

**MINUTES OF WORKING GROUP 1**  
**MEETING HELD ON 2<sup>ND</sup> SEPTEMBER 2014**

Present: STEVE IVES (AA)  
 SUE JONES (AA)  
 CHRIS WILTSHIRE (AA)  
 MALCOLM PALMER (TRL)  
 STEVE KIRTON (IVR)  
 JACK STAPLETON (ALLIANZ GLOBAL ASSISTANCE)  
 GARY WEBB – HIGHWAYS AGENCY

Apologies: PAUL HARRISON (HOME OFFICE)  
 PETER WILLIAMS (GREEN FLAG)  
 ROBIN DONEY – REPRESENTING RECOVERY OPERATORS  
 NICK FRISBY (MET POLICE)  
 STEVE ROBINSON (RAC)

		<b>ACTION</b>
<b>1.0</b>	<b>INTRODUCTION</b>	
<b>1.1</b>	SI introduced GW as the new Highways Agency representative	
<b>2.0</b>	<b>BEST PRACTICE GUIDE V3</b>	
<b>2.1</b>	The “Introduction to Smart Motorways” section is now ready for legal review. SI requested that a sub group should meet between now and the end of November and review the Policies & Protocols section for working with Highways Agency Traffic Officers to see if they are still fit for purpose and the terminology is correct. CW, SK, an operational HA representative to meet. If any other WG1 member would like to join this group, please contact CW.	<b>CW</b>
<b>2.2</b>	The publication cost of V3 will be circa £10K and the publication date will be early 2015. GW/JS/SR and PW to confirm if their organisations can contribute to the cost.	<b>GW/JS SR/PW</b>
<b>3.0</b>	<b>WHOLE OF SMART MOTORWAYS PROTOCOL</b>	
<b>3.1</b>	SI advised that the AA’s Populus panel is being polled on 3	

	<p>questions:</p> <ul style="list-style-type: none"> <li>• What do you do if you see a red X?</li> <li>• What do you do if you breakdown on a motorway without a hard shoulder?</li> <li>• Which phrase makes most sense when you see a rear view of a breakdown vehicle?</li> </ul> <p>It was suggested that WG3 could start a Red X protocol campaign for the general public.</p> <p>SK also suggested that a Q&amp;A test could be put at the end of the BPG to test understanding of the technician.</p>	
<b>4.0</b>	<b>POLICE ATTENDANCE AT BREAKDOWNS ON HIGH SPEED DUAL CARRIAGEWAYS WITHOUT HARD SHOULDERS</b>	
<b>4.1</b>	It was agreed that operators should follow the procedures as set down in the BPG and do what they can to help the customer if the police are not able to attend such as sending a technician to dynamically risk assess the job. Another suggestion was for the customer to send a photo of where they had broken down through a breakdown app.	
<b>5.0</b>	<b>FEND POSITION</b>	
	All three positions were discussed and it was agreed that in the majority of breakdowns on motorways the fending of the breakdown vehicle at an angle after the technician has dynamically risked assessed the situation would be best practice. MP/SK/GW to provide SI with clips to take to the Executive to gain approval. CW to get evidence from the Home Office, ACPO and Martin Langham.	<b>MP/GW SK/CW</b>
<b>5.1</b>	A discussion took place around providing money to support making another DVD for Life on the Edge. SI to take the idea to the Executive	<b>SI</b>
<b>5.2</b>	<p>Vehicle Lighting – The Directional Arrow was discussed and suggestions made that SURVIVE should lobby to get the legislation changed to allow breakdown organisations to put out a 600m arrow or have exemption like the TO's. MP has provided the link below:</p> <p>The type of '610' arrow used by police and HA Traffic Officers are 600mm in diameter. The work TRL did here on those signs (<a href="http://assets.highways.gov.uk/specialist-information/knowledge-compendium/2009-11-knowledge-programme/TOS_Signs_Stability_Final_Report.pdf">http://assets.highways.gov.uk/specialist-information/knowledge-compendium/2009-11-knowledge-programme/TOS_Signs_Stability_Final_Report.pdf</a>)</p>	

	<p>attached) was able to produce an easily-deployed larger (900mm diameter) sign – but predicted it would be even worse than the existing sign in windy conditions (and vehicle slipstreams).</p> <p>Since then, at least one of the signs manufacturers has produced a sign design which they claim to be extremely stable, and might carry a 900mm diameter 610:  <a href="http://www.quazarinternational.co.uk/ProductIntro.aspx?p=1#12">http://www.quazarinternational.co.uk/ProductIntro.aspx?p=1#12</a></p> <p>Their web site has video of the sign undergoing wind tunnel testing.</p>	
<b>6.0</b>	<b>OUTSTANDING ACTIONS FROM MEETING 12/06</b>	
<b>6.1</b>	SI to ask Andrew Reeve to update the contractor database as some have gone out of business.	<b>SI</b>
<b>6.2</b>	SI advised that the AA had recently introduced an AA Breakdown App whereby the driver entered all relevant details directly into the resourcing plan. Discussion took place on whether or not photographs of the view of the SMART motorway could be added. SMART Motorway Steering Group to be asked if Google Maps pictures of the M25 SMART Motorway sections could be re-taken.	<b>SR</b>
<b>6.3</b>	<p>CW advised that a sub-group had met to discuss the subject and concluded that the text could be changed to “exit from your vehicle on the nearside and then move over the barrier and as far up the embankment to where you can see the rear number plate of your vehicle” SI to test with the Populus panel.</p> <p>CW to circulate some phrases around the best place to stand awaiting a breakdown service to arrive.</p>	<p><b>SI</b></p> <p><b>CW</b></p>
<b>7.0</b>	<b>AOB</b>	
<b>7.1</b>	Hindhead Tunnel – IPV in attendance but is fending in front of the broken down vehicles. GW to see if contact can be made with the contract manager to see if this can be changed.	
<b>7.4</b>	Date of next meeting to be in December	