



Frequently asked questions

Why is SANRAL providing such services?

These services are provided for the safety and convenience of road users. The safety of travellers is improved by:

- Promptly responding to broken down vehicles, deploying flagmen, traffic signs and traffic cones to prevent fast moving traffic from colliding with the stationary vehicle;
- Offering early paramedic treatment at accidents to increase the chances of survival for persons with serious injuries;
- Promptly responding to obstructions on the roadway that might pose a danger to motorists.

The convenience to road users is improved by reducing unnecessary delays that are caused by traffic incidents and the occurrence of secondary incidents.

What will happen to the other services currently operating on the freeways?

The SANRAL services are not intended to replace, but rather to complement, existing services. For example the SANRAL medical services will hand over to ambulance staff when they arrive. Similarly the towing and recovery vehicles will merely move vehicles out of a dangerous situation, from where

the owner/driver can choose how (and by whom) he/she wants to transport the vehicle further. The SANRAL service is not allowed to transport vehicles beyond drop-off areas along the freeway.

What are the operating hours of the services?

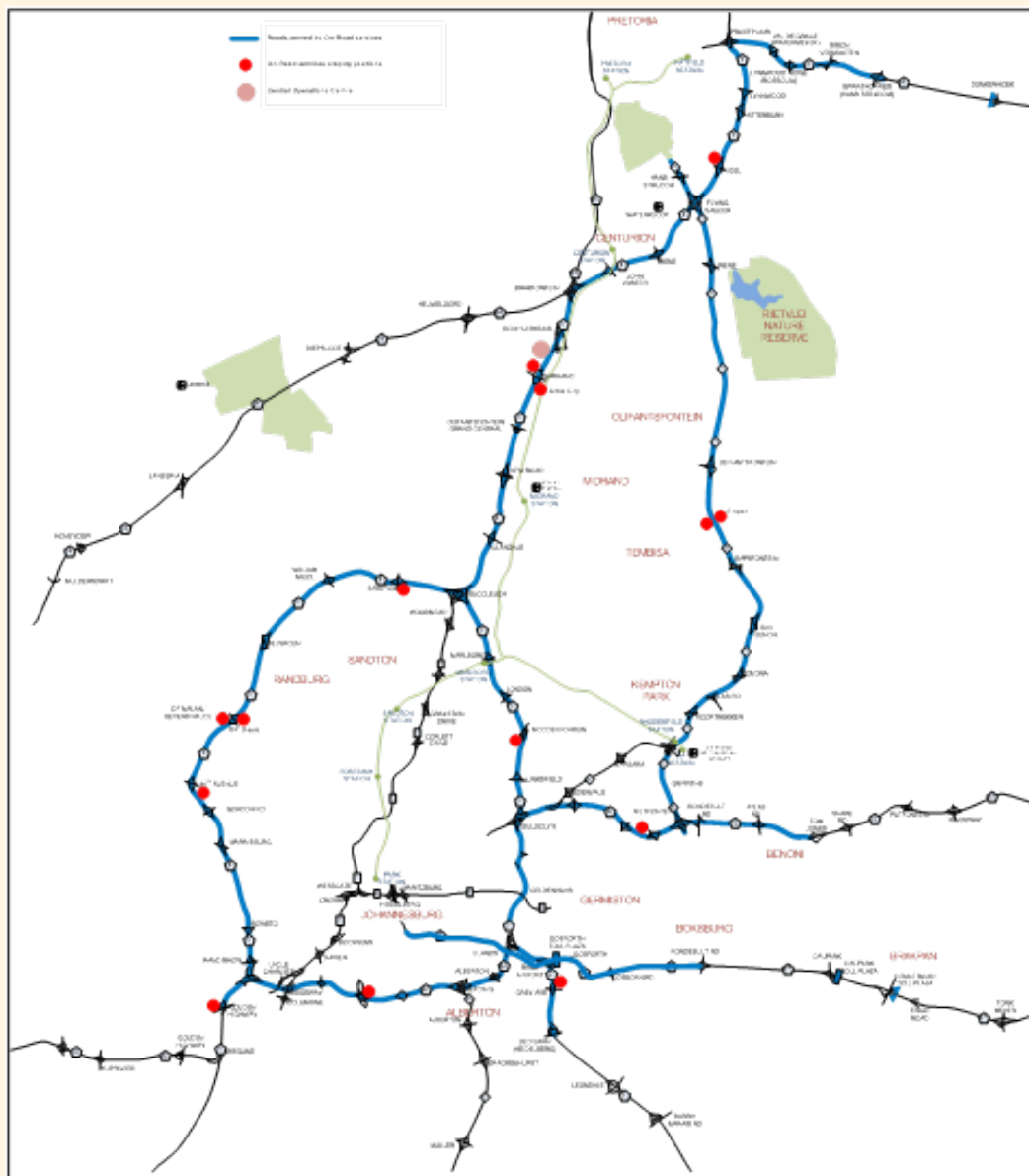
The services are in operation 24-hours per day, every day of the year.

How will I be able to identify the SANRAL services?

The operators and the vehicles are clearly branded with the SANRAL logo and corporate colours. The operators will also have clearly identifiable name tags.

What is the service coverage area / Where will I find these services?

The services are provided on 220km of the Gauteng Freeway Network. The services are not available on other roads (for example city streets) in Gauteng. The following map shows the routes on which the services operate. The blue-coloured road sections indicate where the services operate, and the red dots indicate staging positions from where they are dispatched from the control centre.



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How much will it cost me?

The SANRAL on-road services are provided at no cost to all road users.

How do I contact / request the services?

Any request for assistance, or notification of incident/accident must be directed to the SANRAL Traffic Management Centre (TMC) at 0800 487 233 (0800 itraff).

Will they take my car home or to a workshop?

No, the SANRAL towing units may not transport a vehicle beyond drop-off points along the freeway network. A vehicle driver/owner must thereafter make his/her own arrangements for further transportation.

What type of roadside repair assistance can I expect?

The SANRAL on-road services are not intended to provide assistance with roadside repairs. The services are merely intended to improve the safety of motorists and to move stranded/stationary vehicles out of danger. The units will not provide any fuel, lubrication or parts. The services may not provide any other mechanical assistance than simple courtesies such as assistance with changing a tyre.

Will the on-road services assist if I'm stranded without fuel?

If located in a security sensitive area, the on-road services will assist in moving the vehicle, but will not supply any fuel.

If I am in need of a towing service, can I use my own insurance company's services instead of the SANRAL service?

The intention with the SANRAL service is to achieve prompt removal of a stranded/stationary vehicle. If a towing service selected by the driver/owner (or his/her insurance) is on scene quickly enough, that service may immediately load the vehicle. If however, that towing service is not on scene by the time the SANRAL service arrives then the SANRAL towing service will move the vehicle out of the roadway and to a nearby drop-off point. After this the selected towing service can collect the vehicle from the drop-off point.

Does SANRAL services have agreements or have any affiliation to other towing services?

No, the SANRAL services operate separately from other commercial services. It is operated by competent commercial entities on behalf of SANRAL.

How can I be assured that the services such as the medical response is competent

The SANRAL medical response units are operated by a well-known reputable paramedic company, with all paramedic personnel having professional qualifications, and having been registered with the Health Professions Council of South Africa (HPCSA).

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What if I refuse to have my car moved?

If a vehicle poses a danger to other motorists or is obstructing traffic, a traffic officer on scene will issue a traffic regulation notice which will legally oblige the removal of the vehicle.

My insurance company said that only services accredited by them may move my vehicle

The SANRAL light vehicle towing services use only flatbed / rollback trucks to move passenger cars, as is used by vehicle manufacturers' recovery services, and typically accepted by insurance companies.

What is the cost of receiving medical assistance?

All the SANRAL on-road services (towing and medical response) are free, but note that this service may not transport patients to a hospital. Other commercial and/or state ambulances will take over from the SANRAL medical services when they arrive on scene and may however charge a fee for their services.

Am I required to give way to SANRAL towing and medical response vehicles with flashing lights and sirens?

While not all of the types of on-road service vehicles are legally registered as emergency vehicles (for example the towing vehicles), SANRAL is appealing to the public to give way to all the units. This is in the best interest of motorists as quick response of these services will reduce the delays and improve safety at the scene of an accident/incident.

If I need assistance how long will it take for the service to get to me?

The on-road service units are distributed across the freeway network, meaning that an incident is typically not further away than ten kilometres along the freeway from the nearest response unit. This means that shortened response times can be achieved.

Will I be safe with the on-road service operators?

The drivers of the on-road service vehicles are trained and have professional driving permits. They have been checked for previous offences such as reckless or negligent driving. If a complaint is lodged against a driver, a review and disciplinary process will be followed. The vehicles are furthermore tracked by means of GPS. The freeway itself is instrumented with CCTV surveillance cameras placed at regular intervals along the roadway. These cameras are constantly being monitored by the control centre.

When my car gets towed away, will I also get a lift to where my car is towed?

Yes, occupants of the car may be transported in the towing vehicle along with their car. If there are more than two people the IRU may assist in moving the people to the drop-off point.

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