

# On-Road Services

Improving the safety of motorists and reducing the impact of incidents on the flow of traffic



Incident Response Units (IRU)

Medical Response Units (MRU)

Light Towing and Recovery Units (LTRU)

Heavy Towing and Recovery Units (HTRU)



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SMART FREEWAY MANAGEMENT

# ON-ROAD SERVICES

The SANRAL On-Road services comprise of FOUR TYPES OF SERVICES, operating on 220 km of the Gauteng Freeway Network, with the objectives of improving the safety of motorists (particularly in the event of an incident), and reducing the impact of incidents on the flow of traffic. These services are decentralised at strategic positions across the network so as to allow for rapid response to incidents.

## Incident Response Units (IRU)



The purpose of the IRU is to secure the scene of an incident by deploying warning signs, setting out traffic cones and other highly visible equipment so as to reduce the likelihood of secondary traffic accidents at the scene. The services is furthermore intended to protect casualties and their property, offer basic life support medical assistance, clear up minor debris, and erect patient screens (if necessary).

The IRU units comprise of the following:

1. A Traffic Safety Officer (TSO) and assistants to assist with setting out traffic signs and warning oncoming traffic, but are often also qualified in basic life support
2. A Basic Life Support paramedic (BLS) paramedic who has completed a Basic Ambulance Course (BAC) qualification and is registered with the Health Professions Council of South Africa (HPCSA).

## Medical Response Units (MRU)



The medical response units comprise of utility vehicles and motorcycle medical response units which are intended to provide rapid medical response to incidents where injuries might have occurred and thereby act as quickly as possible in the so-called "golden hour". These units are staffed by an Intermediate Life Support (ILS) paramedic, equipped with medical kits, who will provide patient care until the arrival of an ambulance that will take over the patient care and transport patients to a hospital.

The agility of the units is enhanced by the use of a number of motorcycle-based units that will be used during periods of traffic congestion and thereby reducing the time to reach the scene of an accident.

The services are operated 24-hours per day, 7-days per week and are tracked, monitored and dispatched from SANRAL's Traffic Management Centre.

The control centre can be contacted at 0800 487 233 to be notified of an incident.

The types of services are described individually below:

## Light Towing and Recovery Units (LTRU)



The LTRU is tasked with moving stranded or accident-damaged vehicles (predominantly passenger cars) out of the roadway. These units employ rollback-type towing trucks (i.e. having a flat loadbed onto which a car can be loaded) a place where it will not be in danger and obstruct the flow of traffic.

This service will however not transport a vehicle to a workshop, business or residence, but merely to a location that is out of the roadway.

## Heavy Towing and Recovery Units (HTRU)



Similar to the LTRU, the objective of the HTRU is to move broken-down, or accident damaged heavy vehicles off the freeway where it will not obstruct traffic or pose a hazard to other road users. Similarly, this service will not transport a vehicle to a workshop, business or residence, but merely to a safer location.

# REPORTING OF INCIDENTS

## What incidents to report

Please report any incident **0800 487 233** that is either impeding the flow of traffic or may cause a danger to motorists. This includes all accidents, objects on the road, and any broken down / stationary vehicle that is obstructing the flow of traffic or is parked in a dangerous place. (Note that a stationary vehicle in the emergency lane may still pose a danger if it is not clearly visible).

## HOW TO REPORT AN INCIDENT

When you report an incident, it is vital that accurate and relevant details are provided. This will facilitate the dispatching of the relevant resources and will assist in the duplication of resources and response to a scene of an incident.

The road user should provide as much of the following information as possible:

- Caller's name and telephone number
- Type of incident (EXAMPLE: stationary vehicle, vehicle accident)
- Incident location (EXAMPLE: N1, North, between Rivonia and Buccleuch Interchanges)
- Which lanes are closed?
- Number of vehicles involved?
- Are there any injuries / entrapments?
- Is there any chemical spillage?

## HOW TO REPORT THE LOCATION OF AN INCIDENT

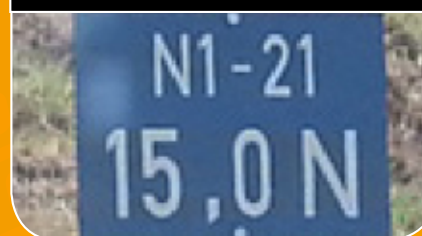
It is often difficult to determine your precise location on the freeway. The following guidance will assist you in providing accurate location details.

If you are familiar with the roads in the vicinity, please specify:

- the route number (i.e. N1, N3, N12 etc.),
- the direction (northbound, southbound, eastbound, westbound),
- the name of the nearest interchange (and whether the incident is before or after that interchange),
- If known, please also state in which lane the incident occurred (i.e. shoulder lane, slow lane, fast lane, etc.)

If you are not familiar with the area, the following signage can be used to assist with the determination of a location:

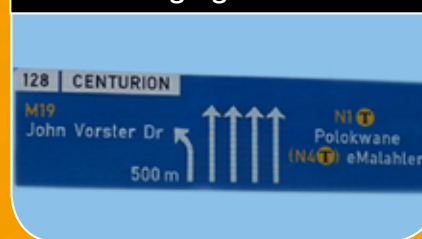
### Kilometre Marker Boards



The most accurate location details can be obtained from the blue kilometre marker boards erected every 200 metres along the national road. This board displays the following:

- It is the N1 Route
- On section 21
- At kilometre 15,0
- On the Northbound carriageway

### Direction Signage



Blue direction signs are erected along dual carriageways to guide motorists in selecting an exit ramp close to a road junction.

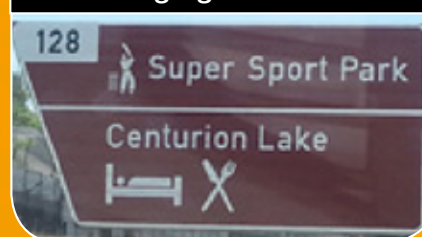
- The Interchange number is 128
- It is the N1 Route
- The Exit ramp destination is John Vorster Dr.

### Land Mark Signage



These signs provide useful information concerning the location of an incident. This could be a prominent structure or a geographical feature (such as a river) that is signposted.

### Tourism Signage



These signs can also be useful in identifying the location of an incident.



Report any incident on the  
freeway to **0800 487 233**



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SANRAL's i-TRAFFIC website  
(<http://www.i-traffic.co.za>)  
is a traveller information service that provides  
the status of traffic conditions, road works  
and traffic alert information on the  
Gauteng freeway network.

