

MINUTES OF WORKING GROUP 1
MEETING HELD ON 9TH JANUARY 2014

Present: STEVE IVES (AA)
SUE JONES (AA)
STEVE ROBINSON (RAC)
PETER WILLIAMS (GREEN FLAG)
CHRIS WILTSHIRE (AA)
JOHN SALISBURY-JONES (MET POLICE)
MALCOLM PALMER (TRL)
ROBIN DONEY – REPRESENTING RECOVERY
OPERATORS

Apologies: DAVID GRUNWELL (HA - Rep Roadside contractors)
STEVE KIRTON (IVR)
TERRY PETHERBRIDGE – (HA)
JACK STAPLETON (ALLIANZ GLOBAL ASSISTANCE)
PAUL HARRISON (HOME OFFICE)

ACTION

1.0 BEST PRACTICE GUIDE

1.1 SI advised that one error had appeared in the latest edition, the publishers had changed Traffic Management to “Active Traffic Management” which is now a redundant term. A recommendation was put forward that revised procedures for Managed Motorways now known as Smart Motorways are added as an Addendum and sent to all operators. If the HA want a full revision of the whole document they will need to provide the funding.

SI

SI to take recommendation to the Executive.

1.2 Extra copies – There has been a very small take up of extra copies that were printed. SI suggested that the AA could purchase the extra 900 copies and use them for new recruits, with the money being split between BEN and RISK. PW/SR/JS to advise if this is acceptable to their organisations.

PW/SR/JS

2.0 SMART MOTWAYS (All Lane Running)

2.1 SI recommended that the Executive Steering group decide on all service operating procedures, the first part of the scheme is due to go live on the M25 Jct 23-25 from February 2014.

CW to draft a letter on Best Practice Guidelines for Smart Motorways and include the following points:

- Live Lane Breakdowns (Light and Heavy)
- Lights in ERA's
- Appropriate lane closure for HGV attendance

CW (C/P)

CW to distribute letter for Group Sign Off.

Once agreed the document needs to be sent to all garages, senior and regional managers, technicians, IVR, ACPO, AVRO, RRRRA, RHA and put on the website

3.0 TRL TRIAL – VEHICLE LIGHTING

3.1 MP showed some statistics and video of the recent trial that TRL carried out for the HA. A recommendation was agreed by the group to review the advice on where the customer should stand at the initial breakdown and when the technician arrives.

Small group (SR/CW/RD/MP) to carry out the above review plus review the advice given at point of call, review the advice that the technician gives on arrival and review the fend policy to see if it can be improved.

**SR/CW
RD/MP**

4.0 RED FLASHING LIGHTS

4.1 SI to present the recommendation to the Executive that Breakdown and Recovery operators should be authorised to use red flashing lights but only on fast dual carriageways if the breakdown is in lane one and they are stationary.

SI

Martin Langham to be invited to next meeting.

SJ

5.0 SURVIVE BRANDING OF THREE WAY CALLING

5.1 It was agreed to brand the process SURVIVE Best Practice on Three Way Calling Method.

The AA use this method on 95% of breakdowns on motorways in running lanes. The RAC require details of the engineering technology to implement, SI to ask Lisa Asby to contact SR.

SI

6.0 BREAKDOWNS IN CONED OFF AREAS (Entry & Exit advice)

6.1 Action given by the Executive – It was agreed the the current wording was as good as it could be unless Simon Sheldon-Wilson can get a more formal agreement from the MAC contractors when it will be re-worded.

SI

8.0 DATE OF NEXT MEETING

8.1 This to be 2 weeks before the next Executive meeting.

SUE JONES



13/01/14

Distribution:
WG1 Members
Copies to:
Andrew Reeve