

**MINUTES OF WORKING GROUP 1**  
**MEETING HELD ON 12<sup>TH</sup> JUNE 2014**

Present: STEVE IVES (AA)  
 SUE JONES (AA)  
 STEVE ROBINSON (RAC)  
 CHRIS WILTSHIRE (AA)  
 NICK FRISBY (MET POLICE)  
 MALCOLM PALMER (TRL)  
 ROBIN DONEY – REPRESENTING RECOVERY OPERATORS  
 TERRY CRAMPTON (IVR)

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

Guests: RYAN BRIDGER (MOUCHEL)  
 MARTIN LANGHAM  
 JAMES JARRETT

		<b>ACTION</b>
<b>1.0</b>	<b>INTRODUCTION</b>	
<b>1.1</b>	SI introduced and welcomed the guests and newcomers to the group	
<b>2.0</b>	<b>FEEDBACK FROM ALR SMART MOTORWAYS M25</b>	
<b>2.1</b>	RB advised that sections 23-25 and 5-7 of the M25 had opened on the 12 <sup>th</sup> April. Feedback from SR (RAC) was that an operator had attempted to get into an ERA but it was too narrow in their opinion and had been struck by a passing motorist.  RB to confirm that all ERA's have minimum standard length and width.	<b>RB</b>
<b>2.2</b>	Another anecdotal comment from a garage was that they were sent to a breakdown in Lane 1 which they attended and	

	<p>recovered but had not received the communication regarding SMART motorways, an AA patrol did the same.</p> <p>It was agreed that the communication “Working on SMART Motorways” would be re-sent by e-mail to all contractors by end of w/c 16<sup>th</sup> June. CW to cascade document</p>	<p><b>SR/PW/JS</b> <b>CW</b> <b>CW</b></p>
<b>2.3</b>	SI to raise the subject at the Executive and ask WG3 to contact all publications and put out a press release.	<b>SI</b>
<b>2.4</b>	Red “X” compliance is a real issue and currently affects all working at the side of the road.	
<b>2.5</b>	The BPG has been updated by RB and CW to reflect working on SMART motorways and it was agreed to reprint, distribute and update to Version 3. The cost of re-printing will be £10K. RB/PW/JS/SR to get authorisation to contribute £2K each towards the cost and advise CW when it has been agreed. SI to get changes signed off by AA Legal.	<p><b>RB/PW</b> <b>SR/JS</b> <b>SI</b></p>
<b>2.6</b>	SI to ask Andrew Reeve to update the contractor database as some have gone out of business.	<b>SI</b>
<b>2.7</b>	The AA and RAC have started to flag SMART motorway jobs. It was suggested that a prompt to ask where the motorist is could be asked. ML suggested work had been done on this (Project Mosaic) – ML to send details to RB	<b>ML</b>
<b>2.8</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>RB/SI</b>
<b>2.9</b>	Feedback from the emergency services is that they are doing better than expected. SI to ask some general SMART motorway questions to the AA Populus Panel to gain insight into what motorists think of their introduction.	<b>SI</b>
<b>3.0</b>	<b>WORKING ON HIGH SPEED DUAL CARRIAGEWAYS WITH NO HARD SHOULDER</b>	
<b>3.1</b>	<p>SI advised that currently, the AA will attend Lane 1 jobs but other lanes are considered to be 999 emergencies and are not attended. A discussion took place around how the Lane 1 attendance could be made safer:</p> <p>Rear stripe pattern livery could be changed – MP to send TRL report to RB – PAS43 to be updated to show recommended best practice.</p>	<b>MP</b>

	<p>Illuminated Keep Right Arrows could be used</p> <p>The “fend” position could be changed (particularly) at night because motorists find it hard to distinguish if the vehicle is stationary or moving.</p> <p>RD suggested the subject of red flashing lights being introduced for a stationary breakdown vehicle. ML advised that studies had shown that amber lights were still considered to be the most effective.</p> <p>Beacon patterns could be changed.</p> <p>Rear and forward facing cameras could be introduced.</p>	
<b>3.2</b>	<p>A demonstration of lighting products was then given by JJ with four types of warning devices shown. Three types required the operator to place the device a number of meters behind the vehicles and were thought to add danger to the breakdown scenario.</p> <p>The fourth device “Intellicone Sentry” had a signal hopping capability with a high performance ultrasonic beam that could detect immediate traffic crossing its path. This device could be attached to the rear of breakdown vehicle together with a camera. Near miss data could then be collected to evaluate how many happen per day. Organisations to evaluate if any device would be suitable for their fleet.</p>	<b>CW/SR PW/JS</b>
<b>4.0</b>	<b>HIT WHILST WAITING</b>	
<b>4.1</b>	SR advised that the RAC are reviewing injuries to their customers.	
<b>5.0</b>	<b>ADVICE TAKEN AT POINT OF CALL</b>	
<b>5.1</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>Once agreed and changed, advice given to Technicians would also need to be altered.</p>	<b>SI</b>

<b>5.2</b>	The group also concluded that there was nothing intrinsically wrong with the fend position advice. A proposal was put forward as to the orientation of the vehicle and whether or not it could be bettered. Once all has been agreed CW to update BPG.	<b>CW</b>
<b>6.0</b>	<b>OUTSTANDING ACTIONS FROM LAST MEETING</b>	
<b>6.1</b>	SI advised that Simon Sheldon-Wilson of the HA was to send the latest advice for Working in Coned Off Areas with MAC Contractors.	
<b>7.0</b>	<b>AOB</b>	
<b>7.1</b>	Reversing Cameras introduced by some manufacturers and fleets – ML advised he had been part of an investigation team where 3 fatalities had happened within the last 3 months whereby these in-cab devices had been used and asked for any views on their usage. SI advised that the AA had considered implementing them but considered the increased risk to pedestrians was too great and had not gone further.  Research suggests that they were considered to be a good idea but evidence is hard to find. MP to send any data on the subject to ML.	<b>MP</b>
<b>7.2</b>	Lifeline Device – The AA had had 4 occasions when this device came into use and on each occasion no injuries or damage to vehicles was incurred. SI to bring up at Executive as to whether they should be required equipment in PAS 43.	
<b>7.3</b>	Makeup of Group – It was agreed that NF would replace John Salisbury-Jones who has retired. RB to ask the HA if he could replace David Grunwell as he has not attended any meeting of WG1. TC will represent IVR if Steve Kirton is unavailable. SI take the HA position to the Executive as to who should be their representative.	<b>RB</b> <b>TP</b>
<b>7.4</b>	Date of next meeting to be September/October.	