

User Guide

Application for Use of Bus Stops

Version 1.0

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1. Introduction

Bus stops are primarily meant for use by the public bus services. However, to promote public transport, the LTA does allow private buses to use bus stops for immediate pick-up and drop-off if there is excess capacity. To use public bus stops for pick-up and drop-off, you must submit an application to the LTA for approval.

The validity period for the use of bus stops will be one year from the date of approval of the application or for the specific applied usage period, whichever is earlier.

This document serves to guide applicants on the procedure for application for use of bus stops.

2. Application for Use of Bus Stops

2.1. Using the Enhanced PDF Form

- Select "New Application" under "Type of Application".
- Select one of the three options under "Type of Service" that best describes your bus service operations:
 - "Free shuttle services" refer to services that do not charge fares.
 - "Chartered services" refer to services that are hired under a private contract.
 - "On-demand services" refers to services that are operated based on passenger demand via a booking system.
- You are not required to fill in the Use of Bus Stop ID for New applications.

Type of Application*	Type of Service*
☒ New Application ☐ Amendment Application ☐ Renewal Application ☐ Cancellation Application	☒ Free Shuttle Service ☐ Chartered Service ☐ On-demand Service
Use of Bus Stop ID (Mandatory for Amendment / Renewal / Cancellation):	

2.1.1. Section A – Particulars of Applicant

- Fill in the Operator UEN, registered business name ("Name of Operator") and mailing address.

For individual users, enter your NRIC/FIN/Passport number under UEN and your full name as per NRIC/FIN/Passport under "Name of Operator".

Section A – Particulars of Applicant			
Unique Entity Number (UEN)* <i>If applying as an individual, please enter your NRIC/FIN/Passport number.</i>		Name of Operator* <i>If applying as an individual, please enter your full name as per NRIC.</i>	

- Fill in the contact details for all correspondence relating to the application.

Ensure that a valid email address is entered, as all system-generated emails, including emails informing you of the outcome of the application, will be sent to the email addresses indicated in this section.

Street Name*		Block/House No.	
		Level No. – Unit No.	
		Postal Code*	
Salutation*	-- Select Salutation --	Name of Contact Person*	
Designation*	-- Select Designation --	<i>50 characters limit</i>	
Primary Contact Mode*	-- Select Primary Contact Mode --	Others (Please Specify)	
Mobile Number		Office Number	
Email Address*		Alternate Email Address	

- You may select a date from the date picker or manually enter the date for "Usage Start Date" and "Usage End Date".
 - "Usage Start Date" should be within 1 to 3 months from the date of application.
 - "Usage End Date" must not be more than 1 year from the "Usage Start Date". For use of bus stop(s) longer than a year, you must apply for renewal at least one month before the current approval expires. (Refer to User Guide Section 4 on Renewal of Approval for Use of Bus Stops.)

Usage Start Date*		Usage End Date*	
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2.1.2. Section B – Bus Service Information

- Provide the purpose of providing the bus service and include the organisation that engaged your bus service or the contracted bus operator who will be providing the bus service.

Example: "Engaged by Company A to ferry workers from their places of residence to the factory."

- Fill in the Bus Service Name for identification purpose in all correspondence relating to the application. (Note: The Authority may change the bus service name depending on the final approved usage details.)

Section B – Bus Service Information	
Purpose of Providing Bus Service* 1500 characters limit	
Name of Bus Service* 100 characters limit	

2.1.3. Section C – Proposed Route, Stopping Places and Operating Hours

- Select the "Number of directions".
 - Select "1" if the service only operates in one direction or is a loop service (continuous bi-directional route with only one ending point).
 - Select "2" if the service operates bi-directional routes with forward and return trips. This will enable all the fields for Direction 2.

If the service operates bi-directional routes but the use of bus stop(s) is only required in one direction, select "1".

- Under "Route Details", fill in all the road names, including non-stop sectors, that the bus(es) will ply when operating your service.

This field is not mandatory for on-demand bus services that do not operate with fixed route.

Section C – Proposed Route, Stopping Places and Operating Hours*		
Number of directions	☒ 1 ☐ 2	
Route Details E.g. Via Scotts Road, Orchard Road, Bras Basah Road, Prinsep Street, Selegie Road, Serangoon Road, Lavender Street and Kallang Bahru. <i>1,500 characters limit</i>	Direction 1*	Direction 2

- Fill in the details of the bus stop(s) that you wish to apply for the use. You may visit OneMap at www.onemap.sg for details of the bus stops.

Example:

- Bus Stop Code (5-digit): 56251
- Road Name: Ang Mo Kio Ave 2
- Bus Stop Description: Opp Horizon Gdns

- Once you fill in all three fields (Bus Stop Code, Road Name and Bus Stop Description) in the same row, the fields on the next row will be enabled for entering of another bus stop details.
- Continue in Appendix A if there are more than 20 bus stops proposed for the same direction. Appendix A will only be enabled when you have filled in all 20 rows under Section C.

Proposed Stopping Place(s): Direction 1			
Please list all the bus stops in sequence of the route. You may visit OneMap @ www.onemap.sg for the details of the bus stop.			
To continue in Appendix A if there are more than 20 stopping places.			
Sequence	Bus Stop Code*	Road Name*	Bus Stop Description*
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

- Under "Proposed Operating Hours", provide the day(s) of usage and the timings that the first and last bus will depart from the first bus stop listed in your application. Include the headway (interval) between each trip and the number of trips for each operating period.

For bus services that operate only one trip, fill in the same first and last bus timings and "0" for the headway (min).

Proposed Operating Hours: Direction 1						
Operating Day(s) *	Period *	No. of Trips	First Bus * (Key-in as 24-hour format, e.g. 07:00 or 19:30)	Last Bus * (Key-in as 24-hour format, e.g. 07:00 or 19:30)	Headway Range (min)	
					From *	To
☐ M ☐ Tu ☐ W ☐ Th ☐ F ☐ Sa ☐ S ☐ PH	06:30 to 09:30 -		07:00	08:00	15	20
☐ M ☐ Tu ☐ W ☐ Th ☐ F ☐ Sa ☐ S ☐ PH	-- Select Period --					
	04:00 to 06:29					
☐ M ☐ Tu ☐ W ☐ Th ☐ F ☐ Sa ☐ S ☐ PH	06:30 to 09:30					
☐ M ☐ Tu ☐ W ☐ Th ☐ F ☐ Sa ☐ S ☐ PH	09:31 to 16:59					
☐ M ☐ Tu ☐ W ☐ Th ☐ F ☐ Sa ☐ S ☐ PH	17:00 to 20:00					
☐ M ☐ Tu ☐ W ☐ Th ☐ F ☐ Sa ☐ S ☐ PH	20:01 to 01:00					
☐ M ☐ Tu ☐ W ☐ Th ☐ F ☐ Sa ☐ S ☐ PH	01:01 to 03:59					
☐ M ☐ Tu ☐ W ☐ Th ☐ F ☐ Sa ☐ S ☐ PH	-- Select Period --					

2.1.4. Section D – Proposed Bus Fleet and Bus Registration Number(s)

- Enter the number of buses to be used to operate the bus service. The corresponding number of fields will be enabled for entering of vehicle details as shown below.
- Select the "Type of Bus" from the dropdown list of different seating capacity ranges (e.g. if your bus is a 19-seater, select "20-seater and below").

- Enter the bus registration number(s) and seating capacity for the proposed bus fleet, if available. These details can be provided after approval if they are unavailable at the point of application.
- Ensure no extra spacing before/after the vehicle registration number e.g. "PC123A"

Section D – Proposed Bus Fleet and Bus Registration Number(s)							
Number of Buses to be Deployed:				1			
S/N	Type of Bus*	Bus Registration Number	Seating Capacity	S/N	Type of Bus*	Bus Registration Number	Seating Capacity
1	20-seater and below	PC123A	19	16	-- Select Bus Type --		
2	-- Select Bus Type --			17	-- Select Bus Type --		
3	-- Select Bus Type --			18	-- Select Bus Type --		
4	20-seater and below			19	-- Select Bus Type --		
5	21- to 40-seater			20	-- Select Bus Type --		
6	41- to 60-seater			21	-- Select Bus Type --		
7	61- seater and above			22	-- Select Bus Type --		
8	Single-deck omnibus			23	-- Select Bus Type --		
9	Double-deck omnibus			24	-- Select Bus Type --		
10	Articulated omnibus			25	-- Select Bus Type --		
11	-- Select Bus Type --			26	-- Select Bus Type --		
12	-- Select Bus Type --			27	-- Select Bus Type --		
13	-- Select Bus Type --			28	-- Select Bus Type --		
14	-- Select Bus Type --			29	-- Select Bus Type --		
15	-- Select Bus Type --			30	-- Select Bus Type --		

2.1.5. Section E – Additional Information

- Under "Additional Information", provide any information that may be relevant for the assessment of the use of bus stops (e.g. if the bus service only operates during specific periods like the school holidays).

Section E – Additional Information
For specific operating periods (e.g. only during school holidays or eve of public holidays, etc), please indicate in the field below. 3,000 characters limit

2.1.6. Section F – Declaration by Applicant

- Ensure that the application form is digitally signed with date not more than 3 days ago. If you are unable to sign digitally, please attach the manually signed copy separately when submitting the application to the LTA.

Section F – Declaration by Applicant		
I hereby declare that the details furnished in this document are true and correct to the best of my knowledge.		
		
Name of Authorised Person	Signature of Authorised Person	Designation of Authorised Person

2.2. How to Submit Application

Email the following to the LTA at LTA_Bus_Licence@lta.gov.sg:

- Duly filled in and digitally signed Enhanced PDF form
- Any additional supporting documents related to the application for use of bus stop (e.g. map of route taken, bus service schedule, etc)

Submission Timeline:

At least 1 month before the usage start date of the bus stop.

Things to Note:

Ensure that all supporting documents are in the following formats only:

- pdf, jpeg, jpg, png, doc, docx, xls, xlsx

If you are unable to digitally sign the enhanced PDF form, a manually signed copy of the form must be separately attached in the email.

2.3. Email Notifications

- ❖ An acknowledgement email will be sent to you upon the LTA's receipt of the application.

Once the application is received, an application number will be assigned. You may quote the application number to enquire the status of your application.

Sample of Acknowledgement Email for New Applications

Subject: (LTA) Application for Use of Bus Stops(s) - N-BS-202201010000

Dear Mr John Doe

We have received your application for the use of bus stop(s).

Application Number	N-BS-202201010000
Application Type	New
Bus Service Type	Free
Bus Service Name	ABC Shuttle Service
Operator	ABC Bus Company

We will inform you of the outcome of your application via email within one month.

Please email to if you have any questions.

Thank you.

This is a system generated notification, please do not reply to this email.

❖ Once the application is approved (or partially approved), you will receive an email for the approval to use the bus stop.

Please take note of the Use of Bus Stop ID and conditions for approval stated in the email.

The Use of Bus Stop ID is different from the application number. Use of Bus Stop IDs start with prefix "BS" followed by 12 numbers. It is required for the following:

- Amendment of the use of bus stop details (e.g. change of date, bus registration number, usage hours, etc.)
- Cancellation of the bus stop usage
- Clarifications or correspondences related to the bus stop usage

Sample of Email for Approved/Partially Approved Applications

Subject: (LTA) Application for Use of Bus Stops - N-BS-202201010000 - New – Approved

Dear Mr John Doe

We have **Partially Approved** your application for the use of the following bus stops(s).

Application Number	N-BS-202201010000
Use of Bus Stop ID	BS202201010001
Application Type	New
Bus Service Type	Free
Bus Service Name	ABC Shuttle Service
Operator	ABC Bus Company

Please refer to the table below for the details.

S/n	Bus Stop Code	Bus Stop Description	Road Name	Outcome	Remarks
1				Approved	-
2				Rejected	Bus stop is located along full day bus lane.

Approved usage period:

S/n	Operating Days	Period	First Bus Timing	Last Bus Timing	No. Of Trips	Headway Range
1						

Please quote the above Use of Bus Stop ID for any future amendment and/or extension of use of the bus stop(s).

Please note the following conditions for the use of the bus stop(s):

S/n	Condition
1	
2	

Please email [\[redacted\]](#) if you have any questions.

Thank you.

This is a system generated notification, please do not reply to this email.

- ❖ If the LTA does not approve the use of the bus stop(s), you will receive an email for the unsuccessful application.

Sample of Outcome Email for Rejected Applications

Subject: (LTA) Application for Use of Bus Stops - N-BS-202201010001 - New - Unsuccessful

Dear Mr John Doe

We would like to inform you that your following application for the use of bus stop(s) is unsuccessful.

Application Number	N-BS-202201010001
Application Type	New
Bus Service Type	Free
Bus Service Name	ABC Shuttle Service
Applicant	ABC Bus Company

Please refer to the table below for the details.

Direction 1

S/n	Bus Stop Code	Bus Stop Description	Road Name	Remarks
1	01012	Hotel Grand Pacific	Victoria St	Bus stop is heavily utilised during the proposed usage hours.
2	01013	St. Joseph's Ch	Victoria St	Bus stop is located along a full-day bus lane.

Please email to  if you have any question.

Thank you.

This is a system generated notification, please do not reply to this email.

- ❖ For usage of bus stop(s) longer than a year, you must apply for renewal of approval for use of bus stop at least one month before the current approval expires. You will receive an email reminder 2 months before the current approval expiry date to renew the approval for use of the bus stop.

Please refer to User Guide Section 4 on Renewal of Approval for Use of Bus Stops.

Sample of Email Reminder on Expiry of Approval for Use of Bus Stop

Subject: (LTA) Reminder to Renew Use of Bus Stops – BS202101010001

Dear Mr John Doe

We would like to inform you that the approval for the use of the following bus stop(s) will expire on [REDACTED].

Use of Bus Stop ID	BS202101010001
Bus Service Type	Free
Bus Service Name	ABC Shuttle Service
Operator Name	ABC Bus Company

Details of the approved bus stop(s):

S/n	Bus Stop Code	Bus Stop Description	Road Name
1	[REDACTED]	[REDACTED]	[REDACTED]

Approved usage period:

S/n	Operating Days	Period	First Bus Timing	Last Bus Timing	No. Of Trips	Headway Range
1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

If you wish to continue using the bus stop(s) after [REDACTED] you must submit an application via email to [REDACTED] by [REDACTED] for approval.

You can download the application form at [REDACTED]

Please note that the Land Transport Authority reserves the right to amend or reject the application.

Please email to [REDACTED] if you have any question

Thank you.

This is a system generated notification, please do not reply.

3. Amendment of Use of Bus Stop Details after Approval

Bus operators/organisations are required to seek the LTA's approval if there is any change to the use of bus stop(s) after approval has been given. The application for amendment must be submitted to and approved by the LTA before implementation of the revised operating details.

Types of amendments:

- Amend Usage Date of the bus stop(s) (e.g. bring forward or postpone)
- Amend operating hours of the bus service
- Amend number/ type of buses used
- Amend the list of bus stops used

3.1. How to Submit Application for Amendment (Using the Enhanced PDF Form)

Step 1: Fill in the PDF form for use of bus stop.

- Select "Amendment Application" under "Type of Application".
- Fill in the Use of Bus Stop ID (e.g. "BS202101010001") assigned to the original approved application.

Type of Application*	Type of Service*
☐ New Application ☒ Amendment Application ☐ Renewal Application ☐ Cancellation Application	☒ Free Shuttle Service ☐ Chartered Service ☐ On-demand Service
Use of Bus Stop ID (Mandatory for Amendment / Renewal / Cancellation):	BS202101010001

Step 2: Provide your particulars and bus service information under Sections A and B (*refer to User Guide Section 2.1.1 and 2.1.2*).

Step 3: Under Sections C and D, tick the checkbox(es) of the operating details that you wish to amend and fill in the revised details.

- Section C: Proposed Route, Stopping Places and Operating Hours (*refer to User Guide Section 2.1.3 on how to fill in the tables*)

☒ Section C – Proposed Route, Stopping Places and Operating Hours*
☐ Proposed Stopping Place(s): Direction 1
☐ Proposed Stopping Place(s): Direction 2
☐ Proposed Operating Hours: Direction 1
☐ Proposed Operating Hours: Direction 2

- Section D: Proposed Bus Fleet and Bus Registration Numbers (*refer to User Guide Section 2.1.4 on how to fill in the tables*)

☐ Section D – Proposed Bus Fleet and Bus Registration Number(s)
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Step 4: Provide any additional information under Section E and ensure that the form is digitally signed with date not more than 3 days ago. If you are unable to sign digitally, please attach the manually signed copy separately when submitting the request for Amendment to the LTA (*refer to User Guide Section 2.1.5 and 2.1.6*).

Step 5: Email the completed form to the LTA.

Similar to New applications, an acknowledgement email will be sent to you upon the LTA's receipt of the application. An outcome email will be sent to you to inform you of the outcome of your application once LTA has processed the application.

4. Renewal of Approval for Use of Bus Stops

For usage of bus stop(s) longer than a year, bus operators/organisations are required to apply for renewal of the approval for use of bus stop at least one month before the current approval expires.

4.1. How to Submit Application for Renewal (Using the Enhanced PDF Form)

Step 1: Fill in the PDF form for use of bus stop application.

- Select "Renewal Application" under "Type of Application".
- Fill in the Use of Bus Stop ID (e.g. "BS202101010001") assigned to the original approved application.

Type of Application*	Type of Service*
☐ New Application ☐ Amendment Application ☒ Renewal Application ☐ Cancellation Application	☒ Free Shuttle Service ☐ Chartered Service ☐ On-demand Service
Use of Bus Stop ID (Mandatory for Amendment / Renewal / Cancellation):	BS202201010001

Step 2: Provide your particulars and bus service information under Sections A and B (*refer to User Guide Section 2.1.1 and 2.1.2*).

Step 3: If you wish to amend the operating details of your bus service, select the checkbox(es) for the tables with proposed amendments and fill in the revised details under Sections C and D.

Step 4: Provide any additional information under Section E and ensure that the form is digitally signed with date not more than 3 days ago. If you are unable to sign digitally, please attach the manually signed copy separately when submitting the request for Amendment to the LTA (*refer to User Guide Section 2.1.5 and 2.1.6*).

Step 5: Email the duly completed and digitally signed form to the LTA.

Similar to New/Amendment applications, an acknowledgement email will be sent to you upon the LTA's receipt of the application. An outcome email will be sent to you to inform you of the outcome of your application once LTA has processed the application.

5. Cancellation of Use of Bus Stop after Approval

Bus operators/organisations are required to inform the LTA if the use of bus stop is no longer required.

5.1. How to Submit Application for Cancellation (Using the Enhanced PDF Form)

Step 1: Fill in the PDF form for use of bus stop application.

- Select "Cancellation Application" under "Type of Application".
- Fill in the Use of Bus Stop ID (e.g. "BS202101010001") assigned to the original approved application.

Type of Application*	Type of Service*
☐ New Application ☐ Amendment Application ☐ Renewal Application ☒ Cancellation Application	☒ Free Shuttle Service ☐ Chartered Service ☐ On-demand Service
Use of Bus Stop ID (Mandatory for Amendment / Renewal / Cancellation):	BS202101010001

Step 2: Provide your particulars under Section A (*refer to User Guide Section 2.1.1*).

Step 3: Indicate the last day of usage of the bus stop(s) under Section E (*refer to User Guide Section 2.1.5*).

Step 4: Ensure that the form is digitally signed with date not more than 3 days ago. If you are unable to sign digitally, please attach the manually signed copy separately when submitting the request for Cancellation to the LTA (*refer to User Guide Section 2.1.6*).

Step 5: Email the completed form to the LTA.

5.2. Email Notifications

An email will be sent to you upon successful cancellation of the use of bus stop.

Subject: (LTA) Expiry of Approval for Use of Bus Stops – BS202101010001

Dear Mr John Doe

We would like to inform you that the approval for the use of the following bus stop(s) will expire on [REDACTED].

Use of Bus Stop ID	BS202101010001
Bus Service Type	Free
Bus Service Name	ABC Shuttle Service
Usage End Date	[REDACTED]
Operator	ABC Bus Company

You are required to cease the usage of the following bus stops from [REDACTED].

S/n	Bus Stop Code	Bus Stop Description	Road Name
1	[REDACTED]		
2			

Please email to [REDACTED] if you have any question

Thank you.

This is a system generated notification, please do not reply.

- End -