

First Class Services

Services on the Expressway are the core of BECL's management, therefore, over the past period, BECL 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, BECL provides various services as follows:

1. Communications and Facilities

BECL established the expressway system control centers by having communications 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 communications staff at the control centers by pressing the metal shaft or green button to call the center, then the communications staff pans the closed-circuit television which is nearest to such SOS telephone to the location of such telephone. This enables the communications staff to monitor the calling site and simultaneously, sound and video recorders record the conversation between the motorist and the communications staff.

- Variable Message Sign (VMS)

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

2. Traffic Management

Traffic management is a routine operation BECL coordinates with the Traffic Division, ETA 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

BECL 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

BECL takes into account the safety of motorists by providing weighing stations 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.

3. 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.	0-2664-6400/1543
Chalerm Mahanakorn Expressway Control Center	Tel.	0-2249-8166
	Fax.	0-2240-0709
Si Rat Expressway Control Center	Tel.	0-2248-7539, 0-2641-4649, 0-2664-6400
	Fax.	0-2248-7563
	Tel.	0-2319-9730-9
Chalong Rat Expressway Control Center	Tel.	0-2319-9730-9
	Fax.	0-2319-9742-6
Udon Rattaya Expressway Control Center	Tel./ Fax.	0-2567-5700
Buraphawithi Expressway Control Center	Tel.	0-2746-9800-4
	Fax.	0-2746-9800-4 ext.5501
Chalerm Mahanakorn Expressway Police Station	Tel.	0-2249-8007
	Fax.	0-2240-0147
Si Rat Expressway Police Station	Tel./ Fax.	0-2248-6891-5
Udon Rattaya Expressway Police Station	Tel.	0-2567-5682-3
Bangkok Expressway Public Company Limited	Tel.	0-2641-4611
	Fax.	0-2641-4610
Expressway and Rapid Transit Authority of Thailand	Tel.	0-2579-5380-9 , 0-2562-0044, 0-2940-1199
	Fax.	0-2561-2984

