

## FUTURE READY



## SPOTLIGHT

SLA Service Charter

## TRANSFORMING SPACES

Our Space @ Tai Gin

## CREATING COMMUNITIES

Singapore Heritage  
Festival 2018

## FUTURE READY

**Mapping for the City of  
the Future**

UAVs for Island  
Management

## INTERNATIONAL EXCHANGE

## SPOTLIGHT



### SLA SERVICE CHARTER

The SLA Service Charter sets out key service principles and behaviours to enhance customer service delivery.

## CREATING COMMUNITIES



### SINGAPORE HERITAGE FESTIVAL 2018

SLA collaborated with the National Heritage Board for a limited rerun of our popular heritage series, "Discovering Singapore's Best Kept Secrets", as part of Singapore Heritage Festival 2018.

## FUTURE READY



### UAVS FOR ISLAND MANAGEMENT

An Unmanned Aerial Vehicle (UAV) proof of concept (POC) was conducted on Pulau Seringat on 26 – 28 March 2018, as part of SLA's effort to drive innovation in our land management regime, in support of the Whole-of-Government push for a Future Ready Public Service.

#### EDITORIAL TEAM

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► *SLA Chief Executive Mr Tan Boon Khai posing for a group photo with SLA staff*

## LAUNCH OF SLA SERVICE CHARTER AND SERVICE APPRECIATION DAY

SLA officers serve a wide spectrum of customers and stakeholders in the organisation's day-to-day operations and endeavour to address and resolve issues in a timely, effective and amicable manner. To recognise the efforts of SLA service staff, the SLA held its inaugural Service Appreciation Day where officers also signed the Service Appreciation and Pledge Board to signify their service commitment.

Peter Drucker said, "Quality in a service or product is not what you put into it. It is what the customer gets out of it". Indeed, service excellence is critical towards the success of any organisation today. On 23 March 2018, SLA took the next step in the journey towards achieving service excellence with the launch of the SLA Service Charter. The SLA Service Charter sets out the service principles and behaviours developed based on staff input.

With its catchy slogan, "SLA LISTENS", the charter aims to enhance service delivery for both internal and external customers. "LISTENS" stands for:

Lasting Relationships  
Innovation  
Seamless Delivery  
Trust  
Empathy  
Nation First  
Service with Respect

The Service Charter encourages officers to be professional in their interaction with customers and partners, forge stronger relationships with them based on mutual respect, be more empathetic towards identifying customers' needs and proactively engage them by providing solutions and seeking feedback for improvement.

Indeed, great service will not be possible without the commitment of officers across all levels of the organisation. Thus, during the launch of the Service Charter, SLA Senior Management took the lead to serve snacks to staff to show their appreciation.

In addition, six Annual Achiever Awards were given out to officers who had displayed exemplary service while 11 awards were given out as part of the SLA ExCEL Innovation Awards 2018 (three Innovation Champions and eight Innovative Project Teams).



► *SLA Senior Management serving snacks to SLA staff to show appreciation for their service*

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► Launch of "Our Space @ Tai Gin" by Guest-of-Honour and Grassroots Adviser to Bishan-Toa Payoh GRC Grassroots Organisation Mr Chee Hong Tat

## OUR SPACE @ TAI GIN

In land-scarce Singapore, prudent land management is an absolute necessity to meet the social and economic needs of the nation. As the country's interim use master planner, SLA seeks to maximise the use of vacant State land and properties in new and creative ways.

Once a barren plot under Toa Payoh South Flyover, the land under viaduct at 16 Tai Gin Road has been transformed into a 1,911 sqm community space comprising a dog run park and two hard courts. Barrier-free access footpaths, lighting, water and electricity points have also been installed.

The development of the new community space, "Our Space @ Tai Gin", by the Singapore Land Authority (SLA) was done in consultation with Toa Payoh West-Balestier CCC to create a new and vibrant recreational facility to benefit our community.

### Before Transformation



### After Transformation



► The land under viaduct at 16 Tai Gin Road has been transformed into a new community space, to the joy of residents

To celebrate the launch of Our Space @ Tai Gin, a series of exciting pet-themed activities was organised by the CCC for residents on Saturday, 24 March 2018. The activities included a pet grooming session, pet obedience contests, a pet adoption drive and sharing sessions by professional pet groomers, veterinarians and animal trainers. We spoke to a participant, Ms Tan, 40, who said "It was very enjoyable today. As pet owners, we come here every weekend. Even for some of us who stay 30 minutes away, we will travel here just to catch up with each other."

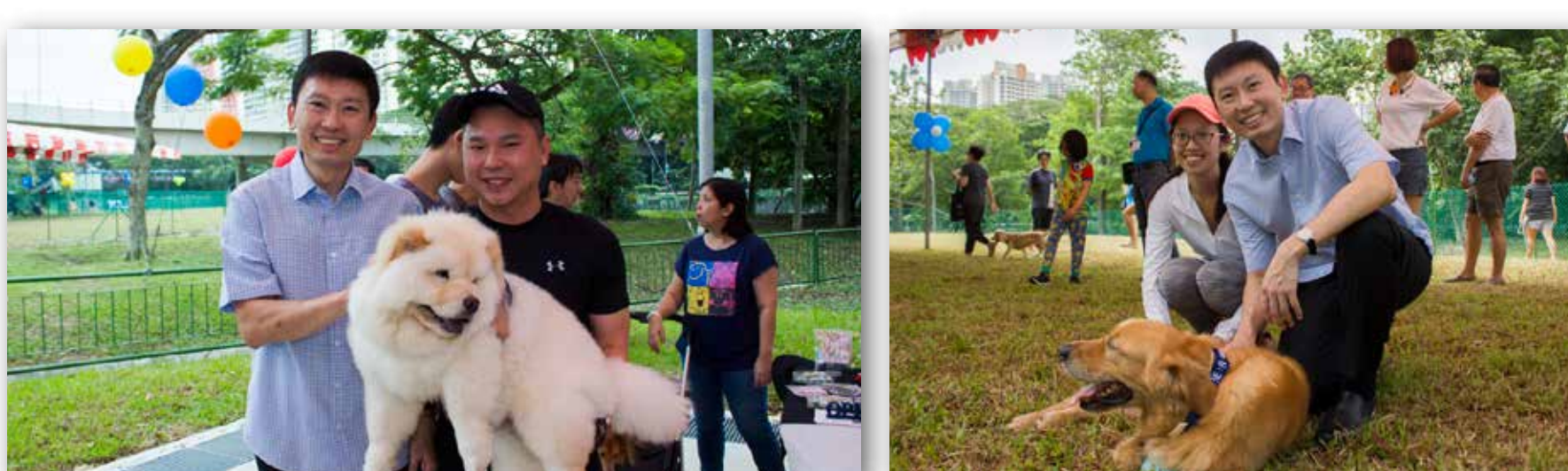


► Veterinarian Dr Christopher Tham shares pet care tips with pet owners



► Participants having fun with their pets at the event

Guest-of-Honour and Grassroots Adviser to Bishan-Toa Payoh GRC Grassroots Organisation Mr Chee Hong Tat said, "This adaptive reuse of land under the flyover is the result of the Government agencies and grassroots organisations working together to maximise land resources and to create a new recreational space for the residents to enjoy."



► Grassroots Adviser to Bishan-Toa Payoh GRC Grassroots Organisation Mr Chee Hong Tat takes "pettie" with pet owners

Besides pet related events, residents can also look forward to more activities such as inline-skating and line dancing organised by the Ah Hood Gardens Residents' Committee (RC). Madam Hamida, chairperson of Ah Hood Gardens RC, said, "The area has a very comfortable environment with a lot of greenery. It is an ideal location to conduct activities for both the young and old. We look forward to organising more events for families to bond together."

Our Space @ Tai Gin is the third viaduct to be transformed by the Singapore Land Authority, after the West Coast Flyover which was tenanted to Singapore's first sheltered archery range in January 2017, and the land under Bukit Merah Flyover that was converted into a multi-functional community space, Viaduct@JBM, for residents in April 2017. SLA chief executive Mr Tan Boon Khai said, "SLA will continue to study and identify more land under flyovers for suitable uses and where feasible, build supporting infrastructure for the proposed uses to benefit our community."

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► *Former Kinloss House at 3 Ladyhill Road*

## SINGAPORE HERITAGE FESTIVAL 2018

The Singapore Heritage Festival (SHF) 2018 returned for its 15th year in April to celebrate Singapore's colourful heritage and culture. This year, SLA collaborated with the National Heritage Board for a limited rerun of our popular heritage series, "Discovering Singapore's Best Kept Secrets". The three State properties identified for this rerun were the Old Kallang Airport, the former Kinloss House at 3 Ladyhill Road and Pasir Panjang Power Station A.

At Old Kallang Airport, participants were treated to many interesting nuggets on aviation history. For instance, did you know that it would have taken 24 stopovers to get from London to Brisbane in the 1930s? In addition, the fare was about £180 which sounds reasonable until it was adjusted for inflation – becoming a whopping S\$17,600 today! Doesn't it make you glad that travelling has since become much easier and accessible?

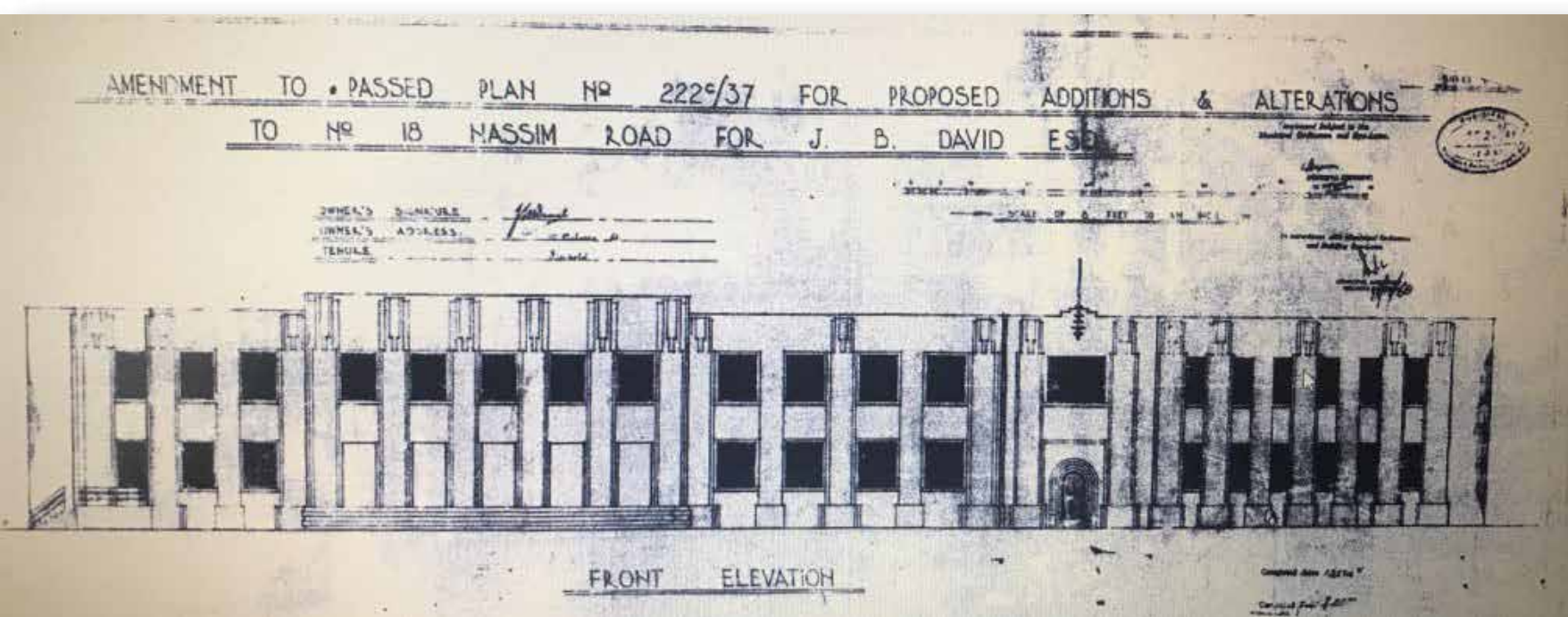


► *Old Kallang Airport*



► *Participants learning more about the rich history at the Old Kallang Airport*

This time round, we were privileged to welcome several very special guests who joined the participants and shared their personal stories about the properties. One guest was Ms Jacqueline Miller from Bath, who had boarded at Kinloss House from 1965 to 1968. She shared her experience living at the property and even pointed out where her bed used to be. Ms Miller and her sister had chosen to school in Singapore so as to see her parents every six weeks, rather than stay in England where they would only be able to see their parents twice a year, as her father was based in Malaya.



► *Old plans showed that the building, labelled as No. 18 Nassim Road (now 3 Ladyhill Road), was originally two houses remodeled into one with proposed alternations for Mr J. B. David*



► *Ms Jacqueline Miller at Former Kinloss House*

Participants also explored another nation-building landmark - the now-decommissioned Pasir Panjang Power Station 'A'. With its original max output of 150 MW in 1958, Pasir Panjang Power Station 'A' helped fuel Singapore's determined industrial push in the 1960s, with an additional 25kW added to the station's capacity in 1962. Station 'A' was later decommissioned in mid-1980, and the building remains standing to this day.



► *Pasir Panjang Power Station 'A'*

The "Discovering Singapore's Best Kept Secrets" series, led by heritage blogger Jerome Lim in partnership with SLA, was first launched in 2017. The guided tour gave participants rare and exclusive access to selected State properties, and allowed them to gain a deeper understanding of the properties' historical and architectural significance. To know more about upcoming tours, follow us on Facebook and Instagram @SingaporeLandAuthority.

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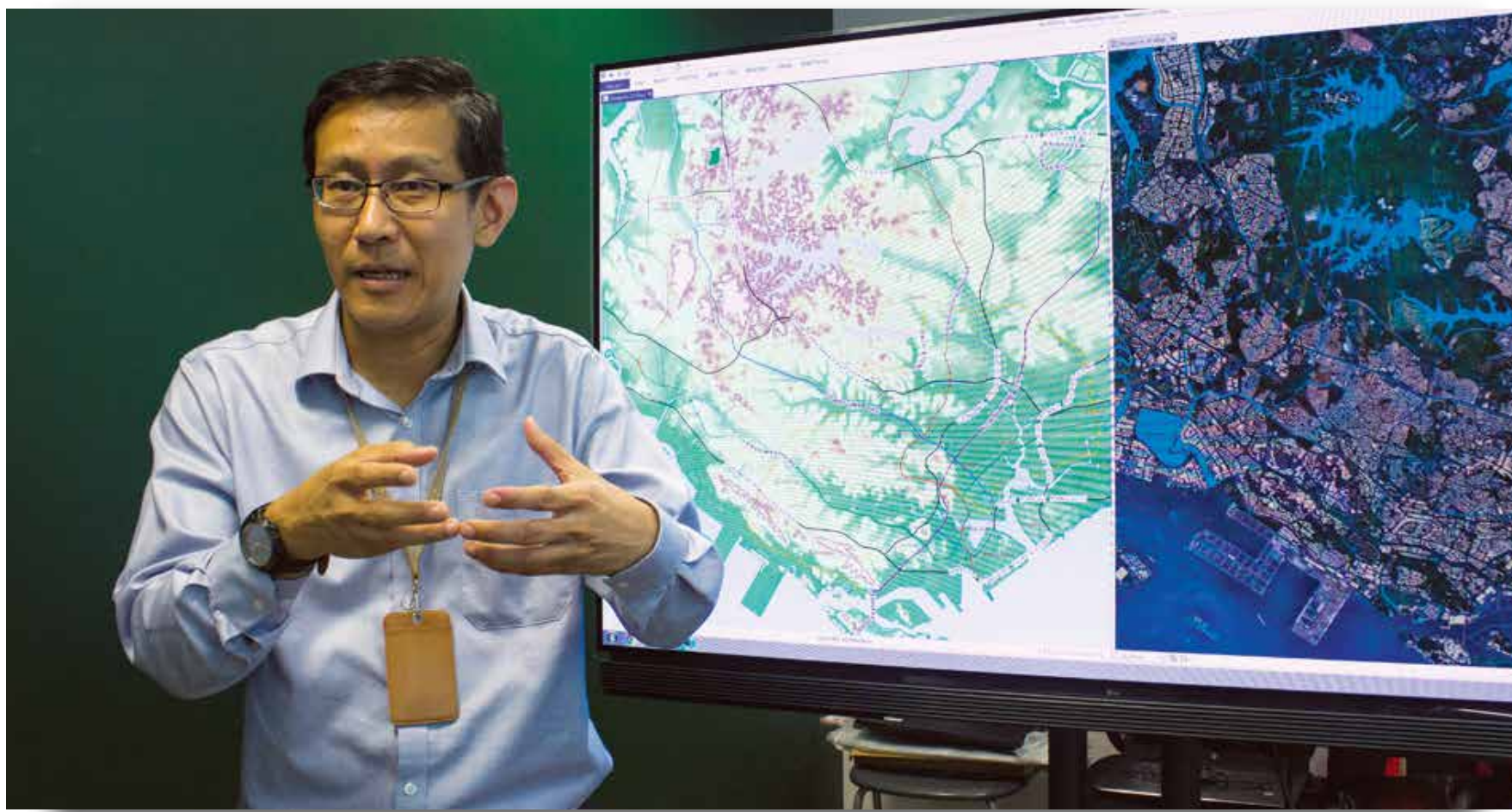
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► *Senior Deputy Director/Land Survey Division Dr Victor Khoo outlines plans to develop mapping capabilities to meet Singapore's future needs*

## MAPPING FOR THE CITY OF THE FUTURE

The Land Survey Division within the Singapore Land Authority (SLA) develops mapping and positioning data and administers the cadastre and mapping framework for Singapore. The purpose of mapping is to capture landscapes and streetscapes, digitize these data and make them available for other uses.

In its first phase of mapping, an airborne laser scanning and imaging equipment was flown over Singapore to collect 3D point cloud and imagery data of the whole nation.

Phase two of the national 3D mapping project involved a comprehensive mobile mapping project that was carried out to collect a ground-based laser scanning and 360 panoramic imagery dataset on approximately 6,000 km of roads. The data collected was used to create 3D models of road and street furniture.

These data sets would be used to create the first nation-wide 3D maps of Singapore which will contribute to the development of a Smart Nation. The 3D digital models are taken into Virtual Singapore to be used by the public, private and people (3P) and research sectors.

As SLA continues to improve its mapping capabilities, SLA is exploring mesh modelling, which can process up to half a million images and produce a very detailed national model within 2 to 3 months. Senior Deputy Director/Land Survey Division, Dr Victor Khoo said, "What we plan to do or achieve is definitely not done overnight. However, SLA is on the right track and we will continuously build up our capacity to map for the City of the Future."



► *2D and 3D images of Marina Bay area*

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► View from Pulau Seringat, one of ten offshore islands under SLA's management

## UAVS FOR ISLAND MANAGEMENT

In support of the Whole-of-Government push for a Future Ready Public Service, the Singapore Land Authority (SLA) has been actively driving innovation in our land management regime. SLA recently conducted an Unmanned Aerial Vehicle (UAV) proof of concept (POC) at Pulau Seringat on 26-28 March 2018. The objective of the POC was to establish whether fully-autonomous UAVs operating beyond visual line of sight (BVLOS) were effective for the inspection and automatic detection of maintenance issues on offshore islands managed by SLA. The offshore islands were identified as an ideal test-bed for the POC as they provided a conducive environment to test the remote deployment of UAVs, as a pre-cursor to full-scale deployment on these islands.

Since SLA took over direct management of ten offshore islands in March 2017, we have been actively looking at how we could streamline processes and leverage on technology to support us in the management of the offshore islands. The physical inspection for maintenance issues on the offshore islands was laborious and time-consuming. The adoption of UAVs to automatically inspect and detect issues that required follow up, would improve productivity and efficiency.

The POC was a useful exercise to help us better understand the potential of autonomous technology to support operational requirements. It reduces reliance on manpower, and at the same time, enhances safety and service delivery. With the completion of the POC, SLA will work towards full implementation of UAVs for inspection and detection of maintenance issues.



► Dronebox for beyond visual line of sight (BVLOS) operations



► UAV on inspection flight

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► *SLA Deputy Chief Executive Mr Simon Ong hosted the Indonesian delegates on 21 March 2018*

## INTERNATIONAL EXCHANGE

The Singapore Land Authority (SLA) played host to delegations from Indonesia, India, Vietnam, United Arab Emirates (UAE) and Bangladesh in March and April this year, facilitating fruitful and memorable experience-sharing sessions with the visitors.

Led by Mr Isa Rachmatarwata, Deputy Minister, Directorate General of State Asset Management, Ministry of Finance, the five-member Indonesian delegation called on SLA on 21 March 2018. SLA Deputy Chief Executive Simon Ong hosted the delegates who were keen to learn about Singapore's work in land administration and interim land use. Staff from Planning & Co-ordination Department and Business Planning & Development Department gave insightful presentations to the delegates, who engaged in a lively Q&A session thereafter.



► *Delegates from Indonesia listening intently during the presentations by Planning & Co-ordination Department and Business Planning & Development Department*



► *Deputy Chief Executive Mr Simon Ong and Mr Rachmatarwata exchanging tokens of appreciation*

The delegates from the State Government of Andhra Pradesh, India, visited SLA as part of a two-week capacity workshop organised by the NUS Lee Kuan Yew School of Public Policy. SLA Assistant Chief Executive (Land Ops) Ms Thong Wai Lin hosted the delegates who were here to learn about Singapore's land acquisition policy and governance. The delegates had a dynamic and lively discussion with SLA staff during the two sessions on 6 and 24 April.



► *SLA Assistant Chief Executive (Land Ops) Ms Thong Wai Lin speaking with the delegates from India*

SLA Deputy Chief Executive Simon Ong hosted a 10-member delegation from the Danang City People's Committee, Vietnam, on 16 April 2018. Led by Vice Chairman, Mr Nguyen Ngoc Tuan, the delegation was brought around by Mr Douglas Foo, Chairman of the Singapore Manufacturing Federation and Founder/Chairman of Sakae Holdings. SLA Head/Planning & Co-ordination Department Goh Shu Fang gave an overview of land administration in Singapore including the roles played by different agencies in making Singapore a liveable city.



► *(left to right) SLA Deputy Chief Executive Mr Simon Ong with Vice Chairman of the Danang City People's Committee, Mr Nguyen Ngoc Tuan, and Mr Douglas Foo, Chairman of the Singapore Manufacturing Federation*

A 23-strong delegation from Esri's United Arab Emirates office visited GeoWorks on 17 April 2018 to learn about best practices in Geospatial Information System (GIS) and to exchange ideas and experiences. The delegates were hosted by Director/Geospatial & Data Division Ng Siau Yong who showcased GeoWorks and the New OneMap.

SLA Deputy Chief Executive Simon Ong and Chief Surveyor Soh Kheng Peng welcomed a 6-member group of delegates from the Ministry of Defence and Survey of Bangladesh, led by Mr Md. Akhter Hussain Bhuiya, Secretary of the Ministry of Defence of Bangladesh on 19 April 2018. The team was interested to learn about Singapore's latest national mapping activities. As the country's national mapping organisation, the Survey of Bangladesh was planning for a fully digital system - "Digital Bangladesh" - to enhance its capabilities in surveying and mapping. Kenny Foo and Ng Zhen Hao from the Land Survey Division briefed the delegates on SLA's survey and mapping functions while Justin Chua from the Geospatial & Data Division presented on SG-SPACE.



► *SLA Deputy Chief Executive Mr Simon Ong and Chief Surveyor Mr Soh Kheng Peng co-hosted Mr Md. Akhter Hussain Bhuiya, Secretary, Ministry of Defence, Bangladesh and delegates from the Ministry of Defence and Survey of Bangladesh*

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