better shared living environment.

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Municipal Services Office
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An Example of Our Partner Agencies' Predictive Maintenance Efforts

Smart Lighting System

Agency Involved & project officer(s) for interview	Housing and Development Board (HDB)
Project Description	<ul style="list-style-type: none"> • The Smart Lighting System will be progressively implemented by HDB in all estates. It enables HDB and Town Councils to monitor all common area lighting points in real-time. • This removes the need for deployment of manpower to manually check the status of individual lighting points, and also enables Town Councils to promptly fix any faulty lighting points before receiving feedback from the residents.
Benefits	<ul style="list-style-type: none"> • Town Councils can obtain an overview of all common area lighting points in their estates. • Minimise time-consuming processes and improves oversight in estate management. • Up to 60 percent energy reduction compared with conventional LED lighting.
Photos	 <p><i>A man walking along an HDB corridor, with lights brightening to illuminate the path ahead when movement is detected.</i></p>

Integrated Municipal Operations Pilot at Tampines

1. MSO (with NEA, NParks, LTA, PUB, HDB, SPF) will pilot an integrated model of municipal service delivery within Tampines, with ground operations to start in late 2021. In the pilot, MSO will appoint an Integrated Facilities Management Operator to co-create and execute an innovative new model of municipal service delivery, for an indicative period of six years. We seek to re-organise the delivery of municipal services that are already outsourced by Government agencies today to be integrated around residents' needs at the township level, rather than by agency and land boundaries.

2. The key tenets of such service integration are:

- (i) Higher quality, citizen-centric municipal service delivery that is very responsive to residents' needs. This includes more complete and timely resolution to residents' feedback, and more predictive and pre-emptive maintenance before issues occur in the first place;
- (ii) Appropriate use of innovative, non-mainstream operations-technology (e.g. command and control systems, data analytics, business process automation, robotics) to reduce reliance on manpower while raising service quality;
- (iii) Streamlined business processes, re-designed municipal service jobs, cross-training and skills upgrading of municipal service workers, etc – for more sustainable operations and to create high quality jobs.

3. The pilot will be conducted in two phases, with each phase lasting three years, for the following list of services that are already outsourced by our partner agencies. Agencies and MSO will remain accountable for the outcomes of this new model of delivering municipal services. We will work closely with the appointed Operator to ensure quality of service delivery during the pilot.

	Services
Phase 1	<ul style="list-style-type: none"> • Cleaning services for public areas on State Land • Vector and pest control services on State Land • Enforcement services for smoking, littering, urinating and spitting offences in all public areas • Inspection and maintenance of minor infrastructure on State Land
Phase 2	Phase 1 Services plus the following: <ul style="list-style-type: none"> • Greenery maintenance (grass-cutting and horticulture works) on State Land. • Animal and bird management in all public areas • High-rise littering surveillance in all public areas. • Community noise management in all public areas. • Park infrastructure maintenance and surveillance patrols for park offences • Enforcement services for obstructions to public accessibility and cleaning on public streets within State Land

OneService Lite QR code Reporting in Vernacular Languages

1. OneService Lite allows residents to simply scan QR codes and submit their feedback, without having to download the OneService App. OneService Lite has been piloted with Aljunied-Hougang Town Council and Jurong-Clementi Town Council since February 2020 and will be subsequently be rolled out to other Town Councils in 2021.
2. OneService Lite will be expanded to allow residents submit their feedback in vernacular languages. We are piloting this initiative, starting with Mandarin, with Holland-Bukit Panjang Town Council and Sembawang Town Council at selected blocks with higher proportion of Chinese residents. We will study the outcomes before commencing subsequent pilots in Malay and Tamil.

<u>OneService Lite QR code found in common areas</u>	<u>Sample reporting page in Chinese</u>
 <p>The poster features a large QR code in the center, surrounded by a stylized cityscape at night. Text on the poster includes 'Scan QR Code to report on cleanliness, lighting and common area maintenance issues.' Logos for OneService and Jurong-Clementi Town Council are at the bottom.</p>  <p>A photograph showing a QR code poster mounted on a wall next to a set of double doors in a common area. The poster is the same as the one shown in the previous image.</p>	 <p>The screenshot shows the reporting interface in Chinese. At the top, it says 'A Singapore Government Agency Website' and 'ONESERVICE MUNICIPAL SERVICES OFFICE'. There are language options for 'English' and '中文'. The main heading is '欢迎使用一联通QR版。让我们来处理您在社区里发现的问题。' (Welcome to use the OneService QR version. Let us help you deal with the problems you find in the community.)</p> <p>The '发现问题的地点:' (Location of the problem) field is filled with '1 Toh Yi Drive Lift Lobby A'. The '问题类别:' (Problem category) section has three radio button options: '环境脏乱' (Dirty environment), '电灯不亮' (Light not working), and '公共设施破损失修' (Public facilities damaged/under repair).</p> <p>The '请提供详情:' (Please provide details) section has a text input field with the prompt '请提供更多详情，让我们更快速地跟进处理您的反馈。' (Please provide more details so we can follow up and deal with your feedback more quickly.) and a character count '(0/4000 字)'. The '发现问题的日期和时间:' (Date and time of the problem) field is filled with '29 Aug 2018, 6:13 PM'. The '问题处理好了，需不需要通知您?' (Problem solved, do you need to be notified?) section has two radio button options: '需要' (Need) and '不需要' (No need).</p> <p>A '提交' (Submit) button is at the bottom.</p>

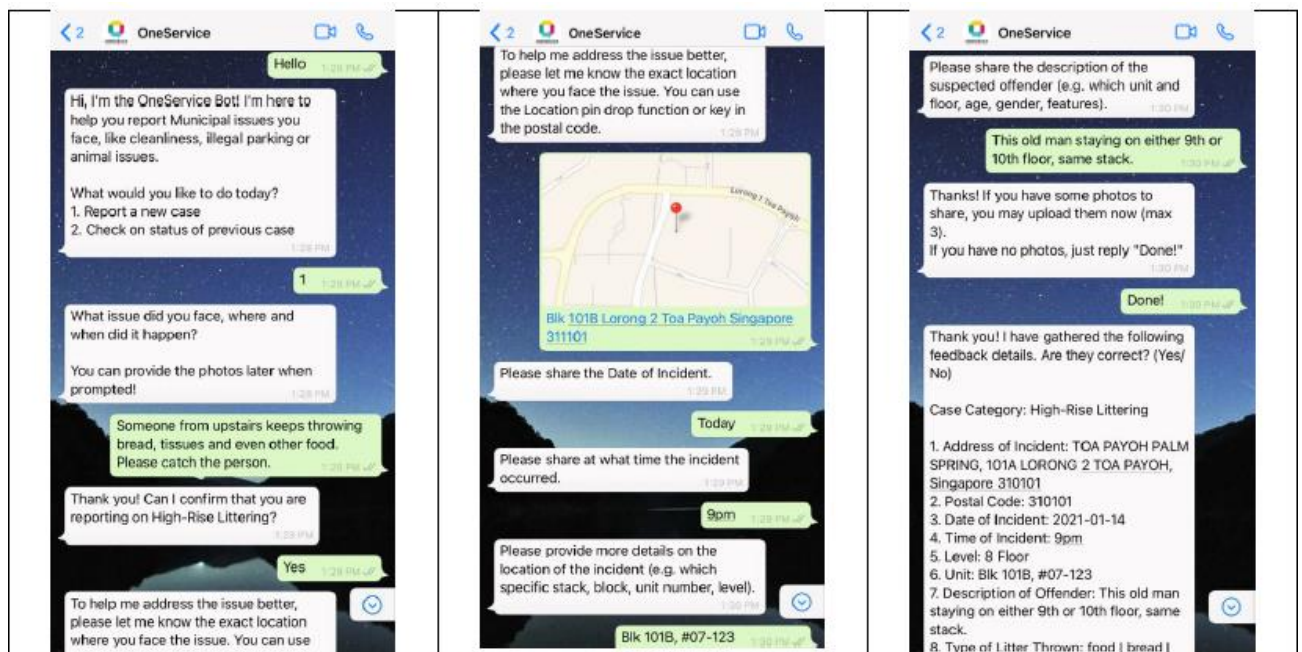
OneService Chatbot on WhatsApp and Telegram

1. As part of the National Artificial Intelligence (AI) Strategy, MSO and GovTech are developing the OneService AI-powered Chatbot for residents to report municipal issues using a ‘conversational’ and ‘category-less’ interface. The Chatbot, which will be available on WhatsApp and Telegram from 2H2021, will:

- (i) Guide residents along to identify the issue and ask for the required information in real-time; and
- (ii) Automatically route the case to the agency-in-charge of the issue using text, geo-location and image provided by the feedback provider.

2. We are currently conducting public trials of the OneService Chatbot until 28 March 2021. We will evaluate the outcomes and feedback from the public trials, before making it available to all permanently.

Sample Interface of OneService Chatbot on WhatsApp (1)



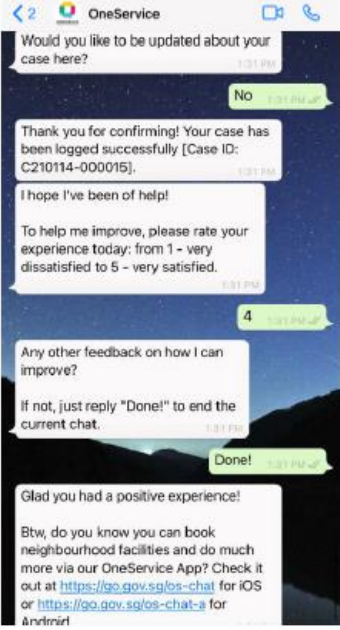


Panel 1a: User submits feedback about High Rise Littering. The AI predicts the case.

Panel 1b: The Chatbot will prompt users for further details (incl. High Rise Littering-specific questions) not provided in the original feedback and photographic evidence (if any) that are essential for more expedient case follow-up.




Panel 1c: Case details collected from the original feedback are also extracted (i.e. Type of Litter Thrown: Food, Bread).

Case summary provided before submission for confirmation.

Sample Interface of OneService Chatbot on WhatsApp (2)

 <p>WhatsApp chat interface with OneService. The chatbot asks if the user wants to be updated about their case. The user replies 'No'. The chatbot thanks the user and provides the Case ID: C210114-000015. The chatbot asks for a rating of the experience (1-5) and the user replies '4'. The chatbot asks for any other feedback and the user replies 'Done!'. The chatbot provides a link to the OneService App.</p>	 <p>WhatsApp chat interface with OneService. The chatbot asks for the issue, location, and time. The user reports 'Neighbours are fighting very loudly every morning'. The chatbot asks if the user is reporting on Community Noise Issues. The user replies 'No'. The chatbot provides a list of categories: 1. Illegal Parking, 2. Noise-related Issues, 3. High-Rise Littering, 4. None of the above, 5. Back (Community Noise Issues). The user selects '4'. The chatbot asks for the user's name and location.</p>	 <p>WhatsApp chat interface with OneService. The chatbot apologizes for not identifying the issue and offers to connect the user with a Live Agent. The user replies 'Yes'. The chatbot provides the user's name (Triana) and location (Toa Payoh Blk 101). The user confirms their feedback is 'Neighbours are fighting very loudly every morning'. The chatbot asks for the user's name and location. The user provides 'Toa Payoh Blk 101'.</p>
<p>Panel 1d: Case ID provided for users' future reference.</p>	<p>Panel 2a: If the Chatbot is unable to make an accurate prediction, users have an option to look at the next-best predictions.</p>	<p>Panel 2b: If users reflect that all the predictions made are wrong, they have an option to speak to a Live Agent.</p>

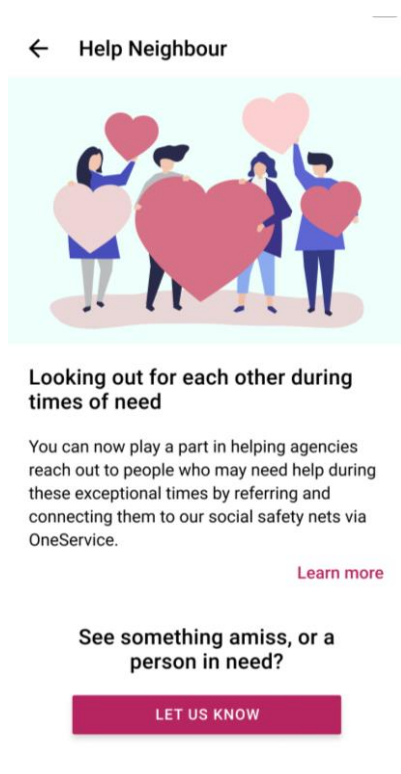
Sample Interface of OneService Chatbot on Telegram

 <p>Telegram chat interface with OneServiceSG Bot. The bot greets the user and offers to report Municipal issues. The user selects '1. Report a new case'. The bot asks for the issue, location, and time. The user reports 'Someone from upstairs keeps throwing bread, tissues and even other food. Please catch the person.' The bot asks if the user is reporting on High-Rise Littering. The user replies 'Yes'.</p>	 <p>Telegram chat interface with OneServiceSG Bot. The bot asks for the date of the incident. The user replies 'Today'. The bot asks for the time of the incident. The user replies '9pm'. The bot asks for more details on the location. The user provides 'Blk 101B, 08-123'. The bot asks for a description of the suspected offender. The user provides 'This old man staying from either 9th or 10th floor, same stack.' The bot asks for photos and the user replies 'Done!'.</p>	 <p>Telegram chat interface with OneServiceSG Bot. The bot asks for a description of the suspected offender. The user provides 'This old man staying from either 9th or 10th floor, same stack.' The bot asks for photos and the user replies 'Done!'. The bot provides a summary of the case details: Case Category: High-Rise Littering, Address of Incident: TOA PAYOH PALM SPRING, 101B LORONG 2 TOA PAYOH, Singapore 311101, Postal Code: 311101, Date of Incident: 2021-01-14, Time of Incident: 9pm, Level: Blk 101B, 08-123, Unit: Blk 101B, 08-123, Description of Offender: This old man staying from either 9th or 10th floor, same stack, Type of Litter Thrown: food bread tissue.</p>
<p>Panel 3a: User submits feedback about High Rise Littering. The AI predicts the case. The Chatbot will prompt users for further details (incl. High Rise Littering-specific questions) not provided in the original feedback and photographic evidence (if any) that are essential for more expedient case follow-up.</p>	<p>Panel 3b: Case details collected from the original feedback are also extracted (i.e. Type of Litter Thrown: Food, Bread and Tissue.). Case summary provided before submission for confirmation.</p>	


“Help Neighbour” Feature in OneService App

- The “Help Neighbour” feature in the OneService App is a collaboration between the Ministry of Social and Family Development (MSF), MSO, and Agency for Integrated Care (AIC). We are piloting this new feature from 2H 2021, which will:
 - Provide an additional feedback channel to connect persons in need of assistance to social service agencies expediently, and
 - Allow AIC, MSF and their partners to reach out and locate these persons in need more quickly through geotagged data.
- We are piloting this new feature for four main groups of persons who may require assistance – i.e. seniors in need, rough sleepers, cardboard collectors, and tissue sellers. These four groups were chosen as they are commonly highlighted by residents as requiring some assistance.
- After a resident submits a request about a person in need through “Help Neighbour”, their feedback will be channelled to the relevant social service agencies to reach out to and provide assistance as needed.

Sample “Help Neighbour” Interface (1)



← Help Neighbour



Looking out for each other during times of need

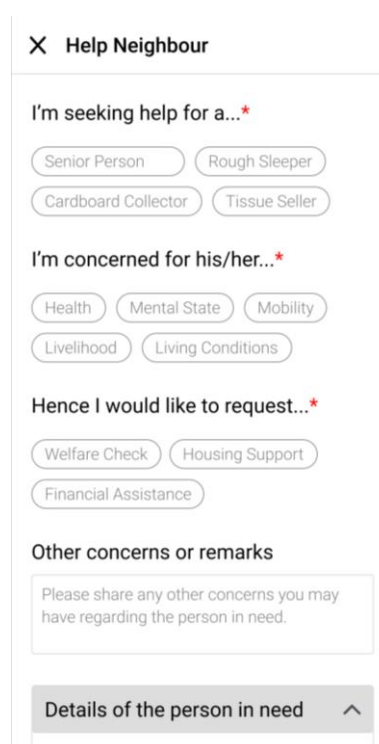
You can now play a part in helping agencies reach out to people who may need help during these exceptional times by referring and connecting them to our social safety nets via OneService.

[Learn more](#)

See something amiss, or a person in need?

LET US KNOW

Sample “Help Neighbour” Interface (2)



× Help Neighbour

I'm seeking help for a...*

Senior Person Rough Sleeper

Cardboard Collector Tissue Seller

I'm concerned for his/her...*

Health Mental State Mobility

Livelihood Living Conditions

Hence I would like to request...*

Welfare Check Housing Support

Financial Assistance

Other concerns or remarks

Please share any other concerns you may have regarding the person in need.

Details of the person in need ^

Enhanced “Happenings” Feature on OneService App

1. With “Happenings”, residents can now ‘see’, ‘save’, and ‘share’ important information such as lift fault notifications from Surbana Jurong’s Lift Monitoring System, maintenance schedules and notices from their TC. All OneService App users can already access “Happenings” in the app, to see information on Air Quality, advisory on dengue cases in the neighbourhood, as well as other happenings in the neighbourhood one lives in.
2. Since December 2020, “Happenings” has been piloted in three estates under Holland-Bukit Panjang Town Council and Jurong-Clementi Town Council – i.e. Ghim Moh Edge, Ghim Moh Valley and Yuhua Village. For residents in these pilot estates, they are able to see the following additional information:
 - Block Maintenance Schedule, e.g. scheduled lift maintenance, block washing, bin chute flushing, fogging, etc.
 - Announcements and Notices from Town Councils and agencies, similar to those available on TC noticeboards and estate common areas.
 - Lift Fault and Lift Fixed Alerts
3. After the pilot is completed this year, we will progressively expand “Happenings” to the other estates in Singapore. In Q2 2021 (indicative), we will expand the availability of Lift Fault and Lift Fixed Alerts as well information on HDB flats undergoing renovations (i.e. flats that have obtained HDB renovation permits) to all estates.

