

## **Frequently Asked Questions (FAQs) for Bukit Timah Campus Car Park**

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## **Charges and Rates**

### **1. How can motorist minimize parking cost?**

Ans: Parking cost can be minimised by entering the car parks after 1900hrs to enjoy the maximum charge of \$2 between 0700hrs and 2230hrs.

### **2. How are the parking charges determined? Why charge on Saturdays?**

Ans: The parking charges are determined through an open tender system. The car park is operated by an independent third party (i.e. car park operator) and the rates charged are at tendered rates.

As an industry norm, the tendered rate is usually the most competitive car park rate charged at the nearest alternative car park within walking distance (a radius of 400m can be used as a general guide). Where there is no car park in the vicinity, the market rate is the standard HDB rate for car parks.

A market test was conducted on a Electronic Parking System (EPS) based on existing specifications with Electronic Road Pricing System (ERP) before the tender exercise indicated that a minimum of 5 years contract period and moderation in operating hours (for Saturdays) and rates.

### **3. Why is student season parking charges lower than the staff season parking charges?**

Ans: The validity of the students' season parking is restricted to their respective faculty/school clusters of car parks. This is to manage the parking demand in NUS. On the other hand, we will like to encourage students to use the NUS shuttle bus services for cross-faculty learning.

### **4. Why are the parking rates different from NUS Kent Ridge Campus?**

Ans: Parking rates at District 10 (Bukit Timah) is generally more expensive than District 5 (Kent Ridge) due to the difference in cost of real estate. As an industry norm, the market rate is the least expensive car park rate charged at the nearest alternative car park within walking distance (a radius of 400m can be used as a general guide). Where there is no car park in the vicinity, the market rate is the standard HDB rate for car parks.

## **Consultations on New Parking Management System**

### **5. Were consultations done?**

Ans: Since October 2005, NUS Car Park Management Committee members (includes, Office of Finance, Office of Human Resources, Education Services Union, Office of Student Affairs, NUS Students' Union and Office of Corporate Relations) and representatives from NUS Staff Club, the faculties and schools and Provost Office feedback were solicited before the tender was called. They met twice to evaluate the tender proposals. There will be a continual dialogue with the season parking holders through feedback

channels.

Their main concern is that NUS should not be perceived to be profiting from car parking operations and season parking charges should be as low as possible where all revenue from campus parking system should be use to subsidize the campus bus services.

The representatives agreed that the changes in parking policies and expected price increases in season parking fees are reasonable as compared to the market norms in comparison to the amount of capital outlay needed to install and maintain the ERP parking system.

### **Objectives and Principles**

#### **6. What is the rationale for implementing pay parking in NUS?**

Ans: The objectives of implementing a pay parking system in NUS Bukit Timah Campus is to optimize land use, moderate demand for parking lots, encourage commuting by public transport and manage vehicle usage and traffic flow within a small land area.

#### **7. Why does NUS insist on implementing a pay parking system when schools are providing free parking to teachers, parents and visitors?**

Ans: Unlike schools which have closed compounds, NUS is an open campus where the imposition of stringent controls on vehicle movement and traffic flow would not be possible.

#### **8. Why appoint a private car park operator to manage the car parks?**

Ans: NUS aims to align car parking operations and services to industry norms. An independent car park operator with expert knowledge helps to enhance efficiency of car parks operations and maintenance. This translates into better service, effective operation and an efficient car park system.

#### **9. Did NUS consider building multi-storey or underground car parks before implementing a pay parking system?**

Ans: Multi-storey and underground car parks cost much more to build and maintain than open or surface car parks. Building more and such car parks would divert financial resources away from building much needed critical facilities like lecture theatres and seminar rooms, and support facilities such as library, food outlets, etc. The need for more car parks has to be balanced against the need for more teaching, research and support facilities.

#### **10. Who will have to pay for parking? Are any car parks in Bukit Timah Campus (BTC) where I can park free of charge?**

Ans: Everyone who parks on BTC car park during operating hours will have to pay for parking. There are currently no car parks where one can park for free.

## **Electronic Parking System (EPS)**

### **11. How does the pay parking system work?**

Ans: The car park system is a non-transponder, ticketless system which uses the Electronic Road Pricing (ERP) technology similar to ERP system in major car parks in public buildings and centres.

In approaching a car park entrance, drivers need to drive towards the barrier arm to allow the system to capture the vehicle In Unit (IU) number. Two to three seconds are needed for this.

When exiting the car park, the IU number is read again by the system. Season pass holders may drive right through once the barrier arm is raised. Non-season pass holders pay by inserting a CashCard into their car's IU and payment will be deducted accordingly.

For complimentary passes, drivers will have to insert the complimentary pass into the gantry system before exiting and the system will prompt for the next actions. Please ensure that the CashCard are removed from the car's IU before exit.

### **12. Will the parking system turn obsolete?**

Ans: The EPS technology is versatile and has provisions to be upgraded and integrated with technological advances in the Contactless SmartCard and CashCard related modules to match the state of the art CashCard and Contactless SmartCard technology implemented nationwide in Singapore e.g. NETS Combi CashCard.

## **Refunds**

### **13. As a season pass holder, will I get a refund if I go away on official work or on annual or sick leave?**

Ans: Refund applications must be accompanied by valid documentations. Refund is only applicable for a period of 15 consecutive days or more, including Saturdays, Sundays and Public Holidays. This scheme is not applicable to the casual monthly season pass.

Staff with reserved parking holders will not be allowed any refunds at all since their lots cannot be used by anyone else during their absence.

## **Motorist with Special Needs**

### **14. If I am injured, can I park in a lot reserved for the physical challenged?**

Ans: Limited lots are available for our physically challenged motorist. You can only park at these lots provided you have a label issued by the Automobile Association of Singapore (AA) and is prominently displayed on your windscreen.

## **Operations**

### **15. To maintain my privacy, can I leave out my vehicle log card details and NRIC/driving licence number in my season parking application?**

Ans: Vehicle log card details are needed to authenticate relationship with the owner and NRIC/driving licence is needed to facilitate electronic payment scheme at the applicant's convenience.

Applicants can send in their application form without the NRIC/driving licence if he/she intends to pay by cheque only. A letter of authorization from the vehicle owner (with contact details) to authorize the applicant to drive the car will be needed in replacement of the vehicle log card.

Vehicle owners are able to download and print their vehicle log card via [www.onemotoring.com.sg](http://www.onemotoring.com.sg) under LTA e-Services using SingPass. Confidentiality is observed.

### **16. Will I be able to change my vehicle number for my season parking pass when I send my car for repairs or for my temporary replacement cars?**

Ans: You can inform our car park operator by calling their customer service hotline and they will assist to make the change immediately. You will also need to confirm your request by faxing or emailing them.

### **17. Will I be able to change my vehicle number for my season pass when I purchase a new car?**

Ans: You can inform our car park operator by calling their customer service hotline and they will assist to make the change immediately. You will also need to confirm your request by faxing or emailing them.

### **18. How will parking enforcement be done?**

Ans: With the gradual implementation of RFID technology and implementation of fully automated ERP parking system, the issuing of car park labels is being gradually phased out in public and private car parks. Parking enforcement and identification of season parking holders will be done automatically. As in any fully automated car parks (e.g. Changi Airport), the car park wardens will download the real-time staff season parking list at the car park gantry before proceeding to identify unauthorized parking onsite.

**19. Where can I top-up my CashCard?**

Ans: There are CashCard top-up stations situated near the car park exit to ensure that all users have ease of access to these top-up stations.

**20. Will there be any more outlets selling CashCard in the near future?**

Ans: Nets is constantly working towards expanding the CashCard distribution network. Card holders can refer to the Nets' website at [www.nets.com.sg](http://www.nets.com.sg) or call the Nets Customer Service Call Centre at 6274 1322 if they have any queries on the CashCard.

**21. As a non-season pass holder, how am I charged for entering a pay car park before 0700hrs and leaving after 2230hrs?**

Ans: For pay parking, even if entry is before 0700hrs, charges will start only at 0700hrs.

**22. As a non-season pass holder, how am I charged for entering a pay car park before 2230hrs and leaving after car park operating hours?**

Ans: Vehicle will be charged at the time of entry until 2230hrs only.

**For Staff**

**23. I will be overseas and will only be back three days before semester starts. Is there a way to have a simplified application system? Can the current season parking list be transferred to the car park operator?**

Ans: The current car park system on Kent Ridge Campus is operating on a the vehicle licence plate recognition system and the parking system at Bukit Timah Campus is an electronic pay parking system based on electronic road pricing (ERP) technology (commonly used in most car parks) via the vehicle In-Unit (IU) number. So applicants will need to declare the IU number.

Faculty and staff members who are overseas can email the car park operator their application form and follow up with the necessary documentation and payment at least three working days before parking on campus.

**24. Why can't season parking be deducted from staff salary?**

Ans: The new payment modes and system reduces manpower hours and cost for the car park operator and indirectly, NUS. You can apply for the GIRO system where it can be deducted monthly from your bank account, reducing the need to make manual payments monthly.

Currently, season parking charges are deducted from staff salary one month in advance. In this new system, staff will have the convenience of terminating season parking without informing NUS one month in advance or wait for their refund.

By paying directly to the car park operator, staff will be able to seek season parking refund if they are away for 15 days (exclusive) or more at a pro-rated basis on ½ month or ¼ month instead of the current minimum absence of 30 days or more.

**25. Can I register a second car for one season parking pass?**

Ans: Monthly season parking pass holders are permitted to register their second vehicle and use it when their first vehicle is unavailable.

However, only *one* pass will be issued to each holder. This is to ensure that the electronic parking system is robust and able to monitor the car park situation efficiently. Hence, only one of the two registered vehicles can enjoy season parking at any one time.

Casual season parking pass holders are not permitted to register a second vehicle.

**26. Who is eligible for a reserved lot?**

Ans: Staff members holding key appointments in NUS are eligible for reserved lots allocated by the car park operator. The evaluation criteria to site the reserved lot include safety, aesthetics, ease of management and enforcement, protocol and propriety aspects of the application.

**27. What is the parking arrangement for part-time staff who does not purchase monthly season parking?**

Ans: Staff without valid season parking will not be allowed to park in the staff season parking areas. Such staff may park in NUS' visitors' parking areas according to the visitor parking rate.

**28. Why can't NUS subsidize car parking charges?**

Ans: The policy of subsidizing car park charges is not in line with a clean wage policy and the national directive to encourage travel by public transportation. It is also not equitable to subsidize people who drive, but not those who travel by public transport. Such subsidies are taxable as staff benefit.

**For Students**

**29. Will there be any cross campus parking arrangements for students?**

Ans: Validity of student season parking pass is restricted to Bukit Timah Campus and Kent Ridge Campus only. This is consistent with the current situation on Kent Ridge Campus where the validity of students' season parking is restricted to their faculty/ school clusters of car parks and not throughout the entire Kent Ridge Campus.

**30. What are the steps taken by NUS to help improve the public transport system services and connectivity prior to implementing a pay parking system?**

Ans: For students in Kent Ridge Campus (KRC), NUS plans to introduce a shuttle bus service between Kent Ridge and Bukit Timah Campuses to facilitate cross-campus interaction.

For students in BTC, NUS will continue to work with the public transport system operators to improve on their services along Bukit Timah and Dunearn Roads.

Please refer to the BTC transportation advisory for more details on public transport system to BTC.

**For Public**

**31. I live just opposite the campus and on some occasions, my guests or I park our vehicles at the campus till the wee hours. But now that you have implemented charged parking, how will my guests or I be able to avail ourselves to parking as the parking facilities at my residential area are too small?**

Ans: Our car park operation hours are from 0700hrs to 2230hrs. Your guests and yourself would still be able to park at the campus and need only pay a per entry rate of \$2 when you enter at 1900hrs. However, we encourage motorist to remove their vehicles by 12 midnight.

**32. HDB/URA starts charging at 0700hrs and 0830hrs respectively, why is then NUS starting the pay parking at 0700hrs?**

Ans: We observe that the demand for parking at Bukit Timah Campus starts to peak at 0700hrs. By starting the charging at 0700hrs, it will help to regulate short-term parking demand and ensure that NUS staff and students need not wait too long for a parking lot.

**Wheel Clamping**

**33. How often will the car park operator patrol the season parking areas? What are the sanctions for motorists found parking their cars in these lots?**

Ans: The car park operator is one of the four HDB appointed private car parking operators. It adopts the HDB/URA parking enforcement standards and schedules. We are unable to reveal the specific operational standards and schedules which are confidential. In general:

- a) Wardens conduct checks at least three times a day during peak hours specific to each car park (each car park has different peak hours due to its profile)

b) Parking enforcement procedures are available at NUS parking information website.

In view of NUS' faculty and staff members' needs, the car park operator is dedicating an enforcement team during this period to manage the parking situation.

Unauthorized parking holders will be wheel-clamped and further details on sanction against motorist are available on the parking enforcement procedures at NUS parking information website.

**34. Why was my vehicle wheel clamped?**

Ans: Vehicles will be wheel clamped if motorists commit one of the following parking offences:

- a. Unauthorized parking at reserved lots with stand up signs.
- b. Parking in a manner causing obstruction at car park driveways.
- c. Parking at Fire Engine Hard Standing Areas/Fire Engine Access and at lots reserved for the physically challenged.
- d. Unauthorized parking at staff parking lots.
- e. Unauthorized/ illegal parking that compromise the safety, health, environment and security of the university community.

**35. I was not aware that I am parking in a wheel clamp zone. Why was my vehicle wheel clamped?**

Ans: Signages situated at entrances to and within all car parks warn motorists that any unauthorized / illegally parked vehicles will be wheel clamped.

**36. I thought that if I am prepared to pay the surcharge for parking at season only car parks, I can park at the staff season parking car parks. Now, my vehicle has been wheel clamped for parking in the staff season parking car park. Why was I penalized? Is not this double punishment?**

Ans: The introduction of the surcharge is to discourage unauthorized vehicles from using the car park beyond the 15-minute grace period. We allow all vehicles to enter the car park to drop off/pick up passengers within the 15 minutes grace period. Goods vehicles are given a 30-minute grace period to prevent traffic snarls at the entrances of staff car parks where only bona fide vehicles are allowed entry. All vehicles are therefore allowed entry.

If the vehicles do not leave the car parks after the grace period and choose to park, a penalty fee of 8 cents per minute is levied. In order to exit the car park, unauthorized vehicles would have to pay the penalty fee; otherwise the system would not permit the vehicles to exit. It does not mean that with the penalty fee levied, we condone unauthorized parking in a staff car park.

Staff and students and even visitors, who took the risk to park at unauthorized lots, were wheel clamped since 1 Aug 2003 and have paid the unclamping fees over and above the penalty fees for parking in a staff season car park.

By parking in a staff season parking area, unauthorised vehicles take away parking lots meant for teaching staff members, thus causing difficulties to adhere by staff to their teaching schedules.

**37. The signs are ambiguous. They are positioned at the front entrance of the car park and not at the area where I have parked my vehicle.**

Ans: The wheel clamp signs at the entrances of the car parks apply to the entire car park and not only to the area near the sign. To enter the car park, you would have to go through a drive way which leads to the car park. As such, the locations of the wheel clamping sign as well as the car park signage are adequate enough deterrence for unauthorized vehicles to flout traffic and parking rules.

**38. How can I get the wheel clamp released?**

Ans: Please contact 6876 5408. Payment can be made in cash or via NETS. The NETS mode of payment is not available after office hours.

**39. How and when can I appeal?**

Ans: Motorists are required to pay the unclamping fee in order to have the wheel clamp released. Appeals can be made by submitting a statement to the car park operator enforcement office.

The car park operator will consider your appeal and respond to you within 7 days. If you are dissatisfied with this response, NUS operates an independent Complaints Resolution Procedure, the car park operator will provide details.

Unclamping fee will be refunded to the motorist in the event of a successful appeal.

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