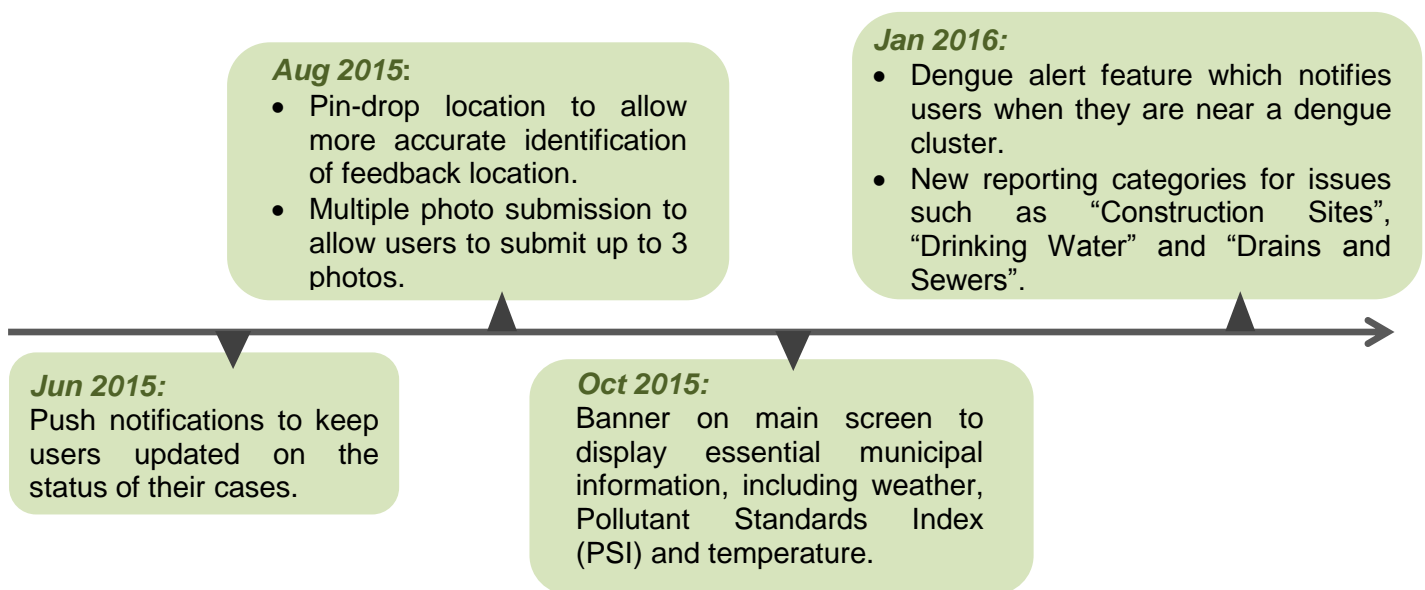**MEDIA FACT SHEET FOR MSO COS 2016:**

**ENHANCEMENTS TO THE ONESERVICE APP &
NEW ONESERVICE WEB PORTAL**

OneService App Enhancements

1. The OneService App was launched in Jan 2015 to make it more convenient for members of the public to provide feedback on common municipal issues. The App has been well received by the public. As of Feb 2016, there are more than 55,000 registered users and more than 31,000 cases have been submitted.

2. Over the past one year, we have made various improvements to make the app more user-friendly. The key enhancements are as follows:

Aug 2015:
- Pin-drop location to allow more accurate identification of feedback location.
- Multiple photo submission to allow users to submit up to 3 photos.

Jan 2016:
- Dengue alert feature which notifies users when they are near a dengue cluster.
- New reporting categories for issues such as "Construction Sites", "Drinking Water" and "Drains and Sewers".

Jun 2015:
Push notifications to keep users updated on the status of their cases.

Oct 2015:
Banner on main screen to display essential municipal information, including weather, Pollutant Standards Index (PSI) and temperature.

"Spot Abandoned Trolleys"

3. Going forward, the Municipal Services Office (MSO) will launch a new crowdsourcing feature on the OneService App. The feature will allow members of the public to provide useful information that can help our agencies and partners to address municipal issues, for which the members of public do not expect a reply. Through collating such information, MSO and partner agencies can study the data and identify hotspots where they can prioritise their resources for better service delivery.

4. For a start, we will crowdsource for locations of abandoned supermarket trolleys under the new "Spot Abandoned Trolleys" feature. Trolleys which are abandoned at void decks or walkways or used to dump litter can cause public nuisance and obstruction. Using this feature, members of the public can submit the location and photos of abandoned trolleys and the relevant supermarkets will retrieve the abandoned trolleys based on the information submitted. This is a partnership between MSO and five supermarket chains, i.e. Cold Storage, Giant, Mustafa SC, NTUC FairPrice and Sheng Siong. This is also the first time MSO is using the

OneService App as a platform for the private sector and the community to come together to tackle a municipal issue. It is a 3P (People sector / private sector / public sector) collaboration.

5.   With this new feature, we hope to work with stakeholders and the community to reduce municipal dis-amenities caused by the irresponsible abandonment of trolleys.

6.   "Spot Abandoned Trolleys" will be available in the OneService App by end-April 2016. Members of the public can download the OneService App from App Store and Google Play for free. They can also visit the MSO website (http://www.mnd.gov.sg/mso/index.htm) for more information.

OneService Web Portal

7.   In the second half of 2016, MSO will also launch a new OneService Web Portal to provide members of the public access to municipal information in their neighbourhood on a one-stop platform. Under the "My Neighbourhood" feature, the public can set their location preference and customise the type of information they wish to see about their neighbourhood. This includes information on dengue clusters and traffic and road works etc. (See Table 1 for the range of municipal information the public can access via the portal).

Table 1: Key Info/ Functions of "My Neighbourhood"

Info/ Function	Description
Happenings in the Neighbourhood	Information that helps residents make daily decisions better & be aware of neighbourhood's happenings, e.g. dengue clusters, traffic camera images, traffic incidents, water level sensors, markets' and hawker centres' cleaning / closure schedules, 12-hr weather forecast and police alerts.
Services Directory	Residents can locate useful information and essential services contacts in their neighbourhood.
Municipal News Feeds	Consolidation of news on municipal matters.
Learn about Municipal Matters	Interactive public education page that aims to educate Singaporeans on key municipal topics.

8.   The portal also serves as an alternative platform for the public to report on municipal issues. The existing reporting features on the OneService App, such as the geo-tagging and photo attachments functions, will also be available on the portal. The public can synchronise their accounts across both App and Portal platforms for greater convenience.

9.   Together, the OneService App and Web Portal aim to create a convenient and seamless OneService experience, allowing users to provide feedback with greater flexibility and gain access to information more easily.

……