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RAC reacts to M25 smart motorway evaluation report

RAC chief engineer David Bizley said: “The results of these initial reports suggest that motorists are still getting to grips with how to make proper use of motorways with all lane running (‘ALR’). This is consistent with our own research on this subject.

“Non-compliance with red ‘X’s on ALR stretches of motorway is a particular cause for concern. With no permanent hard shoulder, the safety of someone breaking down in lane one is highly dependent on motorists obeying overhead signage indicating the closure of a lane to traffic. The misuse of Emergency Refuge Areas (‘ERAs’) is also worrying. With spacing of ERAs further apart than on earlier designs of smart motorway and in the absence of a hard shoulder it is essential that ERAs are used only by those road users that are faced with a genuine emergency.

“It is encouraging that initial evidence suggests the safety performance of ALR to be no worse than a conventional motorway with a hard shoulder and indeed may be slightly better, but by Highways England’s own admission, a further two years data will be needed before there is sufficient evidence to be confident in this conclusion.”

The press office email address is press.office@rac.co.uk and media centre is at media.rac.co.uk. **Please note:** the press office is unable to help with individual customer enquiries - please visit the [RAC contacts page](#) to find the right contact.

The RAC, an iconic UK brand, provides complete peace of mind to nearly 14 million UK private and business drivers, whatever their motoring needs. As well as its premium nationwide breakdown assistance service – with an expert branded patrol workforce attending more than two million breakdowns every year – it offers a wide range of market-leading products across insurance, legal services, vehicle inspections and service, maintenance and repair. Included in this is the first-of-its-kind nationwide Mobile Mechanics service which brings the garage to homes and workplaces.

At the forefront of new solutions for business fleets and consumers, the RAC's breakdown service is electric-ready with mobile EV charging technology and can be called on using [myRAC](#) – the all-in-one route planner, fuel finder and breakdown reporting app.

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Contacts



RAC Press Office

Press Contact

press.office@rac.co.uk

Emails monitored during normal office hours. For breakdown queries, call 0330 159 0740

ISDN number on request