



WHAT TO DO IF YOU  
**BREAKDOWN**

## Breakdowns

If your vehicle breaks down, think first of all other road users and:

- Get your vehicle off the road if possible.
- Warn other traffic by using your hazard warning lights.
- Put a warning triangle on the road at least 45 metres (147 feet) behind your broken-down vehicle. Never use a warning triangle on motorways.
- If possible, keep your sidelights on if it is dark.
- Do not stand between your vehicle and oncoming traffic.
- At night or in poor visibility do not stand where you will prevent other road users seeing your lights.

## Obstructions

If anything falls from your vehicle (or any other vehicle) on to the road, stop and retrieve it only if it is safe to do so.



## Breakdowns on a motorway

If your vehicle develops a problem on a motorway, leave the motorway at the next exit or pull into a service area. If you cannot do so, you should:

- Pull on to the hard shoulder and stop as far to the left as possible.
- Try to stop near an emergency telephone.
- All occupants should leave the vehicle by the left-hand door.
- Never attempt to place a warning triangle on a motorway.
- Use the emergency telephone and give them full details of your problem and inform them if you are a vulnerable motorist or have mobility requirements.
- If you're a member of a roadside recovery service give details on the emergency telephone. If you are not a member of a roadside recovery service, you will be given the option to become a member at roadside.
- Return to your vehicle and wait (well away from the carriageway and hard shoulder).
- If you feel at risk from another person, return to your vehicle. Leave your vehicle again as soon as you feel this danger has passed.

### Do not try to carry out even simple repairs.

#### If you cannot get your vehicle onto the hard shoulder

- Do not attempt to place any warning device on the carriageway.
- Switch on your hazard warning lights.
- Leave your vehicle only when you can safely get clear of the carriageway.

#### Disabled drivers.

If you have a disability which prevents you from following the above advice you should:

- Stay in your vehicle.
- Switch on your hazard warning lights.
- Display a 'Help' pennant or, if you have a mobile telephone, contact the emergency services.

#### Obstructions on the motorway

On a motorway do not try to remove the obstruction yourself. Stop at the next emergency telephone and call Traffic Scotland or the police.

The **Trunk Road Incident Support Service (TRISS)** provided by Transport Scotland (the national transport agency for Scotland) takes care of drivers and gives them reassurance if they get into difficulty on the Scottish motorway and trunk road network. The service keeps drivers safe whilst they are waiting for either the emergency services or their own breakdown organisations to respond.

The aim of this service is to deal quickly and effectively with incidents on the motorway and trunk road network. This has a dramatic impact on clearing congestion, improving journey times and keeps our customers out of harms way. TRISS operates in Glasgow, Edinburgh and Fife. TRISS will be extended to include the M74 Completion Project and M80 Stepps to Hags project on their opening.

Upon their arrival at an incident the TRISS teams make the site safe for road users.



## Benefits to you

- Making incidents safer during an emergency
- Protecting drivers and removing broken down vehicles
- Implementing temporary traffic management
- Securing specialist resources if required
- Providing information for use on electronic road signs
- Reduced congestion by getting traffic moving as quickly and safely as possible after an accident
- Improved road safety



## Service coverage

## Supporting partners

## Useful contacts

### West coverage



### Traffic Scotland

Traffic Scotland is the service that provides the focal point for the monitoring of the trunk road network, to control traffic to improve the operational condition of the network, and to share and disseminate information.

Traffic Scotland makes use of new technologies, Intelligent Transport Systems (ITS), to help make Scotland's roads safe and travel friendly.

The Traffic Scotland Control Centre can arrange for assistance from a registered recovery service at the request of the motorist using the Emergency Roadside Telephones.

Whenever a call is received at the Traffic Scotland Control Centre regarding a hazard on the trunk road network or a hazard has been spotted on the CCTV cameras, Traffic Scotland assess the required response.

In dealing with hazards Traffic Scotland work closely with TRISS. Building on the success of their partnership, and to further improve response times, TRISS and Traffic Scotland have improved communication via the introduction of the Airwave service. Airwave is a secure digital radio communications network designed to meet the needs of the police and other public safety organisations.

### Police

Police Officers engaged in road policing duty will provide a full general policing service whenever necessary. However you may spot TRISS vehicles supporting the police at the following scenes:

- Motor vehicle accidents
- Assisting in the removal of damaged and abandoned vehicles
- Clearing debris from carriageways
- Undertaking high visibility patrols
- Assisting with road closures
- Providing emergency traffic management

### Transport Scotland

National transport agency for Scotland.

[www.transportscotland.gov.uk](http://www.transportscotland.gov.uk)

**Tel: 0141 272 7100**

Email: [info@transportscotland.gsi.gov.uk](mailto:info@transportscotland.gsi.gov.uk)



### Traffic Scotland

Real time and future traffic information for Scotland

[www.trafficscotland.org](http://www.trafficscotland.org)

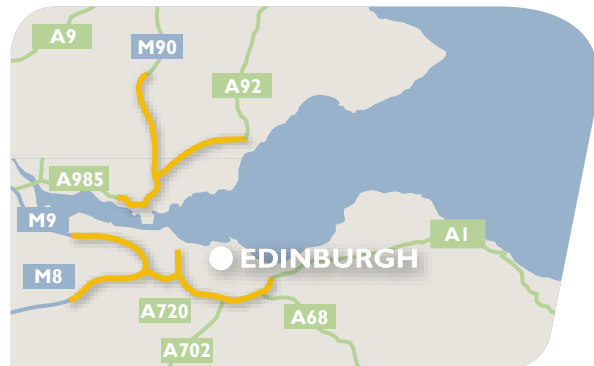
Email: [info@trafficscotland.org](mailto:info@trafficscotland.org)

Trunk Road Customer Care Line:

**Freephone: 0800 028 1414**



### East coverage



### Traveline

Up to date and impartial timetable information to get you to your destination by the quickest public transport mode.

[www.travelinescotland.com](http://www.travelinescotland.com)

**Tel: 0871 200 22 33**

