

Motorway and fast roads working

Never attempt repair from a live lane – wait until the scene has been made safe by National Highways traffic officers or the police.

1. Preventative measures

Where possible, before deployment contact your National Highways Regional Operations Centre with incident details.

These could include vehicle location, vehicle registration, an indication of the vehicle fault if known. We will record details of the vehicle driver and attending technician if these are available.

It is useful for us to have an idea of your recovery strategy. Tell us what your initial plan looks like. If you know it, then advise

National Highways of your estimated time to scene or to any agreed rendezvous point (RVP). What support are you likely to require from Traffic Officers, this may be a patrol on scene or at any agreed RVP

We can then discuss options we have to assist – this might be lane closures, rolling road blocks or something else.

East Region.....0170 760 8507
 East Midlands Region0115 855 2014
 North East Region01924 24 3715
 North West Region01925 29 8014

South East Region01883 74 5313
 South West Region0117 316 5708
 West Midlands Region0121 421 8808

2. Initial response

We strongly suggest that an agreement is made to confirm where responders are to meet. Make it clear to all involved where the RVP is. This may be at the incident scene, an upstream junction, motorway service area, off network location or somewhere else.

This allows for a discussion to take place to confirm an approach strategy, an incident response plan and importantly, an exit plan.

When your job is complete, what support is required to get you safely away from the location?

Marker posts:

Our location systems work using marker posts in the first instance. If you are able to provide them, pass on the numbers and letter on any marker post to enable National Highways to accurately pinpoint any location.



3. Scene management

This will generally require a dynamic response as further details become available and a clear picture of the incident is established.

Traffic Officer patrols will determine and request signal settings, traffic management deployment (cones, lights etc) and advise technicians of what is confirmed to be in place.

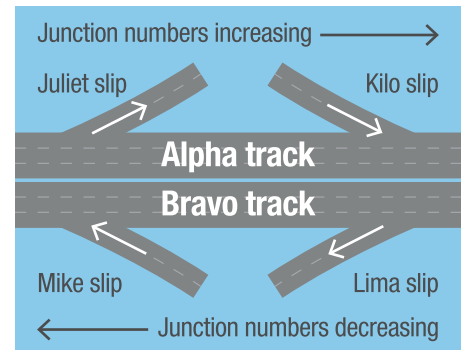
National Highways will always place the safety of responders and road users above all else.

We will assess any impact on traffic volume and flow as an integral part of our incident response plan.

General terminology:

Carriageway on which junction numbers are:
 Ascending or increasing = **Alpha track**
 Descending or decreasing = **Bravo track**

Slip roads: National Highways use Juliet, Kilo, Lima and Mike to determine slip roads.



4. Restoration to normality

When rejoining a motorway lane, build up speed on the hard shoulder and watch for a safe gap in traffic. Using current guidelines, let National Highways know when you are ready to leave any emergency area. If a Traffic Officer patrol is on scene, then discuss with them what

support is required. If the patrol was not required or has left scene then call the Operations Centre using the dedicated telephone number provided or emergency roadside telephone to discuss your plans and any support required to allow you to exit the emergency area safely.