

If you have any queries, please call our customer service line:
1800-CALL LTA (1800-2255-582)

OR

Visit LTA website at
www.lta.gov.sg or www.onemotoring.com.sg
for more information.

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BUSINESS REPLY SERVICE
PERMIT NO. 07837



Land Transport Authority
ITS Operations
181 River Valley Road
Singapore 179034



Your vehicle broke down on the expressway?

- Call the LTA Hotline at 1800-CALL LTA (1800-2255 582).
- Inform the officer of your location, example:
 - the name of the expressway,
 - the direction of travel and
 - any landmarks such as lamppost number, "Km" mark, etc.
- LTA will send the recovery crew to bring you and your vehicle to the nearest designated car park outside the expressway.
- The towing service is FREE and available 24 hours a day.

EXPRESSWAY MONITORING ADVISORY SYSTEM (EMAS)

Vehicle Recovery Service

EMAS Vehicle Recovery Service is Here to Help

The Land Transport Authority (LTA) uses surveillance cameras on the expressways to frequently look out for road incidents. When an incident is detected or when a report is received, LTA will activate the vehicle recovery crew and/or LTA Traffic Marshals to assist you.

The recovery crew will arrive in about 15 minutes to help you tow your vehicle to the nearest designated car park outside the expressway. The recovery crew also patrols the expressways regularly to help stranded motorists and keep traffic moving.



Will the EMAS Vehicle Recovery Service (VRS) tow my vehicle to my workshop?

No. The EMAS VRS can tow vehicles only to the nearest designated car parks outside the expressways. The recovery trucks have to stay near or on the expressways at all times to help other stranded motorists and keep the traffic moving.

Can I wait for my own tow truck on the expressway?

It is unsafe for you to remain on the expressway longer than necessary. The recovery crew will tow your vehicle to the nearest designated car park. You can then arrange for your own towing service.

Are members of the recovery crew trained?

Yes. They have been trained by qualified professionals and the training programme is constantly reviewed by LTA.

Who can I contact if I have feedback or queries on towing matters?

You can contact us via:
 Phone: 1800-CALL-LTA (1800-2255-582)
 Fax: 6332 6952
 Email: www.lta.gov.sg/feedback
 Mail: ITS Operations
 181 River Valley Road
 Singapore 179034

VEHICLE RECOVERY SERVICE CUSTOMER SURVEY FORM

We would like to serve you better. Please let us know how you find our service. Please return the completed form to our recovery crew. Thank you.

Name: _____ Contact Number: _____

Tow/Recovery Service

i. Prompt arrival

| EXCELLENT | VERY GOOD | GOOD | FAIR | POOR | VERY POOR |
|-----------|-----------|------|------|------|-----------|
| 6 | 5 | 4 | 3 | 2 | 1 |

For rating 3 and below, what would be your acceptable arrival time?.....minutes

ii. Prompt from arrival to towing

| | | | | | |
|---|---|---|---|---|---|
| 6 | 5 | 4 | 3 | 2 | 1 |
|---|---|---|---|---|---|

For rating 3 and below, what would be your acceptable time for them to complete their work?.....minutes

iii. Polite and helpful

| | | | | | |
|---|---|---|---|---|---|
| 6 | 5 | 4 | 3 | 2 | 1 |
|---|---|---|---|---|---|

iv. Knowledge

| | | | | | |
|---|---|---|---|---|---|
| 6 | 5 | 4 | 3 | 2 | 1 |
|---|---|---|---|---|---|

v. Overall quality of service

| | | | | | |
|---|---|---|---|---|---|
| 6 | 5 | 4 | 3 | 2 | 1 |
|---|---|---|---|---|---|

Other comments about our service:

For Official Use Only

Date: _____ Time: _____ Vehicle Number: _____ Served by: _____