

 ITSO Division	Division/Section: ITSO Division /ITSO OCC Traffic Operations	Rev No. 2
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<h2>Handling of Urgent or Emergency Ad-hoc Roadwork</h2>		

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DOCUMENT CONTROL

REV	DOCUMENT TITLE & COPY NUMBER	Date	Prepared by	Reviewed by	Approved by
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2	Handling of Urgent or Emergency Ad-hoc Roadwork 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. Introduction

- 1.1.1 This document describes the process involved in handling any ad-hoc urgent or emergency road works. These works if not done would adversely affect road operations or pose an immediate danger to road users.
- 1.1.2 **Urgent ad-hoc road works** can be defined as any form of works, fault rectification or repair that is not scheduled or no prior application has been applied via the ERMS but if not carried out immediately will adversely affect road operations.
- 1.1.3 **Emergency ad-hoc road works** can be defined as any form of works, fault rectification or repair that is not scheduled or no prior application has been applied via the ERMS but if not carried out immediately will pose an immediate danger to all road users or members of public.

Section 2. Personnel Involved

- a) Maintenance staff & contractors
- b) ITSO OCC staff
- c) LTM & VRS staff
- d) Other LTA department staff
- e) External Agencies

Section 3. Actions & Process

Sub-Section 3.1 Urgent Ad-hoc Road Works

3.1.1 Notification of urgent ad-hoc road works received can be from external agencies officers, LTA officers, contractors, RC report, LTM report, spotted from Surveillance Cameras, TP, members of public or due to an incident resulting in a need for road works.

3.1.2 If OE is the one who received such urgent request, he / she is to inform the DM, who will decide if approval can be given for the urgent road works.

3.1.3 DM shall decide based on the following factors:

- (a) If the work left undone, does it pose an immediate danger to all road users or members of public or will result in a total closure of a road or expressway if yes, reclassify as emergency road works (refer to sub-section 3.2 for the appropriate actions).
- (b) If not, DM shall assess the impact on the flow of traffic if the roadwork is to be allowed. If it were to likely cause congestion or involve total road closure before 0100hrs, do not allow the urgent roadwork. Re-schedule it to be carried out at after 0100hrs for road closures or to a time least likely to cause congestion i.e. after peak hours.

3.1.4 After consideration of the above factors and if DM gives the approval for an ad-hoc urgent roadwork to be carried out, DM shall direct the affected zone OE to take down the details of the urgent road works.

3.1.5 The OE will then open an incident record and implement the messages accordingly and manage the situation. OE shall also inform traffic watch of the lane or lanes closure.

Sub-Section 3.2 Emergency Ad-hoc Road Works

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3.2.1 Notification of emergency ad-hoc road works received can be from external agencies officers, LTA officers, contractors, RC report, LTM report, spotted from Surveillance Cameras, TP, members of public or due to an incident resulting in a need for road works.

3.2.2 If OE is the one who received such emergency request, he / she is to inform the DM who will verify with the notifying source that if the emergency road work is not carried out it will pose an immediate danger to all road users or members of public or result in a total closure of a road or expressway. If it does not, re-classify it as an urgent ad-hoc roadwork (refer to sub-section 3.1 for the appropriate actions)

3.2.3 If it does, DM shall give immediate approval and escalate to the management via sms, inform traffic watch, TP, the relevant agencies and traffic planning team (if adjusting of traffic light is involved)

3.2.4 DM is to follow up with a fax to traffic police and traffic watch so that the latter can broadcast over the media to keep all motorists informed.

3.2.5 The OE will then open an incident record and implement the VMS messages accordingly and manage the situation.

3.2.6 The DM will have to maintain close contact with the work party on the progress of the work and update the management and the relevant agencies until the work is completed and the affected road, expressway or lanes are reopened.

Section 4. Abbreviations

ITSO	Intelligent Transport Systems Operations
LTA	Land Transport Authority
LTM	Land Transport Authority Traffic Marshals
OE	Operations Executive
OCC	Operations Control Center
RC	Recovery Crew
DM	Deputy Manager
DyAM	Deputy Assistance Manager
TP	Traffic Police
VRS	Vehicle Recovery Service
VMS	Variable Message Signs

Section 5. References

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

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