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ITSO/OCC/SOP/NOP02.010

Handling of Abandon Items & Abandon Vehicles

ITSO/OCC/SOP/NOP02.010	Handling of Abandon Items & Abandon Vehicles
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DOCUMENT CONTROL

REV	DOCUMENT TITLE & COPY NUMBER	Date	Prepared by	Reviewed by	Approved by
0	Handling of Abandon Items & Abandon Vehicles Copy____of ____	15 th December 2009	Benson Khoe (SOE)	Alfred Loh (SOE)	Soh Ling Tim (MOPN)
1	Handling of Abandon Items & Abandon Vehicles 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	Handling of Abandon Items & Abandon Vehicles 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)

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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. Description

- 1.1.1 Daily there are abandoned items or vehicles left on the expressway due to various reason, these items or vehicle may pose a danger to other motorists if they are not removed from the Expressway.
- 1.1.2 This procedure sets out the process to undertake when handling abandoned vehicles and items.

Section 2. Personnel Involved

- a) Operations Executive (OE)
- b) Deputy Manager (DM)
- c) CERTIS CISCO Deployment Officer
- d) CERTIS CISCO Recovery Crew

Section 3. Process

Sub-section 3.1 Abandoned Vehicle on the Shoulder, Main Carriageway Lane or Centre Median

- 3.1.1 OE to open an Incident Record and put up message on the Variable Message Signboard and dispatch Recovery Crew (RC) to location once spotted or notified of any abandoned vehicle on the Shoulder, Lane or Centre Median from the camera. (* To note, if the abandoned vehicle is spotted on the lane, to dispatch LTM to location to direct traffic while RC tow the abandon vehicle).
- 3.1.2 Once RC or LTM arrives at the location, OE get the abandoned vehicle registration number and do a screening with Traffic Police (TP) to see if the vehicle is stolen. If the screening result is not stolen or "Green", request for the TP's officer name and key inside the Incident Record together with the green button icon selected to indicate the vehicle is not stolen (proceed to 3.1.4).
- 3.1.3 If the screening result from TP is "Stolen", key the screening result inside the Incident Record together with the TP's officer name who inform of the result. Change the Green button icon once to the button icon to Red in order to indicate that the vehicle is stolen. Inform RC and LTM of the screening result and ask them to standby for TP officer who is coming to take over the case. Our RC to standby at location to provide assistance to TP. (* important note, remind our RC and LTM not touch the vehicle anymore to prevent any further tampering of the evidence). TP will activate their own tow truck to tow the stolen vehicle away upon completion of their investigation.
- 3.1.4 After the screening from TP is clear, RC to make a visual check on the abandoned vehicle, take photo of the vehicle and diary down the damages (if any) on their record before towing the vehicle.
- 3.1.5 If the abandoned vehicle is a vehicle other than a motorcycle, check if the vehicle's door is secured, if the door is not secured, inform LTM to carry out a check on the vehicle. LTM will carry an abandoned vehicle checklists (Attachment 2); they will go through the checklist to record down the valuable items and will proceed to secure the vehicle.

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- 3.1.6 If the abandoned vehicle is a motorcycle, RC to check no valuable items, such as Cashcard, Helmet, Raincoat etc is left unattended. If there is any item/s not secured, RC is to bring these item/s to his Operations Officer (OO) who will make arrangement for the items to be handed over to the Police. The OE will also record the items in the IR.
- 3.1.7 RC will proceed to tow the vehicle out of expressway to a designated abandon vehicle car park once all necessary procedure is done. OE is to fill up all the details of the abandoned vehicle including any valuable items and the location (only to designated abandon vehicle carpark, refer to Attachment 1) where it is tow to in the Abandoned Vehicle Record Book.
- 3.1.8 For foreign abandoned vehicles, URA car parks are strictly prohibited.
- 3.1.9 If road tax disc on vehicle is expired, RC to inform OE who will inform DM. DM will confirm the validity of the road tax via the VTL registry website.
- 3.1.10 If it is expired, DM shall inform VTL on the following numbers, during office hours from Monday to Friday: 65535299 / 65535437, after office hours: 97188680 to inform VTL officer of the location to which the abandon vehicle was towed so they can take over at the car park. DM shall inform via e-mail Ops & Planning, Mr. Alan Teh, Ms Wendy Ang or Ms Ng Bee Chin of such cases. For such cases do not reveal to the owner the location of the abandon vehicle was towed.
- 3.1.11 For any calls by member of public to claim any abandon vehicle, location of the abandon vehicle information can be release only to the registered owner of the vehicle. OE shall take down the caller's particulars and pass this information to the DM. DM shall logon to the VTL website to check the caller's particulars against the registered owner particulars. If it matches, the vehicle location information will be released to the caller.
- 3.1.12 For cases of claiming any abandoned foreign vehicles, OE shall take down the caller's particulars such as Foreign Identification, Singapore contact and working address. After which the vehicle location information will be released to the caller.

Sub-section 3.2 Abandoned items on the Shoulder, Main Carriageway Lane or Centre Median

- 3.2.1 Open a Incident Record and put up message on the variable message Signboard and dispatch our Recovery Crew (RC) to location once spotted any abandoned item on the Shoulder, Lane or Centre Median from the camera, (* To note, if the abandoned item is spotted on the lane, to dispatch LTM to location to direct traffic while RC recovers the item).
- 3.2.2 Once our RC arrives at the location, RC to proceed to recover the abandoned item from the expressway. OE to remind the RC to recover the item in a safe manner without compromising their safety.

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- 3.2.3 Once the items have been recovered from the expressway, determine what item it is and seek advise from the OE or DM and see if there is a need to send the recovered item to the Police Station as a lost and found item.

Section 4. Abbreviations

IR Incident Record
 ITSO Intelligent Transport Systems Operations
 LTM Land Transport Authority Traffic Marshals
 LTA Land Transport Authority
 DO Deployment Officer
 OE Operations Executive
 RC Recovery Crew
 SCDF Singapore Civil Defense Force
 DM Deputy Manager
 TP. Traffic Police
 VRS Vehicle Recovery Service

Section 5 References

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

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ATTACHMENT 1 VRS TOWING DESIGNATED CAR PARK

ABANDONED VEHICLE	NON-ABANDONED VEHICLE
PIE	
1 BLK 155 SIMEI RD	1 URA C/P AT CSA (AIRPORT BOULEVARD)
2 BLK 294 TAMPINES ST 22	2 BLK 155 SIMEI RD
3 BLK 101 TAMPINES ST 11	3 BLK 294 TAMPINES ST 22
4 BLK 214 TOA PAYOH LOR 8	4 BLK 101 TAMPINES ST 11
5 ADAM RD FOOD CENTRE	5 BLK 701 - 705 BEDOK RESERVOIR RD
6 BT TIMAH MARKET opp UPP BT TIMAH RD	6 BLK 71 CIRCUIT RD
7 BLK 937 JURONG WEST ST. 91	7 BLK 12 - 16 EUNOS CRESCENT
	8 TOA PAYOH SPORT COMPLEX
	9 BLK 214 TOA PAYOH LOR 8
	10 THOMSON / WHITLEY HEAVY VEH C/P
	11 ADAM RD FOOD CENTRE
	12 BT TIMAH MARKET opp UPP BT TIMAH RD
	13 JLN SEH CHUAN C/P
	14 BLK 1 - 4 TOH YI DRIVE
	15 BLK 213 - 215 JURONG EAST ST 21
	16 BLK 937 JURONG WEST ST. 91
CTE	
1 BLK 123 MC NAIR RD	1 BLK 123 MC NAIR RD
2 BLK 33 JLN BAHAGIA	2 BLK 33 JLN BAHAGIA
3 BLK 214 TOA PAYOH LOR 8	3 BLK 214 TOA PAYOH LOR 8
4 BLK 401 - 406 ANG MO KIO AVE 10	4 BLK 401 - 406 ANG MO KIO AVE 10
5 BLK 104 - 107 JLN BT MERAH	5 BLK 104 - 107 JLN BT MERAH
	6 BLK 1 - 5 SELETAR HILL
	7 BLK 102 POTONG PASIR AVE 1
	8 NEWTON FOOD CENTRE - CLEMENCEAU AVE NORTH
AYE	
1 BLK 30 DOVER RD	1 BLK 30 DOVER RD
2 BLK 401 - 406 CLEMENTI AVE 1	2 BLK 401 - 406 CLEMENTI AVE 1
3 BLK 415 - 416 PANDAN GARDEN	3 BLK 415 - 416 PANDAN GARDEN
4 BLK 104 - 107 JLN BT MERAH	4 BLK 10 YUNG KUANG RD
	5 BLK 311 - 320 CLEMENTI AVE 4
	6 BLK 104 - 107 JLN BT MERAH
	7 JURONG STADIUM C/P
	8 FIRST LOK YANG RD URA C/P

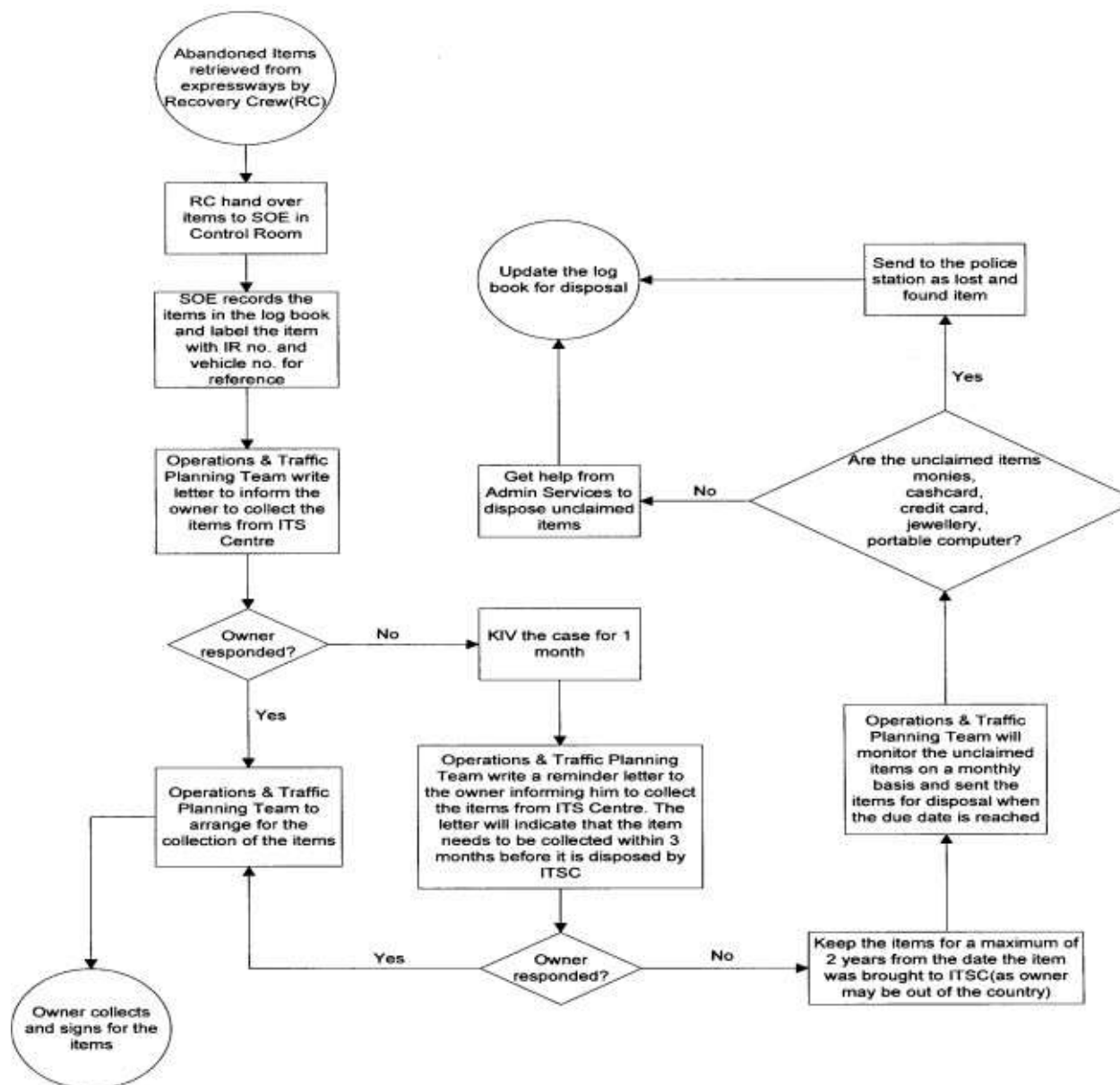
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ECP	
1 BLK 51 MARINE PARADE	1 BLK 51 MARINE PARADE
2 EAST COAST PARK C/P B1	2 EAST COAST PARK C/P B1
3 EAST COAST PARK C/P E1	3 EAST COAST PARK C/P E1
4 EAST COAST PARK C/P F1	4 EAST COAST PARK C/P F1
5 EAST COAST PARK C/P F3	5 EAST COAST PARK C/P F3
6 EAST COAST PARK C/P H	6 EAST COAST PARK C/P H
7 BLK 104 - 107 JLN BT MERAH	7 URA C/P AT CSA (AIRPORT BOULEVARD)
8 PRINCE EDWARD LINK URA C/P	8 BLK 104 - 107 JLN BT MERAH
9 BUGIS MRT URA C/P (BLANCO COURT)	9 PRINCE EDWARD LINK URA C/P
	10 BUGIS MRT URA C/P (BLANCO COURT)
SLE	
1 BLK 162 WOODLANDS CENTRAL RD	1 BLK 162 WOODLANDS CENTRAL RD
	2 BLK 816 YISHUN ST 81 (SPORT COMPLEX)
	3 BLK 1 - 5 SELETAR HILL
TPE	
1 BLK 432 TAMPINES ST 42	1 BLK 432 TAMPINES ST 42
	2 BLK104 PASIR RIS DRIVE 1
	3 BLK 532 - 534 PASIR RIS TOWN C/P
	4 BLK 1 - 5 SELETAR HILL
BKE	
1 BT TIMAH MARKET opp UPP BT TIMAH RD	1 BT TIMAH MARKET opp UPP BT TIMAH RD
2 BLK 162 WOODLANDS CENTRAL RD	2 JLN SEH CHUAN opp St
3 MARSILING H/V C/P off ADMIRALTY RD	3 BLK 162 WOODLANDS CENTRAL RD
	4 MARSILING H/V C/P off ADMIRALTY RD
KJE	
1 BLK 417 CHOA CHU KANG AVE 4	1 BLK 356 CHOA CHU KANG LOOP
	2 BLK 417 CHOA CHU KANG AVE 4

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ATTACHMENT 2-ABANDON ITEMS FLOW CHART

Handling of Abandoned Item

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ATTACHMENT 2 -UNATTENDED VEHICLE FORM (Pg.1)

UNATTENDED VEHICLE HANDLING FORM

- 1) Date & Time of Incident: _____
- 2) Vehicle License Plate No : _____
- 3) Location where vehicle is found :
- a) Expressways / Tunnels
- | | | | | | |
|------------------------------|------------------------------|-------------------------------------|------------------------------|------------------------------|-------------------------------------|
| <input type="checkbox"/> AYE | <input type="checkbox"/> BKE | <input type="checkbox"/> CTE (OPEN) | <input type="checkbox"/> ECP | <input type="checkbox"/> KJE | <input type="checkbox"/> KPE (OPEN) |
| <input type="checkbox"/> PIE | <input type="checkbox"/> SLE | <input type="checkbox"/> CTE TUN | <input type="checkbox"/> TPE | <input type="checkbox"/> FCT | <input type="checkbox"/> KPE TUN |
- a) KM Marking _____
- b) Direction _____
- c) Lane
- | | | | | | |
|-----------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|
| <input type="checkbox"/> SH | <input type="checkbox"/> Lane 5 | <input type="checkbox"/> Lane 4 | <input type="checkbox"/> Lane 3 | <input type="checkbox"/> Lane 2 | <input type="checkbox"/> Lane 1 |
|-----------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|
- 4) Road Tax Expiry Date : _____
- 5) Wanted Vehicle by Police : Yes / No
- 6) Whether vehicle is locked or not: Yes / No
- 7) Valuables found in vehicle: _____

[illegible]

Note:

- 1) If the Road Tax has expired, the Senior Operations Executive is to notify VTL Enforcement Unit.
- 2) If this is a wanted vehicle by Police, officer on site to wait for the Police to arrange to take over the vehicle for investigation.
- 3) Officer on site to hand over valuable (except bulky item) to the Senior Operations Executive in the Control room

ATTACHMENT 2 - UNATTENDED VEHICLE FORM (Pg.2)

Tell-Tale Signs Of A Car Bomb

Please tick below where applicable

Tail Lamps
☐ Tampered tail lamps

Hood
☐ Visible wiring protruding from the hood

Rear Licence Plate
☐ Tampered licence plate

Exhaust Pipe
☐ Fuse wrapped around the exhaust pipe

Trunk
☐ Visible wiring protruding from the trunk
☐ Suspicious object under the trunk

Fuel Tank
☐ Suspicious object taped to fuel tank
☐ String running from fuel tank to axle

Wheel
☐ Visible wiring protruding from the wheel
☐ String running to axle
☐ Clothes peg switch held open by the wheel

Carriage
☐ Suspicious objects under the carriage
☐ String running from axle to under the carriage

Note :

1) If any of the above box is ticked, officer on site to notify the Senior Operations Executive in the control room to inform the Police for further investigation.

- ☐ I have handed over the unattended vehicle to the Vehicle Recovery Service Crew
- ☐ I have checked and confirmed that the details as described above is accurate. I have sealed the listed items (as describe in paragraph 7) and handed over the items to Vehicle Recovery Service Crew to bring back to the Senior Operations Executive for safekeeping

Checked & Acknowledged by:

 Name & Signature of LTA Traffic Marshal

 Date & Time

- ☐ I have taken over the vehicle and towed it to: _____ (Please fill in the location where the unattended vehicle is towed to.)
- ☐ I have received the sealed item/s from the above LTA Traffic Marshal and handed over to the Senior Operations Executive for safekeeping

Received by:

 Name & Signature of Vehicle Recovery Service Crew

 Date & Time

- ☐ I have received the sealed item/s from the Vehicle Recovery Service Crew for safekeeping and confirmed that the seal is not tampered with.

Received by:

 Name & Signature of Senior Operations Executive

 Date & Time

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