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Peak hour traffic routine

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DOCUMENT CONTROL

REV	DOCUMENT TITLE & COPY NUMBER	Date	Prepared by	Reviewed by	Approved by
0	Peak hour traffic routine Copy____of ____	15 th December 2009	Mohamed Fairros Bin Mohamed Ali (OE)	Ng Soon Han, Frankie (Hd ITSO OCC)	Soh Ling Tim (MOPN)
1	Peak hour traffic routine 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	Peak hour traffic routine 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 The following procedure describes the daily peak hour routine of the Duty DM,Dy AM and OE.
- 1.1.2 **Peak hours** are defined as follows:
- Weekdays: 0630hrs-0930hrs, 1715hrs-2100hrs
 - Saturdays, Sundays & Public Holidays: No Peak Hours

Section 2. Responsible Person

Deputy Manager (DM), Deputy Assistant Manager (DyAM) & Operations Executives (OE)

Section 3 Peak Hour Traffic Routine

Sub Section 3.1 Morning Peak Period Routine

- 3.1.1 Morning peak hours starts at 0630hrs-0930hrs (for weekdays) OE to ensure that the ERP in operation messages if required are put in place for the respective VMS and all road works have ceased.
- 3.1.2 DM/DyAM will do a check for the VMS to ensure that the OEs have put up and remove the appropriate messages from the VMS to reflect the current peak hour road conditions (Including advance total closure messages as well as the EMAS Arterial Road VMS messages.
- 3.1.3 OE/ DyAM will Pan the Expressway cameras (PTZ) and Junction Eyes (J-eyes) as well as EMAS arterial cameras every 15 minutes to look out for any incident and handle any incidents occurrence on a real time basis (refer to ITSO/OCC/SOP/NOP02.005,for details). Also check for any illegal road works and stop them.
- 3.1.4 OE will check Variable Message Signs (VMS) for their respective zones every 10 minutes to look out for any inaccuracies. Example: Messages that should be removed or adjusting of queue length in incidents, DyAM to assist OE when they are engaged.
- 3.1.5 DM/DyAM shall do a counter check every 1 hour for all zone cameras (including J- eyes, EA Cameras) and VMS to ensure all is in order.
- 3.1.6 OE to answer and attend to all phone calls from various agencies and members of public. DM/DyAM to assist if OE cannot handle the calls.
- 3.1.7 OE / DM /DyAM to monitor and report any equipment faults to FC and FC shall report to the respective contractors.
- 3.1.8 OE / DM/ DyAM shall report damaged road furniture if any to either the LTA 1-call center or RAM
- 3.1.9 DM/ OE/ DyAM shall monitor for congestions using all tools available to them and take steps to ease congestion if possible, for example adjusting of traffic lights and asking contractors to stop work and clear the area if congestion is caused by them.

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- 3.1.10 OE shall also handle any major incidents or emergencies (crisis) as they occur (refer to AOP 03 - Abnormal Operations & Special requirements and EOP 04 - Emergency Crisis Operations for case specifics), DyAM to assist.
- 3.1.11 DM/DyAM shall oversee the OE handling of incidents, abnormal and emergencies occurrences and provide inputs and instructions if necessary. DM shall also escalate to management via sms when criteria for escalation is reached (refer to AOP 03 - Abnormal Operations & Special requirements and EOP 04 - Emergency Crisis Operations for case specifics).
- 3.1.12 DM/DyAM & Zone 1 OE shall monitor the CBD area during peak hours for any congestion caused by illegal works, parking or incidents and coordinate with the VTL in charge of the CMT team to deploy the AETOS officers to enforce and deter against such acts (refer to ITSO/OCC/SOP/APP05.005 for details).

Sub Section 3.2 Evening Peak Period Routine

- 3.2.1 Evening peak hours starts at 1715hrs-2100hrs (for weekdays) OE to ensure that the ERP in operation messages are put in place for the respective VMS and all road works have ceased.
- 3.2.2 DM/DyAM will do a check for the VMS to ensure that the OEs have put up and remove the appropriate messages from the VMS to reflect the current peak hour road conditions (Including advance total closure messages).
- 3.2.3 OE will Pan the Expressway cameras (PTZ) and Junction Eyes (J-eyes), EA Cameras every 15 minutes to look out for any incident and handle any incidents occurrence on a real time basis (refer to ITSO/OCC/SOP/NOP02.005, for details). Also check for any illegal road works and stop them.
- 3.2.4 OE will check Variable Message Signs (VMS) for their respective zones every 10 minutes to look out for any inaccuracies. Example: Messages that should be removed or adjusting of queue length in incidents
- 3.2.5 DM/DyAM shall do a counter check every 1hour for all zone cameras (including J- eyes) and VMS to ensure all is in order as well as EAs, AVMS/RVMS messages.
- 3.2.6 OE to answer and attend to all phone calls from various agencies and members of public. DM/DyAM to assist if OE cannot handle the calls.
- 3.2.7 OE & DM/DyAM to monitor and report any equipment faults to FC and FC shall report to the respective contractors. .
- 3.2.8 OE & DM/DyAM shall report damaged road furniture if any to either the LTA 1-call center or RAM
- 3.2.9 DM/DyAM & OE shall monitor for congestions using all tools available to them and take steps to ease congestion if possible, for example adjusting of traffic lights and asking contractors to stop work and clear the area if congestion is caused by them.

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- 3.2.10 OE shall also handle any major incidents or emergencies (crisis) as they occur (refer to AOP 03 - Abnormal Operations & Special requirements and EOP 04 - Emergency Crisis Operations for case specifics). DyAM to assist OE.
- 3.2.11 DM/DyAM shall oversee the OE handling of incidents, abnormal and emergencies occurrences and provide inputs and instructions if necessary. DM shall also escalate to management via sms when criteria for escalation is reached (refer to AOP 03 - Abnormal Operations & Special requirements and EOP 04 - Emergency Crisis Operations for case specifics).
- 3.2.12 DM/DyAM & Zone 1 OE shall monitor the CBD area during peak hours for any congestion caused by illegal works, parking or incidents and coordinate with the VTL in charge of the CMT team to deploy the AETOS officers to enforce and deter against such acts (refer to ITSO/OCC/SOP/APP05.005 for details)

Section 4 Abbreviations

CTE Central Expressway
ERP Electronic Road Pricing
EMAS Expressway Monitoring Advisory System
ERMS Enhance Road Management System
EA Emas Arterial
FC Fault Coordinator
LTA Land Transport Authority
OE Operations Executive
RC Recovery Crew
RAM Road Asset Maintenance
DM Deputy Manager
Dy AM Deputy Assistant Manager

Section 5 References & Attachments

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

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ATTACHMENT 1- Hotspot locations

ITSO'S HOTSPOT LIST

<u>RC</u>	<u>SS</u>	<u>Int No.</u>	<u>Int Name</u>
1	1	104	Keppel Rd / Cantonment Lk
	2	102	Keppel Rd / Anson Rd
	7	203	South Bridge Rd / Nth Canal Rd
	8	204	South Bridge Rd / Pickering / Upp Pickering St
	9	205	South Bridge Rd / Cross / Upp Cross St
	13	118	Cecil St / Church St
	14	124	Cecil St / Robinson Rd / Collyer Qy / Finlayson Gr
	17	123	Robinson Rd / Cross St
	18	131	Finlayson Green / Raffles Qy
	21	517	Bras Basah Rd / Nicoll Hwy / Raffles Blvd
	22	502	Stamford Rd / Nicoll Hwy / Raffles Ave
	24	304	Zion Rd / River Valley / Hoot Kiam Rd
	24	311	River Valley Rd / Irwell Bank Rd / Kim Seng Rd
	25	305	Paterson Hill / Hoot Kiam Rd / Irwell Bank Rd
	26	213	Eu Tong Sen St / New Bridge Rd / Upp Cross St
	27	214	Eu Tong Sen St / New Bridge Rd / Havelock Rd
	30	314	Chin Swee Rd / Outram Rd
	34	503	Stamford Rd / Beach Rd / St Andrew's Rd
	35	504	Stamford Rd / Nth Bridge Rd
	36	505	Stamford Rd / Hill St / Victoria St
	38	511	Bras Basah / Prinsep St / Orchard Rd
	39	512	Bras Basah Rd / Bencoolen St
	40	514	Bras Basah Rd / Victoria St
	41	515	Bras Basah Rd / Nth Bridge Rd
2	2	806	Serangoon Rd / Lavender St / Balestier Rd
	4	813	Bendemeer Rd / Boon Keng Rd
	5	814	Bendemeer Rd / Jln Besar / Lavender St
	9	445	Stevens Rd / Scotts Rd
	10	401	Tanglin Rd / Napier Rd / Grange Rd
	12	405	Orchard Rd / Scotts Rd
	13	427	Orchard Blvd / Paterson Rd
	15	601	Rochor Rd / Beach Rd
	16	602	Rochor Rd / Nth Bridge Rd
	17	603	Rochor Rd / Victoria St
	18	606	Bencoolen St / Jln Besar / Rochor Canal Rd
	19	622	Ophir Rd / Victoria St

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	20	623	Ophir Rd / Nth Bridge Rd
	21	624	Ophir Rd / Beach Rd
	27	611	Bukit Timah Rd / Kg Java Rd
	28	724	Jln Sultan / Beach Rd / Java Rd
	37	609	Bukit Timah Rd / Selegie Rd / Serangoon Rd
	39	408	Orchard Rd / Grange Rd / Cairnhill Rd
	40	435	Orchard Rd / Buyong Rd
	42	714	Lavender St / Kallang Rd / Crawford St
	45	612	Bukit Timah Rd / Cavenagh Rd
	49	452	Cairnhill Circle / Cairnhill Rd
3	1	3715	Farrer Rd / Holland Rd / Queensway
	2	3721	Holland Ave / Holland Rd
	3	3731	Holland Rd / Nth Buona Vista
	4	3741	Holland Rd / Sixth Ave
	6	3611	Holland Ave / Holland Dr
	7	3622	C'wealth Ave / Holland Ave / Tanglin Halt Rd
	8	3634	C'wealth Ave West / Nth Buona Vista Rd
	14	3531	Aye / South Buona Vista Rd / Lower Kent Ridge Rd
	23	3471	C'wealth Ave / Queensway
	28	3222	Jln Bukit Merah / Lower Delta Rd
	31	3242	Henderson Rd / Jln Bukit Merah
	34	3271	Alexandra Rd / Jln Bukit Merah / Queensway
	35	3281	Alexandra Rd / AYE Slip Rd Nr Hospital
	36	3291	Alexandra Rd / AYE Slip Rd Nr Depot Rd
	44	3152	Alexandra Rd / Pasir Panjang / Telok Blangah Rd
4	1	4103	Clementi Rd / Ulu Pandan Rd
	1	4101	Clementi Rd / Maju Dr
	2	4104	Clementi Rd / Clementi Ave 2
	4	4105	Clementi Rd / C'wealth Ave West
	7	4122	C'wealth Ave West / Clementi Ave 2
	8	4133	C'wealth Ave West / Clementi Ave 3 / Ave 4
	9	4142	C'wealth Ave West / Clementi Ave 6
	22	4335	Corporation Rd / Boon Lay Wy
	27	4403	Jurong West St 51 / Boon Lay Wy
	35	4511	International Rd / Pioneer Rd Nth
5	1	5102	Balestier Rd / Moulmein Rd
	3	5201	Thomson Rd / Marymount Rd
	5	5204	Thomson Rd / Balestier Rd
	7	5205	Moulmein Rd / Newton Rd / Thomson Rd
	9	5317	Upp Thomson Rd / Sin Ming Ave / Venus Rd
	10	5316	Upp Thomson Rd / Jln Todak / Sin Ming Rd
	11	5311	Upp Thomson Rd / Marymount Lane
	12	5312	Bishan St 21 / Marymount Rd / Lane

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	18	5402	CTE / Braddell Rd
	19	5401	CTE Slip Rd / Lor Chuan
	20	5412	Bishan St 21 / Bishan Rd / St 11
	21	5414	Bishan St 22 / Bishan Rd / St 14
	29	5521	Lor 1 / Lor 2 / Lor 6 Toa Payoh
	31	5532	Lor 6 / Lor 1 Toa Payoh
	34	5522	Lor 2 Toa Payoh / Ctrl
	35	5601	Sixth Ave / Bukit Timah / Dunearn Rd
	37	5611	Adam Rd / Dunearn Rd
	38	5602	Eng Neo Ave / Bt Timah / Dunearn Rd
	39	5613	Farrer Rd / Empress Rd
	40	5621	Dunearn Rd / Kheam Hock Rd
	41	5631	Whitley Rd / Malcolm Rd / Mt Pleasant Rd
	42	5632	Whitley Rd / Dunearn Rd
	43	5633	Bukit Timah Rd / Stevens Rd
	44	5634	Stevens Rd / Balmoral / Anderson Rd
	45	5635	Chancery Lane / Balmoral / Dunearn / Bukit Timah Rd
	46	5641	Dunearn Rd / Newton Rd / Newton Circus
6	4	6114	Upp East Coast Rd / Bedok South Ave 1
	7	6202	Marine Parade Rd / Marine Cre / Telok Kurau
	8	6203	Marine Parade Rd / Still Rd South
	11	6212	East Coast Rd / Still Rd / Still Rd South
	12	6214	East Coast Rd / Joo Chiat Rd
	16	6221	Dunman Rd / Joo Chiat Rd / Koon Seng Rd
	20	6305	Mtbatton Rd / Old Airport Rd / Stadium Blvd
	21	6311	Mtbatton Rd / Guillemard Rd
	22	6312	Guillemard Rd / Lor 22 Geylang
	24	6404	Geylang Rd / Aljunied Rd / Lor 22
	26	6407	Geylang Rd / Tg Katong Rd
	28	6412	Sims Ave / Lor 1 Geylang
	29	6415	Sims Ave / Aljunied Rd / Lor 22 Geylang
	31	6421	Aljunied Rd / Sims Dr / Geylang East Ctrl
	32	6431	Paya Lebar Rd / Sims Ave
	33	6432	Paya Lebar Rd / Geylang East Ctrl / Eunos Ave 5
	35	6434	Paya Lebar Rd / Ubi Ave 2 / Circuit Lk
	37	6441	Sims Ave / Eunos Rd 8 / Tanjong Katong Rd
	38	6461	Jln Eunos / Sims Ave / Sims Ave East
	39	6451	Still Rd / Changi Rd / Jln Eunos
	44	6502	Jln Eunos / PIE
	45	6503	Eunos Lk / Jln Eunos
	46	6504	Eunos Lk / Ubi Ave 2 / Kaki Bukit Ave 1
	47	6505	Airport Rd / Hougang Ave 3
	48	6512	Ubi Ave 2 / Ubi Rd 1

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7	3	7103	Upp Serangoon Rd / Hougang Ave 3
	4	7104	Hougang Ave 3 / Tampines Rd
	6	7106	Hougang Ave 3 / Defu Ave 1
	16	7145	Upp S'goon Rd / Hougang Ave 4 / Lor Low Koon
	20	7172	Hougang Ave 7 / Tampines Rd / Defu Ave 1
	31	7221	Upp Serangoon Rd / Potong Pasir Ave 1 / Wan Tho Ave
	32	7231	Serangoon Rd / Bendemeer Rd / Jln Toa Payoh
	32	7233	Serangoon Rd / Whampoa North
	33	7232	Macpherson Rd / Jln Kolam Ayer
	36	7303	Boundary Rd / Lor Chuan
	43	7414	Upp Paya Lebar / Paya Lebar Rd / Airport Rd
	44	7502	Upp Aljunied Rd / Cedar Ave
	45	7504	Aljunied Rd / Upp Aljunied Rd / Macpherson Rd
8	1	8101	Hillview Rd / Upp Bt Timah Rd
	1	8110	Upp Bt Timah Rd / Dairy Farm Rd
	3	8103	Jln Anak Bukit / PIE / Bt Timah Lk
	5	8106	Jln Jurong Kechil / Upp Bt Timah Rd
	8	8211	Bt Batok Rd / Bt Batok West Ave 3
	12	8226	Toh Tuck Ave / PIE (Nr Bt Batok)
	26	8301	Bt Batok Rd / PIE / Jurong Town Hall Rd
	27	8302	Jurong East Ave 1 / Jurong Town Hall Rd
	28	8303	Boon Lay Wy / Jurong Town Hall Rd
	36	8401	Jurong East St 11 / Jurong Town Hall Rd
9	4	9121	Ang Mo Kio Ave 1 / Ave 6
	6	9205	Ang Mo Kio Ave 6 / Ave 8
	8	9207	Ang Mo Kio Ave 3 / Ave 6
	10	9231	Ang Mo Kio Ave 2 / St 13
	14	9302	Ang Mo Kio Ave 3 / Ave 8
	18	9321	Ang Mo Kio Ave 1 / Ave 8
	19	9322	Ang Mo Kio Ave 1 / Ave 10
	20	9323	Ang Mo Kio Ave 1 / CTE (Nr Amk)
	21	9324	Ang Mo Kio Ave 1 / CTE (Nr Lor Chuan)
	22	9331	Ang Mo Kio Ave 3 / Ave 10
	24	9333	Ang Mo Kio Ave 3 / CTE (Nr Yck)
	25	9334	Ang Mo Kio Ave 3 / Industrial Pk 2
	26	9335	Ang Mo Kio Ave 3 / Serangoon Nth Ave 1 / Nth Ave 3
	35	9426	Yio Chu Kang Rd / Serangoon Nth Ave 5
	46	9122	Marymount Rd / Sin Ming Ave / Bishan St 22
10	1	1101	Sembawang Rd / Mandai Ave / Yishun Ave 1
	6	1116	Gambas Ave / Sembawang Rd / Yishun Ave 7
	11	1201	Lentor Ave / Yishun Ave 1 / Yishun Ave 2

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	12	1202	Yishun Ave 2 / Yishun Ring Rd Nr 798
	29	1382	Yishun Ave 5 / Yishun Ring Rd
11	1	11101	Jln Tenaga / Kaki Bt Ave 1 / Kaki Bt Rd 3
	2	11103	Bedok Reservoir Rd / Kaki Bt Ave 1 / Kaki Bt Rd 4
	3	11105	Bedok Nth Rd / Bedok Reservoir Rd
	4	11111	Bedok Reservoir Rd / Bedok Reservoir Cre
	10	11203	Bedok Nth Ave 1 / Bedok Sth Rd / Upp Changi
	13	11209	Bedok Sth Ave 3 / New Upp Changi / Tanah Merah Kechil Rd
	15	11213	Simei Ave / Upp Changi Rd East / Xilin Ave
	16	11214	Simei Rd / Upp Changi Rd East
	19	11223	Upp Changi Rd East / Upp Changi Rd Nth
	20	11301	Bedok Nth Ave 1 / Bedok Nth Rd
	22	11305	Bedok Nth Ave 3 / Bedok Nth Rd
	27	11321	Bedok Nth Ave 1 / Nth St 1 / Chai Chee St
	33	11403	Simei Ave / Upp Changi Rd
	35	11413	Simei Rd / Simei St 1
12	2	12103	Bedok Reservoir Rd / Tampines Ave 1 / Ave 4
	4	12111	Tampines Ave 1 / Ave 2 / Ave 5
	5	12112	Tampines Ave 2 / St 11 Nr 139
	6	12121	Tampines Ave 2 / St 31
	6	12122	Tampines Ave 2 / St 32 / St 23
	8	12124	Tampines Ave 7 / St 34 / St 45
	10	12203	Tampines Ave 3 / Ave 4
	11	12205	Tampines Ave 4 / St 82
	12	12206	Tampines Ave 4 / Ave 5
13	1	13101	Mandai Rd / Woodlands Rd
	7	13204	Woodlands Ave 1 / Ave 3 / Woodlands Centre Rd
	12	13231	Woodlands Rd / Woodlanes Centre Rd
	44	13416	Gambas Ave / Woodlands Ave 10 / Woodlands Ave 12
14	3	14111	Bt Panjang / Cc Kang / Upp Bt Timah / Woodlands Rd
	13	14301	Choa Chu Kang Rd / Teck Whye Ave
	24	14401	Choa Chu Kang Wy / Kje Nr Bt Batok Rd
15	1	15107	Punggol Rd / Tpe Slip Rd To Punggol End
	2	15106	Punggol Rd / Tpe Slip Rd
	3	15105	Punggol Rd / Compassvale St / Rivervale Dr

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16	13	16302	AYE Slip Rd / Tuas West Rd
	17	16401	Tuas Rd / Tuas Ave 3
	24	16435	Jln Buroh / Penjuru Rd
	28	16522	Jurong Town Hall Rd / AYE (Nr West Coast Rd)
	29	16521	Jurong Town Hall Rd / AYE (Nr Jtc)
17	2	17202	Changi Coast Rd / Tanah Merah Ferry Rd
	7	17214	Loyang Ave / Pasir Ris Dr 3
	8	17213	Loyang Ave / Pasir Ris Dr 1
	9	17211	Loyang Ave / Tpe Slip Rd / Tampines Ave 7
	33	17402	Pasir Ris Ctrl / Dr 1 / St 51

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