

Winners of the Municipal Services Awards 2023

S/N	Title	Agencies Involved
LOVE OUR 'HOOD AWARD		
1	Creating a safer, cleaner and connected Kampong Gelam	SLA, NEA, NParks, URA, One Kampong Gelam, Business owners, Sultan Mosque
2	Team Trap-Neuter-Release-Manage	SOSD, SPCA, NParks, Jurong Island Project Office, other animal welfare groups including: Action for Singapore Dogs, Animal Lovers League, Causes for Animals Singapore, Exclusively Mongrels, MercyLight Animal Rescue & Sanctuary Limited, Noah's Ark Cares, Oasis Second Chance Animal Shelter, Purely Adoptions
COMMUNITY CATEGORY		
3	A Community Effort: Tackling the Mosquito Situation in Tampines GreenRidges	Tampines GreenRidges RN, PA, Tampines Central C2E, Tampines Central CCMC, TTC, NEA
4	Alliance for Action on Norms for Joss Paper Burning	AfA members
5	Bishan East Zone 1 Green Hub	Bishan East Zone 1 RN volunteers
6	Clean Streets SG	Taman Jurong C2E Youth Team
7	Community-led CCTV enforcement against illegal parking outside Clementi Arcade	Sunset Way NC, PA, LTA
8	Hoarding Taskforce @ Yuhua	Yuhua CCC, PA, HDB, JRTC, Loving Heart Multi-Service Centre
9	Jurong Region Line JS8 Boon Lay Station Workgroup	PA, LTA, China Communications Construction Company, WCTC, Pioneer Zone 6 RN, Pioneer CCC
10	Lively Places Challenge (Tiong Bahru)	URA, LTA, Singapore Institute of Architects
11	Otter-Proofing towards Coexistence in Seletar Hills Estate	Community member from Otter Working Group, PA, ACRES, NParks, NUS
12	Our Green Hub	PA, TPTC, Our Green MoCa, NEA
13	Project Embrace! @ Yuhua	CHIO Architects, PA, HDB, LTA, SMRT
TEAM CATEGORY		

EMBARGOED UNTIL 4PM, 29 NOVEMBER 2023

14	3P Partnership Opens Up New 3-Generation Recreational Area For Joo Chiat Residents	Frankel Siglap Residents' Network, PA, NParks, SLA, Global Indian International School
15	Community Improvement @ Kentville Estate (Business District)	SPF, NEA, LTA, Kentville RC, Greendili Backpackers Hostel
16	Community Library at Blk 101B Lorong 2 Toa Payoh	BTPTC, SPF, Toa Payoh Central Zone 4 Residents' Network
17	Construction of Barriers at Sengkang CC to prevent Motorist from parking illegally and going against traffic flow	Sengkang Community Club Management Committee, LTA, PA
18	Improvement Works to Resolve Traffic Congestion along Hougang St 21 Arising from Closure of Open Space Carpark	HDB, LTA, PA
19	Painting of D-Markings and enforcement to tackle reckless cycling along Paya Lebar Road	LTA, Masjid Wak Tanjong, Paya Lebar Residences MCST, NParks
20	Proposed Ramp and Footpath for Connectivity between Pasir Panjang Road and Pepys Road	PUB, PA, SLA
INDIVIDUAL CATEGORY		
21	Bin Wern Ming	Nominated by NEA
22	Mohammad Salimie Bin Ismail	Nominated by SPF
23	Sim Su Fen	Nominated by PA

Write-ups of winners available for media interviews

S/N	Write-ups
LOVE OUR 'HOOD AWARD	
1	<p data-bbox="288 360 1165 398">Creating a safer, cleaner and connected Kampong Gelam</p> <p data-bbox="288 436 1393 689">Kampong Gelam is a historic precinct made up of diverse groups of stakeholders. Unlike precincts with larger-scale landlords, the over 600 shophouses in Kampong Gelam are mainly owned or occupied by individual landlords and smaller enterprises that have limited resources to enhance the precinct. During the pandemic, some businesses such as heritage trades seen decline in footfall from suspension of car-free zones and community activities, amid an increasing challenging business environment.</p> <p data-bbox="288 728 1393 837">Despite the challenges, a group of enthusiastic stakeholders were determined to bring back the vibrancy and charm of Kampong Gelam. They have partnered various agencies to:</p> <ul data-bbox="288 875 1393 947" style="list-style-type: none"> • <u>Organise Cinta Cahaya Ramadan 2022 (Ramadan Light of Love) to re-connect the community</u> <p data-bbox="288 947 1393 1131">With the relaxation of safe management measures in 2022, stakeholders including businesses, landlords and Sultan Mosque came together to organise a Ramadan bazaar and light-up in April and May. This created a safe and enjoyable space for the community to gather and for businesses recovering from the pandemic to showcase their unique offerings.</p>  <ul data-bbox="288 1780 1393 1816" style="list-style-type: none"> • <u>Resume car-free zones for more walkable and vibrant public spaces</u> <p data-bbox="288 1816 1393 2029">As the pandemic eased, regular car-free zones (Haji Lane, Bali Lane, Baghdad Street and Bussorah Street) resumed in 2022. Stakeholders collaborated closely with one another to operationalise the car-free zones, such as setting up and removing road barricades. They also worked closely with URA to monitor illegal parking and served as eyes and ears on the ground to ensure the appropriate use of the outdoor spaces.</p>



- Weed out rodents and improve landscaping features along Bussorah Street

Stakeholders such as F&B outlets worked closely with URA, NParks and NEA in 2022 to clean up areas infected with rodents along Bussorah Street. The landscaping features were also replaced with less cluttered designs to prevent the recurrence of pest infestation.

In July 2023, the Kampong Gelam Alliance (KGA) also launched a Place Plan for the historic area. The Place plan is a strategic roadmap that aims to enhance Kampong Gelam's heritage, offerings and experiences. KGA aims to (i) make Kampong Gelam a more attractive, inclusive and resilient historic district through public artworks, vibrant spaces and cultural mapping activities; (ii) sustain Kampong Gelam's distinctive traditional and spaces, while attracting new businesses; (iii) make Kampong Gelam more inclusive for all visitors.

2 **Team Trap-Neuter-Release-Manage (TNRM)**

Team Trap-Neuter-Release-Manage (TNRM) comprises representatives from Animal Welfare Groups (AWGs) such as Save Our Street Dogs (SOSD). The team has worked hard over the years to produce science-based data to advocate a change of Singapore's stray dog management policy from culling to a more humane TNRM policy.

The Animal & Veterinary Service (AVS) subsequently launched a 5-year island wide TNRM Programme in November 2018. Team TNRM works with AVS and other stakeholders (such as AWGs, independent rescuers and feeders, external trappers, vets) to deliver the programme. It has also worked with AVS and NParks on public education materials, as well as internal TNRM policies relating to trapping and public feedback management.

The team has TNRM-ed and rehomed dogs from this project, thus contributing to the reduction in the stray dog population.

TEAM CATEGORY

1 Construction of barriers at Sengkang CC to prevent motorists from parking illegally and going against traffic flow

The service road along Sengkang Community Hub and the other roads along Sengkang Square were heavily utilised by motorcyclists, especially food delivery motorcyclists. This is partly attributable to the Riders' Lounge and a free motorcycle parking facility at the open court beside Sengkang Community Club.

Many road users shared their frustration about inconsiderate motorcyclists parking and travelling against the traffic flow. Sengkang Community Club Management Committee (CCMC) initiated a discussion with the Land Transport Authority (LTA), to form a taskforce to tackle the issue. The team conducted multiple site visits to understand the situation.

LTA stepped up enforcement efforts at the area, but errant motorcyclists continued to display inconsiderate behaviour in the absence of enforcement. The taskforce thus decided to construct drop-arm vehicle barriers at the entrance of the service road to prevent motorcyclists from going against the flow of traffic and deployed metal barricades near Riders' Lounge to deter inconsiderate parking.

During the process, the taskforce faced several challenges, such as verbal abuse from angry food delivery motorcyclists, repeated inconsiderate parking, and staff's personal safety was compromised during site visits. However, the taskforce persisted and went on to educate motorcyclists on road safety measures for themselves as well as other road users.

Sengkang CCMC observed a significant drop in feedback on road and personal safety issues. LTA staff did a follow-up site survey and observed reduction in the number motorcycles illegally crossing the road to cut through to Compass One.



Inconsiderate parking of motorcycles on service road



Reduction of inconsiderate parking after the efforts by the taskforce

2 3P Partnership Opens Up New 3-Generation Recreational Area For Joo Chiat Residents

During house visits by Adviser Mr Edwin Tong and the Frankel Siglap Residents' Network (RN), residents voiced the need for a community space to promote inter-generational bonding and healthy living. Being a mature estate of more than 50 years, it is extremely challenging to carve out a viable space amidst the dense and built-up area. Hence, Adviser mooted the idea for a 3-generational (3G) park.

The RN worked closely with the Joo Chiat Citizens' Consultative Committee (CCC) and Singapore Land Authority (SLA) to identify a suitable plot. As the Global Indian International School (GIIS) was situated on land tenanted from SLA, Adviser then led SLA in negotiations with the GIIS to free up an underutilised site on the school grounds for the development of this park. This plan was made possible due to the good relations built between the Joo Chiat Grassroots Organisations and the school over the past few years. SLA also facilitated initial discussions between the People's Association (PA) and GIIS. Residents' feedback was sought through house visits, flyer distributions and emails. More than one hundred households gave their feedback on various aspects of the park's development, many of which were incorporated into the design of the park.

The team then selected the right equipment to be placed in the park so that it would cater to as wide an audience as possible, given its limited space. NParks was also roped in to provide expertise on green finishing touches and make the park a reality.



The space before it was converted into a park



The space after it was converted into a park

3

Proposed Ramp and Footpath for Connectivity between Pasir Panjang Road and Pepys Road

PUB replaced a stairway along an open drain near 102 Pasir Panjang Road with a Barrier Free Access ramp. The ramp has improved accessibility for wheelchair-bound residents; and enhanced connectivity between Pasir Panjang Road and Pepys Road to nearby locations, such as Hort Park, Kent Ridge Park and office buildings along Pasir Panjang Road.

	<p>Before:</p> 	<p>After:</p> 
<p>4</p>	<p>Community Library at Blk 101B Lorong 2 Toa Payoh</p> <p>Since February 2022, Bishan-Toa Payoh Town Council (BTPTC), had been receiving residents' feedback on noise nuisance at a study corner in the void deck of the block, especially late at night and in the wee hours. Regular police patrols were not a sustainable solution since the individuals causing this disturbance were active at various times of the days.</p> <p>The Town Council, together with Toa Payoh Neighbourhood Police Centre and Toa Payoh Central Zone 4 Residents' Network engaged residents and found a creative solution together by converting the study corner to a gated community library, while still serving its purpose. The noise issue was eventually resolved as the public could not access the facility after it closes at 9pm daily.</p>  <p><i>The Community Library</i></p>	
<p>5</p>	<p>Painting of D-Markings and enforcement to tackle reckless cycling along Paya Lebar Road</p>	

In May 2022, MacPherson Adviser received feedback from Masjid Wak Tanjong and Paya Lebar Residences on cyclists riding recklessly along the footpath in front of these buildings. The Land Transport Authority (LTA) engaged representatives from both developments to explore engineering, education and enforcement measures to address the feedback.

Whilst understanding that LTA has plans for a cycling path to improve commuter safety, the mosque and the Paya Lebar Residences MCST requested for interim measures to improve safety.

LTA and the stakeholders worked closely together to implement the following:

- LTA installed convex mirrors so that pedestrians can check blind spots before exiting the development, painted D-markings on the ground to alert cyclists to residents exiting from gates, and increased patrols to educate cyclists on safe riding practices.
- NParks trimmed the thick foliage from nearby trees to enhance the lighting and removed the blind spots caused by the overgrown shrubs.
- LTA educated residents to watch out for cyclists and pedestrians.
- The mosque installed bigger signs at the mosque's gate to remind cyclists to slow down and to exercise caution.

This collaboration has improved safety of the footpath users and significantly reduced the feedback on reckless cycling and potential accidents onsite.



Convex mirrors for pedestrians to check blind spots



D-markings to alert cyclists to people exiting from the gates



Signage to warn cyclists of pedestrians exiting from the mosque

6 Improvement Works to Resolve Traffic Congestion along Hougang St 21 Arising from Closure of Surface Carpark

To make way for the new Kovan WellSpring BTO project, the surface car park in front of the Kovan 209 Market and Food Centre was scheduled to be closed in end June 2022.

In January 2022, the hawkers and merchants were concerned that their business would be affected once the car park was closed. While there were other car parks in the area, they were further away from the Market and Food Centre. The merchants were also concerned about congestion at the other car parks and roads nearby, impeding delivery of goods.

In March 2022, a multi-agency taskforce comprising HDB, LTA and PA, was formed to address the issue. The taskforce gathered feedback from stakeholders and implemented these measures:

- Installed clear signages to direct vehicles to the new multi-storey carpark which started operating in May 2022;

- Improved traffic flow along Upper Serangoon Road by removing the U-turn at the traffic junction along Upper Serangoon Road before turning into Hougang St 21;
- Added an ingress road storage lane for vehicles to wait before turning into the multi-storey carpark to minimise potential traffic congestion at Hougang St 21;
- Increased the number of season carpark lots at the other surface carparks in the area to enable season parking holders to locate season parking lots more easily and reduce congestion within the carparks;
- Added loading bays at the other surface carparks; and
- Introduced free parking for vehicles at the new multi-storey carpark at Blk 229 Hougang St 21 on Sundays and Public Holidays

These measures have helped to mitigate the congestion issues. Agencies will continue to monitor the situation and work with the stakeholders to make further improvements where feasible.



COMMUNITY CATEGORY

1 Our Green Hub

During monthly house visits by Grassroots Adviser and Grassroots Leaders (GRLs) to Block 40 Cambridge Road, residents voiced about littering and the lack of recycling bins around the estate; lack of space to conduct community green activities; and no opportunities for public education on sustainability.

To address these, a volunteer-led team called Our Green MoCa engaged thirty residents and nearby schools to gather inputs for ideas to rejuvenate the area. The team then launched “Our Green Hub” at Block 40 Cambridge Road, with the support of PA, Tanjong Pagar Town Council and NEA. The hub is a resource centre for residents to gain environmental knowledge and engage in sustainability efforts. It features a variety of informative artworks, recycling stations, and sustainability workshops.

Our Green MoCa is looking forward to conceptualising a Green Linear Park next to Our Green Hub.



2 Community-led CCTV enforcement against illegal parking outside Clementi Arcade

Residents had been expressing their frustration and concerns regarding the rampant illegal parking in the Sunset Way estate. Traffic jams and safety hazards became a daily ordeal, affecting over 1,000 households, especially during peak hours. The estate's layout exacerbated the issue as drivers attempted to navigate the single exit to the main road.

In December 2021, upon the request of the Sunset Way Neighbourhood Committee (NC), LTA deployed a mobile camera setup to catch and deter errant drivers. Sunset Way NC volunteers were also regularly on the ground to monitor the situation.

After the success of this initiative, which concluded in April 2022, the NC decided to rent a similar mobile camera set-up, in line with LTA standards. The number of offenders captured on camera gradually dwindled to zero.



3 Jurong Region Line JS8 Boon Lay Station Workgroup

The Jurong Region Line is an important addition to rail infrastructure to bring convenience for residents in the West. However, the construction of JS8 Boon Lay Station along Jurong West Street 64 may cause short-term inconveniences to about 2,890 households living nearby. A workgroup comprising private, public and community stakeholders was formed to update residents on the works and co-create measures to mitigate potential inconveniences.

Various issues were resolved promptly through on-site observations, visits to homes to speak with residents, physical dialogue sessions, and online channels. One issue that was resolved within 24 hours was pedestrian build-up at traffic junctions due to the road diversion. Team members went on-site to observe the affected crossing at various times of the day. The space around the pedestrian junction was quickly adjusted to accommodate more pedestrians, and traffic light timings were also adjusted to allow faster clearing of pedestrians at the junction.

The construction also led to the closure of a direct footpath from Pioneer Zones 6 and 7 to Jurong Point and Boon Lay MRT Station. The alternative route was an additional 7-minute walk for residents. To make the walk less laborious, the team put in benches along the footpath for residents to rest, and displayed artwork contributed by residents and students.

4 Otter-Proofing towards Coexistence in Seletar Hills Estate

Since smooth-coated otters arrived at Seletar Hills in 2021, the Otter Working Group (OWG), which comprises NParks, ACRES, otter watchers and Mr Sivasothi (NUS Department of Biological Sciences), had been monitoring the situation. From May 2022, more reports of otter sightings and home intrusions in the estate were received. Hence, Grassroots Adviser Ms Nadia Ahmad

Samdin, together with Cheng San-Seletar Constituency Office (CO), contacted OWG to work together to address the situation.

A major challenge faced by residents was in otter-proofing their homes. From May to December 2022, the team conducted door-to-door visits, a hybrid engagement session, a roadshow at the area, and also otter-proofing trials at two affected houses. Otter-proofing mesh was installed at trial sites to prevent otters from entering the compound.



While residents had reservations about the cost and aesthetics of otter-proofing solutions, the trials showed that otter-proofing may be as simple as putting an inconspicuous panel at the bottom of the main gate. Preliminary footage from camera traps installed by NUS research students showed that the measures did discourage otters from entering the same house.



5 **Bishan East Zone 1 Green Hub**

Incepted during the pandemic in January 2021, Bishan East Zone 1 Resident Committee (RC) created Green Hub, the first urban void deck garden in Singapore.

On 1 April 2022, the Green Hub was officially opened with 30 stations. It has since been evolved into a 40-station integrated Green Hub with 10 Green Zones (Urban Garden, Community Planters, Eco Habitat, Harvest in Harmony, Recycling Stations, Nostalgia Corner, Eco Art Library, Pets Kampong, Zen Out Sanctuary, Z1 Green Hub Station).

The Green Hub has resolved the following issues:

- Corridor obstruction caused by excessive plants

Instead of discarding them, many donated these plants to the Green Hub. The donated plants are systematically categorised under Green Shelter (Ornamental), Green Shelter (Edible Gardens) and Green Shelter (Herbs & Spices).

- Food wastage

By sharing rescued food in its community fridges that are accessible 24/7, food wastage can be prevented. Residents also plant and harvest their own vegetables in Green Hub.

- Littering, drinking, and smoking at the void decks

Green Hub advocates a clean and green environment and zero waste community. Setting a culture of civic mindedness and inculcating a sense of ownership in residents encourages them to take better care of the void deck.





6

Clean Street SG

The Taman Jurong Community Emergency and Engagement (C2E) Committee worked on the Let's Keep Singapore Clean challenge statement under the Municipal Services Office's (MSO's) Youth Challenge to raise awareness of cleanliness and reduce litter. As part of their project, the team delivered the following:

- Litter-Picking Campaign

Organised a litter-picking activity around Jurong Lake Gardens on 10 December 2022. The team collaborated with NParks, Green NGOs and Terra Sol Pte Ltd, a company specialising in robotics, to give talks before the litter-picking activity.



- Storybook for Preschoolers

Collaborated with an illustrator on a storybook for preschoolers with educational messages about cleanliness and minimising corridor clutter. 137 hard copies of storybook were produced and distributed to preschools in Taman Jurong in early 2023.



- Solar-Powered Smart 'Talking' Rubbish Bin

Worked with Terra Sol Pte Ltd to produce a talking rubbish bin which is currently deployed at Jurong Lake Gardens. The team pre-recorded a message with positive reinforcement ("Thank you for playing your part in keeping the area clean") for the bin to recite to users. The bin would detect users opening the bin and it would play the recorded message.



7 **Project Embrace! @ Yuhua**

Project Embrace! @ Yuhua is a community project initiated by CHIO Architects to create an urban art installation at the MRT columns in Yuhua and strengthening social cohesion. The area is opposite Yuhua Community Club and near a pedestrian walkway and a park connector, which has a high footfall of commuters, joggers and cyclists.



The project team engaged residents living near the MRT viaduct to revitalise eight MRT columns along Boon Lay Way, and affixed used construction hoarding steel panels provided by Nippon Builders Pte Ltd on independent circular support around the MRT columns.

Four rounds of community engagements were conducted with partners and residents living in Jurong East to co-create the various artworks. Advisor for the Yuhua Grassroots Organisations, Minister Grace Fu also joined in one of the community engagement sessions. In collaboration with People's Association (PA), HDB - Lively Places Programme, together with Yuhua Harmony Circle and the Religious Organisations in Yuhua, Minister Grace Fu officially launched Project Embrace! on 26 February 2023 with more than two hundred Yuhua residents and community partners.



Not only did Project Embrace! turn an urban challenge into opportunities of placemaking, it also allows the MRT columns to be transformed into beacons for the different Singapore values/messages that we embrace, reminding residents of what makes us Singaporeans on their day-to-day commute:

1. Diversity by Harmony Circle
2. Well-being by Singapore Kindness Movement (SKM) and Happiness Initiative (HI)
3. Religious Harmony by Inter Religious Organisation (IRO)
4. Migrants by SAMA SAMA
5. Inclusivity by SGenable
6. Dreams by Fuhua Primary School
7. Community by HDB & PA
8. Neighbourliness by HDB & Scratchbac

Project Embrace! hopes to inspire more community projects to turn more MRT columns into meaningful community corridors throughout Singapore.

INDIVIDUAL CATEGORY

1

Sim Su Fen, Stef
Senior Constituency Manager
Tanjong Pagar – Tiong Bahru Constituency Office (CO)

Sim Su Fen, Stef always goes the extra mile to serve the residents of Tanjong Pagar-Tiong Bahru, and to ensure that the environment is safe and vibrant for them.

The Tiong Bahru Sit Wah Dog Run is popular among “pawrents” in the area as the dogs can run free. While there are Grassroots Leaders (GRLs) and Community Volunteers who take ownership of the Dog Run, Stef visits the facility regularly to ensure it remains a safe environment for pawrents and the dogs. During one visit, she noticed sandy bald spots which turn muddy after rainfall. In consultation with NParks, Seng Poh RC, and the Dog Run Group, the Dog Run was temporarily closed to conduct turf-planting works. Stef also ensured that the reinstatement works was communicated in advance to the dog run’s users so that they could make alternative plans.

On another occasion, the CO received feedback that the fence around the Dog Run was damaged and could be a safety hazard to the dogs. Stef immediately arranged for the fence to be repaired. Whether it was glass shards or grapes found in the Dog Run, or thick overgrowth where snakes could hide, Stef took all feedback seriously and quickly roped in different agencies and partners to ensure the Dog Run was well-maintained. Her resourcefulness and prompt actions kept the users and dogs safe.

One day, Stef came across a senior resident who tripped and fell along the walkway near Tiong Bahru Market. She promptly enlisted a GRL to convey the senior resident to the hospital. Stef also tried to identify the root cause of the senior’s fall and realised it was because of the uneven ground. She quickly alerted Tanjong Pagar Town Council and Land Transport Authority to level the ground to prevent further mishaps from occurring, especially since there are many seniors living there.



2

Bin Wern Ming
Senior Engineer, Building Development Department
National Environment Agency

When Marsiling Mall Hawker Centre opened in Dec 2017, residents requested for a sheltered linkway to be built between the centre and the bus stop at Woodlands Ave 3. The suggested path cuts across land under the purview of different agencies, including a canal and the Park Connector Network.

Bin Wern Ming leaned forward to coordinate and seek approvals from various agencies to build the sheltered linkway. He personally engaged every agency before seeking funding approval and calling the tender for the works. The sheltered linkway was successfully completed in Jan 2022.

Wern Ming went beyond his scope of duty to engage the stakeholders and Adviser regularly to update on the progress of the works. He also worked very closely with Building and Construction Authority to expedite the issuance of a Temporary Occupation Permit so that the public could use the sheltered linkway as soon as possible.



Completed sheltered walkway