

 ITSO Division	Division/Section: <b>ITSO Division /ITSO OCC Traffic Operations</b>	Rev No. <b>2</b>
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	<h2>Checking of Incident / Accident / Patrol Report</h2>	

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### DOCUMENT CONTROL

REV	DOCUMENT TITLE & COPY NUMBER	Date	Prepared by	Reviewed by	Approved by
0	Checking of Incident / Accident / Patrol Report Copy____of ____	15 <sup>th</sup> December 2009	Benson Khoe (SOE)	Alfred Loh (SOE)	Soh Ling Tim (MOPN)
1	Checking of Incident / Accident / Patrol Report 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	Checking of Incident / Accident / Patrol Report 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 ITSO 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 Everyday, CERTIS CISCO VRS Recovery Crew (RC) patrol the expressways, arterial roads and attends to incidents happening on these roads. The RC records these occurrences and incidents down in a given report form format for future references. RC will then submit these patrol reports and incident reports for OE to check to ensure all entries in the reports are correct with no error.
- 1.1.2 This procedure sets out the process to undertake when checking incident / Breakdown /Patrol Reports

## Section 2. Personnel Involved

- 2.1.1 Operations Executive (OE)
- 2.1.2 Deputy Manager (DM)
- 2.1.3 CERTIS CISCO Operations Officer
- 2.1.4 CERTIS CISCO Deployment Officer
- 2.1.5 CERTIS CISCO Recovery Crew

## Section 3. Process

### Sub-section 3.1 Patrol Report

- 3.1.1 Each RC will patrol their assigned Expressway and they will have to record down and take photographs of any observations and occurrences, for example, damaged road furniture or faulty site equipment they spotted, incidents they attended to during their shift.
- 3.1.2 OEs are to check the patrol report submitted by the RC to their Operations Officer (OO) after their patrol shift and ensure the fault equipments and damaged furniture spotted by the Recovery Crew (RC) are being reported to the relevant departments.
- 3.1.3 After checking through the patrol reports, OE is to sign the reports and submit to the DM for checking and endorsement before filing them into their respective Patrol Report File.
- 3.1.4 If the patrol report comes with photographs of the damaged furniture or faulty equipment, OE is to hand the report after signing to the DM for the DM to report the faulty equipment or damaged furniture to the relevant department.

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### **Sub-section 3.2 Breakdown, Accident and Incident Report**

- 3.2.1 Any breakdown or accident attended by the RC, the RC attending to the incident has to open a breakdown or accident report upon the completion of each case. In the report, the RC has to fill in all the details pertaining to the incident as accurate as possible.
- 3.2.2 When the RC submits the reports to their OO at the end of their shift, OO will collate all the reports and pass to the OEs for checking. The OEs are to check through the information and ensure the details written in the report are correct. The details of the incident can be retrieved from the Incident Record (IR) based on the IR number written in the breakdown / accident report.
- 3.2.3 The OEs will check through the report and ensure the following details keyed inside the IR and the details written in the report are accurate.
- 3.2.4 For Accident cases, the followings details have to be filled in:
- a) Date, Incident Record Number and ELS number;
  - b) Nature of Incidents;
  - c) Description of location and KM mark of the Incident;
  - d) Vehicle/s Number, Detail of Damages and vehicle clearance give by ;
  - e) OTC or OTM (if Any);
  - f) Other agencies involved (SCDF, TP, Police, IMT), their respond timing and the Officer in Charge;
  - g) Other remarks (If any);
  - h) Detail of injuries (If any);
  - i) Our RC respond and resume timing;
- 3.2.5 For Breakdown / Abandoned cases, the followings details have to be filled in:
- a) Date, Incident Number and ELS number;
  - b) Nature of Incidents;
  - c) Description of location and KM mark of the Incident;
  - d) Remarks / Cause of the breakdown
  - e) Type of vehicle, vehicle's registration Number, Location vehicle has been towed to and Detail of Damages (If any);

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- f) Other agencies involved (SCDF, TP, Police, LTM), their respond timing and the Officer in Charge (If any);
- g) OTC or OTM responded to the incident (if Any);
- h) Our RC respond and resume timing;

3.2.6 Bring any discrepancy between the IR and the report to the attention of DM and CERTIS CISCO DO for further verification.

3.2.7 The report will be signed by the two crews and OO before submission to OE for checking. OE will then sign each of the individual incident reports and submit to the DM for checking and endorsement. After which the respective zone OE shall file their reports into the respective Breakdown / Accident section in the Incident File.

## Section 4. Abbreviations

IR	Incident Record
ITSO	Intelligent Transport Systems Operations
LTM	Land Transport Authority Traffic Marshals
LTA	Land Transport Authority
OE	Operations Executive
DO	Deployment Officer
OO	Operations Officer
OTC	Own Towing Crew
OTM	Own Towing Mechanic
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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