

MEDIA FACT SHEET FOR MSO COS 2016:
FIRST RESPONDER FOR FEEDBACK ON
MAINTENANCE OF CONNECTIVITY-RELATED INFRASTRUCTURE (CRI)

1. From June 2016, the Land Transport Authority (LTA) will take on the role of First Responder for feedback on the maintenance of Connectivity-Related Infrastructure (CRI). CRI refers to infrastructure which links people between two places such as footpaths, cycling paths, ramps, staircases, overhead bridges and lifts, promenades and pedestrianised streets.
2. Appointing a First Responder for feedback on CRI maintenance provides residents the convenience of contacting a single agency (i.e. LTA) without having to find out which agency is responsible. If unsure of whom to contact, residents can contact LTA directly to report such issues and have their feedback attended to.
3. For emergency cases which impact on public safety, such as collapsed roof panels on a sheltered linkway, LTA will respond promptly to mitigate the safety hazards. For all other non-emergency cases, LTA will facilitate the coordination of responses to the public feedback and the subsequent follow-up actions by agencies in a timely manner.
4. Requests on the provision of new CRI or modifications to existing CRI will be evaluated under the existing infrastructure schemes. For maintenance issues in the common property areas of HDB estates, residents should submit their feedback directly to the Town Council in charge.
5. This approach further enhances efforts by the Government to improve service delivery by designating certain agencies to take the lead on specific municipal issues. For example, the functions of public cleanliness and public greenery maintenance have been centralised under National Environment Agency and NParks respectively. Agri-Food & Veterinary Authority of Singapore is the First Responder for animal-related feedback. All of these have allowed for more effective service delivery and more timely response to public feedback.
6. With initiatives such as this, the Government aims to continually enhance productivity and ensure better services to benefit the public.

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