

 ITSO Division	Division/Section: <b>ITSO Division /ITSO OCC Traffic Operations</b>	Rev No. <b>2</b>
	Document No: <b>ITSO/OCC/SOP/NOP02.007</b>	Effective Date: <b>Xx Dec 2020</b>
	<h2>Reporting Of Damaged Road Furniture</h2>	

ITSC/OCC/SOP/NOP02.007	Reporting Of Damaged Road Furniture
------------------------	-------------------------------------

## Table of Contents

1	DESCRIPTION .....	5
2	RESPONSIBLE PERSONS .....	5
3	ACTIONS.....	5
4	ABBREVIATIONS.....	6
5	REFERENCES .....	6

Doc No.	ITSO/OCC/SOP/NOP02.007	Page	2 of 6
File	Reporting of Damaged Road Furniture		

ITSC/OCC/SOP/NOP02.007	<b>Reporting Of Damaged Road Furniture</b>
------------------------	--

**DOCUMENT CONTROL**

REV	DOCUMENT TITLE & COPY NUMBER	Date	Prepared by	Reviewed by	Approved by
0	Reporting Of Damaged Road Furniture Copy____of ____	15 <sup>th</sup> December 2009	Mohamed Fairros Bin Mohamed Ali (OE)	Alfred Loh (SOE)	Soh Ling Tim (MOPN)
1	Reporting Of Damaged Road Furniture Copy____of ____	XX October 2013	Chiam Zhi Wei (DysOE)  Chua Teck Leong (AOM, ITSO OCC)	Ng Soon Han, Frankie (DOM, ITSO OCC)	Yeo Se Lay (SM,Ops)
2	Reporting Of Damaged Road Furniture Copy____of ____	XX December 2020	Daniel Wu (AOM)  Lye Keng Fatt (DM, ITSO OCC)	Ng Soon Han, Frankie (Mgr, ITSO OCC)	Yeo Se Lay (DDIT)

Doc No.	ITSO/OCC/SOP/NOP02.007	Page	3 of 6
File	Reporting of Damaged Road Furniture		

<b>ITSC/OCC/SOP/NOP02.007</b>	<b>Reporting Of Damaged Road Furniture</b>
-------------------------------	--

### AMENDMENT HISTORY RECORD

Rev No.	Effective Date of Change	Section & Sub- Section Amended	Amendments/ References	Party Requesting for Change
1	XX Oct 2013	Whole Document	Due to organization change of division name from ITSC to ITSO.	DOM, ITSO OCC
2	XX Dec 2020	Whole Document	Due to change of Staff Designations in ITSO OCC. Delete SOE, insert DM Delete DySOE, insert DyAM	Mgr, ITSO OCC

Doc No.	ITSO/OCC/SOP/NOP02.007	Page	4 of 6
File	Reporting of Damaged Road Furniture		

ITSC/OCC/SOP/NOP02.007	Reporting Of Damaged Road Furniture
------------------------	-------------------------------------

## Section 1 Description

1.1.1 The following procedure describes the reporting of damaged road furniture. Examples of common damaged road furniture include:

- Vehicle Impact Guardrail (VIG)
- Lamp post (LP)
- Traffic light poles
- Crash cushions
- Directional signboards
- Potholes
- Uneven road
- CTE, FCT, WVT and SGW tunnel equipments

## Section 2 Responsible Persons

Deputy Manager (DM) / Operations Executives (OE)

## Section 3 Action

### Sub Section 3.1 Reporting Of Damaged Road Furniture

3.1.1 Damage report sources can come from Traffic Police, members of public, VRS RC and other agencies via telephone, PTZ / J-Eyes cameras or RC patrol / incident reports.

3.1.2 Information to be recorded in a damage furniture report:

- a) Name, organization of caller
- b) Contact number of caller
- c) Date, Time, Location of damage
- d) Type of furniture damaged
- e) Photographs, if available

3.1.3 OE shall report to LTA 1- Call Centre (1800-2255582) and inform Duty DM after receiving the damaged road furniture information. Duty DM may e-mail to the relevant maintenance department via e-mail "hotline" address with photographs attached.

3.1.4 If damage is critical or deemed unsafe for road users, DM may follow up with 1-Call Center and liaise directly with relevant maintenance department. DM may escalate to management via sms if required.

3.1.5 OE shall update in the damaged road furniture report file. DM to follow up with the relevant departments.

Doc No.	ITSO/OCC/SOP/NOP02.007	Page	5 of 6
File	Reporting of Damaged Road Furniture		

ITSC/OCC/SOP/NOP02.007	Reporting Of Damaged Road Furniture
------------------------	-------------------------------------

## Section 4 Abbreviations

OE	Operations Executive
DM	Deputy Manager
VRS	Vehicle Recovery Service
RC	Recovery crew
RAM	Road Asset Maintenance

## Section 5 References

1. Intelligent Transport Systems Operations(Operations), Integrated Standard Operating Procedure

Doc No.	ITSO/OCC/SOP/NOP02.007	Page	6 of 6
File	Reporting of Damaged Road Furniture		