



ON THE GO
TECHNOLOGY THAT TRANSPORTS YOU

SMARTER JOURNEYS WITH ENHANCED DIGITAL SERVICES



We are embracing technology to make life easier for commuters and motorists with more seamless and speedy services online. As part of LTA's digital transformation journey, we have revamped services to deliver a new level of convenience and efficiency for users. Here's how two of our digital initiatives help to serve you better.



A one-stop web portal where you can perform vehicle-related transactions, including payment of fines and fees. Vehicle owners can now enjoy secure and seamless access to an even wider array of services with an enhanced user interface.

Launched in 2018, the transformed portal features improvements not just for motorists, but also for other road users such as Personal Mobility Device (PMD) riders who can look forward to transferring and deregistering their devices on the same portal.

“One.Motoring has been revamped with an enhanced navigation experience to make it even more user-friendly. Users can access useful information and popular digital services within a few clicks.”

TAY KAI LUN
DEPUTY MANAGER OF SERVICE
TRANSFORMATION AT LTA

“With the revamped One.Motoring portal, we hope to keep the entire motor industry competitive and aligned to our broader smart nation initiative.”

THAM BOON LEONG
DEPUTY DIRECTOR OF VRL SERVICE
DEVELOPMENT DIVISION AT LTA



RENEWING YOUR ROAD TAX FROM WHEREVER YOU ARE

After a weekend of family-filled adventures, your children are sound asleep in their beds. You sit down to take care of some mail and household matters when it suddenly dawns on you that your road tax is due that very day!

In the past, you would need to head down to a road tax collection centre or find an AXS machine to renew your road tax. But this time, there is no need to panic as you can renew your road tax from the comfort of your own home using LTA's One.Motoring web portal.

The portal was recently revamped with an enhanced navigation experience to make it even more user-friendly. You can access useful information and popular digital services with just a few clicks.

LTA is going paperless for all notifications, except summonses, from the middle of this year for timelier updates.

So from now on, a road tax renewal reminder will be sent directly to your mobile phone via SMS. No more missed reminders buried under piles of envelopes!



CHANGING CARS: TRANSFER VEHICLE OWNERSHIP WITH EASE

You see an advertisement for the latest hybrid car and figure it is time to change gears from your petrol guzzler to a more sustainable sedan.

Thankfully, you are able to quickly close a deal with an interested buyer for your current car and transfer the vehicle ownership speedily and easily through the enhanced One.Motoring portal.

This is a big change from not too long ago when you had to request a Transaction Personal Identification Number (TPIN) – a special password that was previously sent through snail mail, or obtained over the counter at LTA's customer service centre at Sin Ming, before you could perform high-value transactions such as vehicle ownership transfer and deregistration.

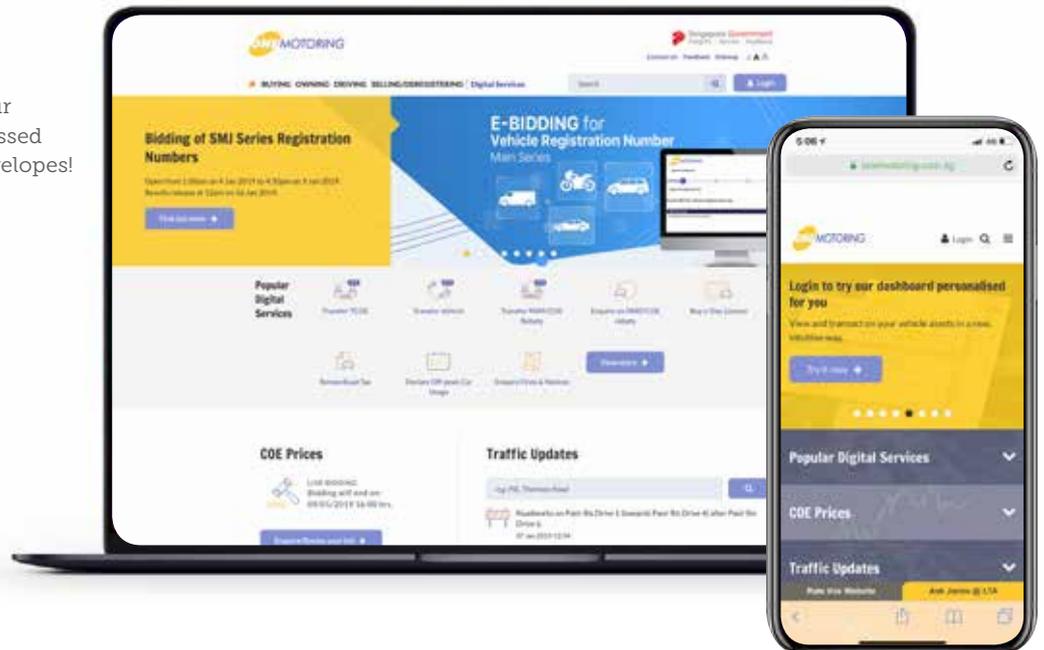
Being able to handle this easily yourself also removes the need to hand over your personal documents, like your identity card, to vehicle dealers to take care of such things on your behalf.

Since November 2018, motorists have been able to perform a wider range of high-value vehicle-related transactions on the One.Motoring portal. Users can now securely authenticate themselves through SingPass or CorpPass 2-Factor Authentication (2FA).

Besides the efficiency and convenience enjoyed by vehicle owners, the new digital service is also expected to improve counter staff productivity as they can be redeployed to do higher-value work.

A new online appointment system is also in the works to cut down waiting times at LTA's customer service centre.

If you are not technologically savvy, fret not! Service ambassadors at LTA's Sin Ming office will be available to guide users on One.Motoring services. Motorists can also turn to CitizenConnect Centres (CCCs) located at community centres island-wide for assistance.





MYTRANSPORT.SG

A transit app that serves as a mobile guide to public transport services around Singapore, MyTransport.SG Mobile has come a long way from displaying general traffic information to providing motorists, commuters, and cyclists with a more personalised user experience.

Eight years after it was set up, and almost 4 million downloads and over a thousand counts of user feedback later, the new MyTransport.SG Mobile 2.0 is ready to make commuting even easier. Some new services include a 'Near You' function to display nearby bus, train, and traffic information, a multi-modal journey planner, and a bicycle parking map.



“In the previous app, multiple steps were needed to check bus arrival times. But with the new app, all I have to do is to open it and I can see my favourite bus stops, as well as the nearest bus stops on the home screen.”

JOEY FOO
COMMUTER

“I see the app as a form of public service to cater to the needs of our increasingly tech-savvy commuters. We will do our best to serve them and help everyone plan their journeys better.”

RUFAN MO
EXECUTIVE IT SYSTEMS ANALYST AT LTA



SAVVY COMMUTER: WAYFINDING ON THE FLY

If you are searching for the fastest route to your next destination, the updated MyTransport.SG Mobile app can be your handy personal travel concierge.

Imagine you are running late for your aunt's housewarming and you need to find the fastest way to get to her house from your workplace.

Flipping furiously through the various taxi booking apps, you find it tough to book a ride during the evening rush hour. Just then, the colourful icon of MyTransport.SG Mobile app captures your attention, and you decide to tap on it and input your aunt's address.

Planning a journey has never been easier with the new multi-modal journey planner, as it is now able to recommend routes across buses and trains. The customisable notification function can also provide commuters with real-time transport alerts on traffic and train delays nearby or on favourite routes. It is the first time you are visiting your aunt's new house but you are pleased to learn that the app gives you clear directions to get there via train and bus.

You decide to try the route recommended by MyTransport.SG Mobile, and to your surprise, you reach your aunt's house not much later than your cousin who took a taxi and was caught in rush hour traffic!



PEDAL POWER: FINDING NEARBY PARKING

Since bicycle sharing services first started, you have enjoyed getting on a rented bike and cycling around town.

You believe in shared bicycles as a form of commuting, but one pet peeve is how it is sometimes hard to find a proper space to park your bicycle, especially in areas that you are less familiar with.

The new MyTransport.SG Mobile app solves this problem. It provides cyclists with nearby bicycle parking information, including the location and parking capacity of nearby bicycle parking spaces.

The LTA team behind the app is actively working on fine-tuning and updating the features and user interface based on public feedback, so you can look forward to more improvements in the future.



Download the latest version of **MyTransport.SG** today!

