

# Keeping Melbourne Moving

## Information Update

August 2009

### Incident Response Service

The Incident Response Service (IRS) is one of Melbourne's tools to tackle safety and congestion on Melbourne's roads. The IRS plays a vital role in improving traffic flow and safety during and after road incidents on freeways and arterials.

In the month of June alone the IRS responded to 704 incidents to assist with traffic management, the clearing of vehicle breakdowns, removal of debris and general assistance at crash scenes.

This is especially important during peak travel times when the IRS team assist with returning the road to normal conditions as quickly as possible. They also help police with traffic management to secure the area and ensure road users and emergency service personnel are safe.

### Resource Management System

The IRS will receive a system upgrade later this month. The new system improves real time vehicle tracking and two-way message functionality via GPS and wireless technology which will vastly improve the efficiency of the service.

The new system will offer various benefits such as:

- Improved customer service due to faster response times
- Improved communication between dispatch and field workers
- Enhanced information on incident locations and frequency to improve strategic resource deployment
- Flexible reporting options on attendance times, clearance times, and the types of incidents that delay traffic.



*Above: The incident response service vehicles used on arterial roads and metro freeways.*

### Further Information

**Website:** visit [www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au) and follow the link to *Keeping Melbourne Moving*

**Email:** [keepingmelbournemoving@roads.vic.gov.au](mailto:keepingmelbournemoving@roads.vic.gov.au)

**Telephone:** 1300 728 977