

FIRST CLASS EXPRESSWAY SERVICES

Services on the Expressway are the core of BEM's management, therefore, over the past period, The Company has been determined to develop and enhance the efficiency of its services so as to ensure that motorists will be impressed by the convenience, rapidity and cost-efficiency of the services. In regards to the first class services, BEM provides various services as follows:

1. Communications and Facilities



Communications and Facilities

The Company established the expressway system control centers by having communication staff to coordinate with the rescue operation units as well as police officers on the expressway and at the ground level roads so as to service the motorists 24 hours a day. The communications facilities comprise:

- **Closed-circuit Television (CCTV)**

Closed-circuit televisions are installed at intervals throughout the Expressway to monitor traffic flow and various events on the Expressway, hence, motorists can be assured of prompt assistance should there be any emergency.

- **Emergency Telephones (ETS)**

Emergency telephones are installed at intervals of every 1 kilometer on the Expressway so as to enable motorists to contact communication staff at the control centers by pressing the metal shaft or green button to call the center, then the communication staff pans the closed-circuit television which is nearest to such SOS telephone to the location of such telephone. This enables the communication staff to monitor the calling site and simultaneously, sound and video recorders record the conversation between the motorist and the communication staff.

- **Variable Message Sign (VMS)**

The Company publicizes various information on traffic flow and significant events to motorists by VMS which are installed prior to various intersections on the Expressway.

Traffic Management

Traffic management is a routine operation that the Company coordinates with the Traffic Division, EXAT and the police officers at the Si Rat Expressway Police Station so as to ensure rapid and safe passage for motorists, especially at on-off ramps or at any areas with heavily congested traffic. The traffic management facilities comprise:

- **Traffic Signs**

The Company has installed traffic signs to ensure the motorists' safe and careful use of the Expressway, namely, speed limits on the Expressway when it is raining or traffic direction indicators.

- **Weighing Stations**

The Company takes into account the safety of motorists by providing weighing station so as to control the weight limits in accordance with the legal standards. Any truck loaded in excess of the weight limit will not be allowed to enter the Expressway.

2. Traffic Management



3. Rescue and Trailer Services



Rescue and Trailer Services

Should any motorist encounter any accident or engine trouble on the Expressway, the rescue staff will help repair the engine to working condition or if it is unable to be repaired, the staff will help tow such vehicle on the Expressway to exit at the nearest off ramp without any expense, except for:

- **Fuel Cost**

Should the vehicle be out of gas, the staff will refuel the vehicle to enable such vehicle to exit the Expressway and reach a gas station whereby the rate of gas to be charged at the market rate which is merely approximately Baht 100.- on average.

- **Chemical Powder Cost**

Should any vehicle encounter any problem causing oil to leak onto the road, it is necessary for the staff to apply chemical powder to clean up such oil spill for the safety of other motorists.

Useful Telephone Numbers

Accident / Breakdown Car / Traffic Information	Tel.	1543 / 66 (0) 2664 6400
Chalerm Mahanakorn Expressway Control Center	Tel. / Fax.	66 (0) 2240 0709
Si Rat Expressway Control Center	Tel.	66 (0) 2664 6400 / 66 (0) 2248 7574-6 / 66 (0) 2641 4611 ext. 7007
	Fax.	66 (0) 2247 1994
Si Rat - Outer Ring Road Expressway Control Center Building (CCB7)	Tel.	66 (0) 2555 0255
	Fax.	66 (0) 2555 0281
Chalong Rat Expressway Control Center	Tel.	66 (0) 2319 9730-9 ext. 4610-11
	Fax.	66 (0) 2319 9730-9 ext. 4623
Udon Rattaya Expressway Control Center	Tel.	66 (0) 2567 5700 ext. 7171 / 66 (0) 2567 5680
	Fax.	66 (0) 2567 5700 ext. 7155
Buraphawithi Expressway Control Center	Tel.	66 (0) 2746 9800-4 ext. 5501
		66 (0) 2746 9799
	Fax.	66 (0) 2746 9799
Kanchanaphisek Expressway Control Center (Bang Phli Suk Sawat)	Tel.	66 (0) 2442 0876-7
	Fax.	66 (0) 2442 0899
Chalerm Mahanakorn Expressway Police Station	Tel.	66 (0) 2249 8007
	Fax.	66 (0) 2249 8007 / 66 (0) 2240 0147
Si Rat Expressway Police Station	Tel. / Fax.	66 (0) 2248 6891-5
Si Rat - Outer Ring Road Expressway Police Station	Tel.	66 (0) 2555 0275
	Fax.	66 (0) 2555 0281
Udon Rattaya Expressway Police Station	Tel.	66 (0) 2567 5682-3
Bangkok Expressway and Metro Public Company Limited Branch Office (1) Expressway Business	Tel.	66 (0) 2641 4611
	Fax.	66 (0) 2641 4610
Expressway Authority of Thailand	Tel.	66 (0) 2579 5380-9 / 66 (0) 2558 9800
	Fax.	66 (0) 2561 2984 / 66 (0) 2579 8737