

Incident Response Service helps to keep Melbourne moving

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As part of the *Keeping Melbourne Moving* plan announced in April 2009, \$11.7 million was allocated to expand VicRoads' Incident Response Service to arterial roads to clear broken-down vehicles and other lane blockages. There are now 17 vehicles patrolling the roads with 35 dedicated IRS Officers attending road blockages and assisting with traffic flow.

Road User Services - Incident Response Vehicles

12 year old Mitch Getson of Rowville received a special school holiday treat in October when he visited the VicRoads Incident Response Service depot.

Incident Response Service Manager, Greg Wylie, received a letter from Mitch asking if he could come and see the "cool" Incident Response Service (IRS) vehicles, which he has been fascinated with since first spotting them on the roads.

Mitch, his dad and younger brother spent a couple of hours looking over the vehicles and talking with Incident Response Service Officers, Mark Cooper and Scott James.

"They were very excited and took about 150 photos!" Greg said. "Mitch was intrigued by how the IRS vehicles push broken down or immobilised vehicles off the road."

VicRoads Incident Response Service (IRS) vehicles patrol Melbourne's freeways and arterial roads during peak times.



Mitch and his brother Tanner enjoy a tour of an Incident Response Service vehicle with IRS Officer, Mark Cooper.

They play a pivotal role in assisting emergency services to quickly and safely move incidents off the major roads and freeways, helping restore normal traffic conditions.

"With the expansion of the service, we expect that the IRS vehicles will become more recognised as one of VicRoads great initiatives for reducing congestion on the roads", Greg added.

Further information

For more information about what is included in the plan please visit www.transport.vic.gov.au