

Highway Cases

Standard Processes in Italy

Premise: any intervention on Italian highways is under the responsibility of the Highway Authority, which manages the section where the incident takes place. The Motorway Authority decides who should intervene and how.

ACI's subcontractors must be entitled to provide services on the highways. In any Highway stretch (entrance>next exit) there is at least one entitled subcontractor.



This document's aim is to describe the most common scenarios and the related procedures in ACI Alarm Center.

Standard Process

- Home S.P. sends an AOR to ACI for a highway case;
- ACI opens a file and get in contact with the local Highway Authority asking for authorization to provide a tow and reporting these data: km, direction and position (eg. emergency lane) vhl make/model and plate n°,
- Highway Authority gives "green light" and ACI engages the local entitled subcontractor to perform the towage.

In some situations, in order to safeguard the safety of highway users, the Highway Authority, using cameras or the passage of Police patrols and/or Traffic Auxiliaries, can directly activate the intervention of one of the Companies authorised to rescue on the motorway.

"Take-in-Charge" scenario with ACI subcontractor

- Home S.P. sends an AOR to ACI for a highway case;
- ACI opens a file and get in contact with the local Highway Authority asking for authorization to provide a tow and reporting these data: km, direction and position (eg. emergency lane) vhl make/model and plate n°,
- H.A. informs ACI that an intervention has already been activated (via ACI AlarmCenter or not) with an ACI subcontractor
- ACI contacts the subcontractor and takes in charge the intervention, providing also the relevant informations (contract, cover, destination, etc.)

N.B.: the Client should inform the patrol guy that he is entitled to assistance and not pay any required cost. In case a payment receipt is issued, take in charge will no longer be possible.

“Third Party” scenario for vhls up to 2,5tons





- Home S.P. sends an AOR to ACI for a highway case;
- ACI opens a file and get in contact with the local Highway Authority asking for authorization to provide a tow and reporting these data: km, direction and position (eg. emergency lane) vhl make/model and plate n°,
- H.A. informs ACI that an intervention has already been activated with an ACI Competitor;
- ACI contacts the Competitor Alarm Center and takes in charge the intervention, providing also the relevant informations (cover, destination, etc.)

N.B.: the Client should inform the patrol guy that he is entitled to assistance and not pay any required cost. In case a payment receipt is issued, take in charge will no longer be possible.

“Third Party” scenario for vhls over 2,5tons

- Home S.P. sends an AOR to ACI for a highway case;
- ACI opens a file and get in contact with the local Highway Authority asking for authorization to provide a tow and reporting these data: km, direction and position (eg. emergency lane) vhl make/model and plate n°,
- H.A. informs ACI that an intervention has already been activated with an ACI Competitor;
- ACI informs the Home S.P. that the Client will have to pay and the ask for reimbursement.

Signs and informations to localize a Client in Italian Highways

	<p>Kilometer Panel Arabic number indicates KM Roman number indicates hundreds meters</p>
	<p>Bridge Panel Next to bridges crossing the highway. It can be provided to ACI that can translate it into kms.</p>
 <p style="text-align: center;">250 m</p>	<p>Service Area Panel Any Service Area has his own name (eg. Vesuvio Sud). Service Areas are geo-localized in ACI's CRM</p>
	<p>Next Exit Panel It reports (in black) the KM and (in white) next exit name and remaining km.</p>