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Staff Roles, Responsibilities & Guidelines

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DOCUMENT CONTROL

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1	Staff Roles, Responsibilities & Guidelines 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)
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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

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Section 1. Introduction

- 1.1.1 The document describes the roles, responsibilities and the general duties of the Deputy Manager, the Operation Executive and the Fault Coordinator.
- 1.1.2 It also states the general guidelines for discipline, rules and code of conduct for ITSO OCC staff for compliance.

Section 2. Personnel Involved

Deputy Manager, Deputy Assistant Manager, Operations Executive and Fault Coordinator

Section 3. ITSO OCC Staff Roles & Responsibilities

Sub-Section 3.1 Roles and Responsibilities Of The Deputy Manager (DM)

3.1.1 Role of the Deputy Manager (DM) is to be in charge of the entire ITSO OCC. This includes the Deputy Assistant Manager (DyAM), Operations Executives (OEs) and all contractors who may be working in OCC.

3.1.2 The DM will be the point of contact between the management and the Control Room during routine, abnormal and crisis operations.

3.1.3 The DM must be familiar with all documents and the latest appropriate Singapore legislation pertaining to road operations so as to carry out their roles, duties and responsibility effectively.

3.1.4 Operational responsibilities of the DM are as follows:

- (a) Supervise and ensure the Operations Executive (OE) carry out their duties in a professional and responsible manner and comply with the procedures as stipulated in all road operations documents and follow the correct method of working.
- (b) Monitor the traffic flow and detect any abnormalities that may affect the traffic flow via all means at the DM disposal.
- (c) Anticipate the impact of traffic incidents on the traffic flow. Take the necessary actions and make the necessary decisions to minimize congestion.
- (d) Ensure that the traffic information disseminated to motorists is correct and updated according to the real-time traffic condition.
- (e) Assist OE in handling public feedback and queries when they can't handle the case and need to escalate to the DM level.
- (f) Ensure that the safety rules and regulations are strictly adhered for all events occurring on the expressways.
- (g) Ensure that the status of all equipment are closely monitored and reported any faulty equipment promptly by the Fault Coordinator.
- (h) Ensure a proper handing and taking over duties and conduct a daily briefing during a change of shift. If a major event occurs at or just before the change of shift, the duty officer will be responsible for the follow-up actions until the incoming duty officer has completed the taking over or otherwise instructed by the Manager (ITSO OCC)
- (i) Assist OE in adjustment of traffic signal timings to mitigate traffic congestion.
- (j) Use of Junction Eyes to verify technical fault and monitor traffic condition at traffic light junctions.

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- (k) Work closely with LTOC, KPE OCC and other external agencies
- (l) Advise and provide assistance to operation executive on complicated incident and escalate to management on incidents via SMS
- (m). When FC is not on duty to assume FC duties to report faults and liaise with contractors to ensure the prompt rectification of all technical fault

3.1.5 Administrative responsibilities DM include:

- a) Handle a team of operation executive; take care of their welfare and address their concern.
- b) Prepare monthly shift claim for the team.
- c) Keep track of their leave and medical leaves and arrange for covering officers when necessary.
- d) Approve / arrange for operation executive to attend course.
- e) Assign the operation executive to their respective zone in advance.
- f) Processing of urgent or emergency ERMS (EMAS electronic work application) and forward any total closures to the respective Ops & Planning section.

Sub-Section 3.2 Roles and Responsibilities Of The Deputy Assistant Manager (Dy AM)

3.2.1 Role of the Deputy Assistant Manager (Dy AM) is to be the deputy-in-charge of the entire ITSO OCC. This includes the Operations Executives (OEs) and all contractors who may be working in OCC.

3.2.2 DyAM can assume duty of OE during manpower shortage.

3.2.3 DyAM has to communicate via either fax or telephone to Media Corp Radio for any urgent additional information for radio announcement.

3.2.4 DyAM has to monitor EMAS Arterial Corridors and to assist DM in checking all generated IR.

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Sub-Section 3.3 Roles and Responsibilities Of The Operations Executive

3.3.1 Role of the Operation Executive (OE) is operational frontline in terms of control room operations.

3.3.2 OE must be vigilant at all times to react to any incidents that may occur on the expressways in accordance to procedures.

3.3.3 OE is responsible to respond to all traffic alerts, monitoring the respective zone, detecting incidents and interpreting the information available to better operate the system.

3.3.4 OE must report any abnormal traffic issues to the DM and choose the course of actions to meet motorists' expectations and maintain accuracy in all records and documentation

3.3.5 The responsibilities of the OE are as follows:

- a) Pan all cameras regularly and use other traffic-monitoring device to monitor traffic flow and detect any abnormalities in the road network.
- b) Report to the DM once detected an incident or report any equipment fault to the FC.
- c) Manage incidents effectively, implement messages to advise motorist and traffic plan to mitigate traffic jam and record the details of all incidents in the IR.
- d) Ensure that the safety rules and regulations are strictly adhered for all events occurring on the expressways including contractors booking in for road works
- e) Co-ordinate with external agencies / parties to manage incidents.
- f) Maintain the records of all events.
- g) Attending to calls from members of the public and handling simple feedback cases.
Record feedback into feedback file for follow up actions
- h) Adjust traffic light timing for congested roads.
- i) Checking of VRS incident, accident and patrol report and submit to DM for verification.
- j) Ensure a proper handing and taking over during a change of shift. If a major event occurs at or just before the change of shift, the OE will be responsible for the follow-up actions until the incoming traffic OE has completed the taking over or otherwise instructed by DM.

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Sub-Section 3.4 Roles and Responsibilities Of The Fault Coordinator

3.4.1 The Fault Coordinator (FC) role is to monitor all system and equipment status and report all system failures and equipment faults to the maintenance team.

3.4.2 FC shall be the one-point contact for the management of system failure and equipment faults in the control room.

3.4.3 The monitoring scopes of the Fault Coordinator include the i-transport system, the upgraded EMAS server and its sub-systems (FELS), the traffic lights, variable message signs, surveillance, detection cameras, etc.

3.4.4 The responsibilities of the FC are as follows:

- a) Monitor all OCC equipment and system; ensure they are in their operation mode.
- b) Report system and equipment fault to respective contractor and ensure contractor received the work order given to them.
- c) Monitor the downtime of fault equipment and ensure they are rectified within their contractual period or until the fault is cleared and back to operation mode.
- d) Update Deputy Manager (DM, ITSO OCC) on ad-hoc maintenance, troubleshooting or removal of equipment whenever necessary, which would otherwise cause hindrance or disruption to operation. Monitor the progress and put up a report if necessary to DM so the latter can update higher management
- e) Perform secondary task assigned by the DM or Manager (ITSO OCC); archiving of video images, taking snapshots of a particular location.
- f) Ensure all work order is properly documented on forms and all fields are entered correctly in UMH until the work order is closed.

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Sub-Section 3.5 Roles and Responsibilities Of Operations Support Staff

3.5.1 The Operations Support staff is responsible to provide support to OCC in the form of general administrative duties as well as to the daily functionality Operations Control Centre.

3.5.2 The Operations Support staff shall be in-charge for planning and conducting training programme for new staff as well as refresher course for the existing staff as and when directed by Manager (ITSO OCC).

3.5.3 The Operations Support staff shall take role in representing OCC in project or assignment when assigned by Manager (ITSO OCC). However, the staff should refrain from taking upon any decision themselves in during project or assignment meeting. Staff should always gather information from such meeting and check back with Manager (ITSO OCC) before any finalized decision is/are made.

3.5.4 Other duties include:

- a) Approval of work permits on expressways through ERMS.
- b) Attend to public feedback and queries promptly when assigned by Manager (ITSO OCC) through EFMS.
- c) Assisting Manager (ITSO OCC) in control centre management.
- d) Planning and execution of planned events and ad-hoc events.
- e) Providing support to front-line operations whenever required.
- f) Disseminating of information to front-line operations.

Section 4. General Guidelines For Code of Conduct

Sub Section 4.1 Personal Safety

4.1.1 Personnel shall be responsible for their own health and safety, and the safety of those persons whom they come into contact with their during their operational activities.

4.1.2 Personnel shall not place themselves or others in danger. Wherever possible they must prevent others getting into danger and warn those who neglect to do so to take proper care.

4.1.3 Personnel shall not perform duties in respect of the operation or maintenance of the ITSO unless they have been trained and are competent to do so.

Sub Section 4.2 General Discipline

4.2.1 Personnel, whether on or off duty **must**:

- a) Be impartial in their dealings with members of the public, including their friends and relatives
- b) Ensure that money and other items where their duties require them to accept are properly taken to account and brought to the notice of their immediate supervisor.
- c) Conduct themselves in such a manner befitting of an LTA officer, so as not to bring the name and image of LTA in to disrepute.

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- d) Take charge of any article on behalf of any person unless expressly authorised,
- e) Solicit or accept any gift, gratuity or fee where there is any connection, direct or indirect, between the solicitation or acceptance and employment by LTA.
- f) Accept any invitation in the form of rewards or entertainment from any person that could place them under any real or apparent obligation.
- g) Knowingly falsify any report, or enter any inaccurate, false or misleading information in any of LTA documents.
- h) Abuse the position and authority as an LTA appointed officer
- i) Transfer, misuse or disseminate any staff ticket, permit, any form of information or authority issued to them.
- j) Waste, wilfully damage or wantonly destroy any property of LTA.
- k) Incite or cause an affray in the workplace.

Sub Section 4.3 Duty Requirements

4.3.1 Staff must:

- a) Report for duty at the appointed time and place, and in a fit condition to perform their duties properly.
- b) Be prepared to extend or change their hours of duty or curtail breaks and rest periods for operational requirements.
- c) Possess the necessary and tested equipment for the execution of their duties in connection with the working in ITSO OCC, including spectacles where prescribed
- d) Keep themselves up-to-date with the procedures, publications and other relevant amendments that relate to their positions for the satisfactory execution of their duties,

4.3.2 If absent from duty without prior consent, staff must inform their supervisors not less than 3 hours before the scheduled time for commencement of duty (unless an emergency situation which makes it impossible to meet the notification time), submit an explanatory note on their return to work. (A medical certificate from an approved medical practitioner must be submitted in respect of any absence due to sickness.)

4.3.3 Urgent leave without documented proof it will be subjected to manpower availability and the discretion of the immediate supervisor.

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4.3.4 Personnel **must not**:

- 4.3.4.1 Bring or have with them any liquor or offensive weapons.
- 4.3.4.2 Work under the influence of intoxicating liquor or any medication, drug, or other substance (except for medicine prescribed by doctor and of which their supervisor is aware).
- 4.3.4.3 Be subject to any other factors, such as stress, injury, or illness that might affect their alertness, co-ordination, reaction, response, or safety in any way or otherwise impair their proper performance or that of others.
- 4.3.4.4 Leave their workplace, or enter tenant's premises, a canteen, rest room or smoking area, except:
 - a) With the express permission of their supervisor, or
 - b) When it is permitted or leave during an authorized break or relief period, or
 - c) When required in the routine course of their duties.
- 4.3.4.5 Smoke, while on duty, except in designated locations.
- 4.3.4.6 Sleep, or give the appearance of sleeping while on duty.
- 4.3.4.7 Read newspapers and publications other than those connected with their duties while on duty.
- 4.3.4.8 Engage in gambling, or give the impression of gambling, or make or receive bets or wagers.
- 4.3.4.9 Use radio sets or other electrical or electronic equipment/gadgets while on duty unless authorized.
- 4.3.4.10 Exchange duties without prior knowledge or consent of their supervisors.

4.3.5 When on duty, personnel must be correctly and smartly dressed, i.e. in clean and appropriate attire, and respectable in appearance (including their hairstyle, fingernails and footwear)

Sub Section 4.4 Compliance with Instructions

4.4.1 Personnel must read, understand, and comply with the instructions relating to their positions as are deemed necessary for the satisfactory execution of their duties.

4.4.2 Supervisors must instruct and ensure that personnel under their control work to the requirements of the rules, procedures and instructions. DM are to report any misconduct during operations in the control room to Manager (ITSO OCC).

4.4.3 Personnel must

- a) Obey valid instructions of their Supervisors.
- b) Provide written reports when specified or instructed to do so.

4.4.4 Any breach of Rules, Procedures, valid Instructions and Guidelines by an LTA employee may lead to disciplinary action, suspension or dismissal from service.

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Sub Section 4.5 Medical Requirements

- 4.5.1 Personnel must, if required, undergo medical, eyesight, practical and other examinations to assess their competence and fitness to carry out their duties.
- 4.5.2 It is the personal responsibility of the personnel to maintain their own physical and mental fitness in order to carry out their duties.
- 4.5.3 When consulting a doctor, personnel must:
- a) Advise the doctor of the nature of their work
 - b) Check if the prescribed medication has any possible side-effects, which may affect the safe performance of their jobs.
 - c) Personnel taking a course of medication that may affect their alertness and performance must report to their supervisors before commencement of their duties.
- 4.5.4 Personnel must, if required, undergo further medical, eyesight, practical and other examinations to assess their continued competence to carry out their duties should their physical or mental fitness has become a suspect affecting their ability in carrying out their duties
- 4.5.5 Any non-compliance or failure to submit to appointed examinations or to reach the required standard may disqualify personnel from continuation in their normal duties and may lead to their suspension and/or dismissal.

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Section 5 Abbreviations

ERMS Enhance Road Management System

EMAS Expressway Monitoring and Advisory System

FELS Front End Logic System

FC Fault Coordinator

ITSO Intelligent Transport Systems Operations

KPE Kallang Paya Lebar Expressway

LTA Land Transport Authority

LTOC Land Transport Operations Center

OCC Operations Control Center

OE Operations Executive

DM Deputy Manager

DyAM Deputy Assistant Manager

UMH Unified Maintenance Hub

Section 6 References

1. ITSO ISO Document -ROCP Group ITSO Quality Plan
2. Intelligent Transport Systems Operations, Integrated Standard Operating Procedures

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