

Incident Response Plan



Document Reference HA1-82806016

Business Process 3.06 Incident Management Planning

Incident Response Plan

Area 1 MAC

EM

June 2013

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Document Control Sheet

Review Process

This document will be reviewed annually, as a minimum. If any changes are made during this or other reviews, the Plan will be re-issued.

Record of Review

Date Reviewed	Reviewed by	Re-issued (Y/N)
10/05/12		N
29/05/12		Y
07/06/12		Y

Record of Issue

Version	Author	Date	Approved by	Date
1.0		29/05/12		29/05/12
1.1		07/06/12		07/06/12
2.0				

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1.0 Purpose

The purpose of this plan is to describe how the Area team will respond to, manage and escalate incidents on the network.

2.0 Scope

This plan applies to all Area staff and explains the general process for managing incidents on the network.

3.0 Definitions & Responsibilities

- Area Network:** A38 between J31 Exeter and Bodmin & A30 between J31 Exeter and Penzance (Chy-An-Mor Roundabout).
- Bronze on Scene (BOS):** Attends critical and major incidents, liaises with emergency services/Traffic Officers, instructs deployed resources and updates NCC operators. Liaises with NCC and BOM as necessary.
- Bronze Operational Manager: (BOM)** Supports the BOS and NCC in managing incidents and the escalation of incidents. Generally only for critical/major incidents.
- ETM** Emergency traffic management as detailed in Chapter 8
- IMD:** Incident Management Database - database populated by NCC staff.
- Incident Response (IR)** IR is the term given for EM resource once assigned to undertake duties at an incident.
- NCC:** Network Control Centre - Produces the TIRP, deploys resource, monitors, manages and records all incident related information and escalates when appropriate.
- RCC** SWRCC at Avonmouth, relays calls to the NCC and controls the Traffic Officers
- Silver Manager:** Provides support to BOS, responsible for strategic decisions, takes responsibility for escalation to Contingency Plan
- Tactical Incident Response Plan (TIRP)**
The TIRP details the level of Provider response required planned actions to rectify the Defect and estimated time to Incident clearance. The production of the TIRP is the end of the response phase of the Incident
- TOS** HA Traffic Officer Service
- TTM** Temporary Traffic management as detailed in Chapter 8

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4. Procedure

4.1 Tactical Incident Response Plan (TIRP)

Following notification, all incidents are subject to assessment via a TIRP and allocation of Incident resources (should they be required) will follow the method of works detailed in the Incident Response Manual. Listed below are the generic TIRPs with brief summarisation of content, further details are listed under Section 11.0 Associated documents.

Incidents are classified under 28 general types, listed below (as defined in the Incident Data Standard version 1.0). Incidents on the Network will be assessed according to the type of incident and pre-defined decision flow charts which are given in Appendix A.

4.2 Incident Types

The 28 incident types recognised by the Highways Agency are listed below. EM has produced a standard TIRP Decision Flowchart for each one of these 28 incident types.

Number	Incident Type
1	Abandoned Vehicle
2	Animal In Road (consider <u>Identifying & Managing Canine Fatalities Procedure</u>)
3	Asset Damage (e.g. Manhole, Gully, Gantry, Verge)
4	Barrier Damage (e.g. Acoustic, Safety)
5	Boundary Fence Damage
6	Broken Down Vehicle
7	Dangerous Vegetation
8	Debris In Road
9	Electrical Defects (e.g. Lighting)
10	Flooding (e.g. Defective Gullies, Drainage)
11	Graffiti
12	Ice/Snow Reported
13	Illegal Signs
14	Litter
15	Main Carriageway Defect (e.g. Pothole, Patching, Fretting)
16	Other (detailed description required)
17	Other Carriageway Defects (e.g. Kerbs, Lighting Columns)
18	Other Fire (e.g. Verge, Gully)
19	Pedestrian On Carriageway
20	Poor Road Marking
21	Road Traffic Collision
22	Signage Issues (e.g. Condition, Damage, Missing)
23	Spillages
24	Structures Damage (refer to <u>Structures Call Out Procedure</u>)
25	Tech MAC (e.g. Comms)
26	Traffic Management
27	Vehicle Fire
28	Welfare (e.g. Potential Suicide)

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4.3 Critical Incidents

The following are deemed to be critical incidents:

- Multiple collisions involving fatalities, serious injuries or vehicles disabled on a carriageway;
- Partial or full closure of motorway/trunk roads due to weather or road conditions. This will also include minor incidents occurring at differing locations aggravated by other circumstances, which taken as a whole fall into this category;
- Collisions involving crossover of a vehicle from one carriageway to another;
- Collisions involving passenger coaches, school minibuses, trains or other public service vehicles resulting in fatal or serious injury;
- Fatal collisions involving fire;
- Serious collisions involving a vehicle carrying dangerous substances. (e.g. hazardous chemicals, flammable liquids such as petrol, radioactive materials etc);
- Collisions on motorway/trunk roads resulting in serious/potentially serious structural damage (e.g. to a bridge) necessitating road closures;
- Fatal collisions on trunk roads where road works are in progress;
- Any significant event impacting partial or full closure of the trunk road due to collisions, security alerts or criminal/terrorist acts;
- Any incident off or adjacent to the network that may meet any of the above criteria, and affects the network;
- Any incident or event off the HA network which results in stationary vehicles for a period of 1 hour or more;
- Suicide or attempted suicide resulting in the closure of lanes or carriageway;
- Roadworks overrunning by 30 minutes or more, and likely to have an impact on the network.
- Any instance of 50% of the reserve winter maintenance fleet being utilised within any area.

4.4 Incident Debriefs

4.4.1 Hot Debriefs

Incident debriefs will be carried out in accordance with the Incident Hot Debrief Procedure following Critical incidents on the Network, where deemed required. They will be recorded on the Critical Incident - Hot Debrief Form

4.4.2 Cold Debriefs

EM will attend Cold Debriefs as and when requested by the HA.

4.5 Incident Reporting

Following Critical Incidents (defined in 4.3 above) EM will submit to the HA an initial report using the Area 1 Incident Report to Highways Agency Form. This report shall be submitted within 24hrs or as soon as is practicable by the Network Occupancy Team. Completed reports are stored on the 'S' drive under Area 1 Network Control Centre – Critical & Major Incidents and a paper copy is stored in the Critical Incidents lever arch file for the current year which is held in the NCC.

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5. Incident Response

To facilitate the management of incidents, EM resources (whether Supervisors, Stewards, Maintenance Crews, Inspectors) will act as IR crews for deployment at incidents across the network. These crews are directly deployed by the NCC. An operational judgment will be made by the NCC operator as to the most appropriate asset available to deploy at the scene of any incident. EM vehicles deployed to incident scenes will be marked in compliance with Chapter 8 standards; however they will not necessarily be marked with ISU livery. Refer to the Incident Response Manual for full details.

5.1. Initial Assessment at the scene

Once the IR has arrived on scene, they must contact the NCC with their 'arrival time' and update the NCC operator with an initial assessment of what they have found on site and where necessary, request additional resources to deal with the incident.

The IR in liaison with any emergency services/TOS on scene will work to resolve the incident within the limits of their training and risk assessments. Once the incident has been brought to a satisfactory conclusion, the crew must contact the NCC with any further updates; details of any materials used and their time of departure.

5.2 Bronze on Scene (BOS) Role

The BOS (known as Duty Supervisor in Area 1) attends critical and major incidents, on request of the NCC. Once on scene they liaise with the emergency services/Traffic Officers, deploy resources or instruct deployed resources. They provide regular updates to the NCC operator and liaise with the BOM as necessary. They are on call as required by the Duty Supervisor & Manager Standby Rota. Generally before getting to site, the BOS will where necessary agree the appropriate Emergency Diversion Route with the Police and ensure that appropriate resources for the incident are mobilised. They will keep a log of their actions on the Duty Supervisor Serious, Critical & Major Incident Record Sheet and will refer to the Duty Supervisor Critical/Major Incident Aide Memoir where necessary for advice.

For incidents involving Structures/Tunnel or Parapet Damage, an Engineer may need to attend site. Refer to the Structures Call Out Procedure for full details.

The BOS role on site will be to:

- a) Notify NCC on first arriving at site.
- b) As soon as possible, provide NCC with a situation report indicating nature of incident, traffic management in place, anticipated duration of incident, an observation on any queues/delays and options for the implementation of variable message signs (VMS) or Portable VMS (PVMS)
- c) Situation reports every hour and when key events occur i.e. re-opening lanes etc. Include an indication of queue lengths.
- d) Request any additional resource via the NCC, i.e. traffic management support, road sweeper, specialist cleaning, tree cutting etc.
- e) Liaise closely with any attending Emergency Services &/or Highways Agency Traffic Officers.

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f) Prior to reopening the carriageway to live traffic (following any lane or road closures) the BOS will inspect the carriageway and any damaged street furniture to ensure that the road is safe to reopen. Where required, the BOS in liaison with the Bronze Operational Manager (BOM) may insist that lane closures remain in place until further infrastructure repairs can be carried out. The BOS will advise the NCC when the road has been declared safe to re-open and of any lane closures that remain in place. For serious barrier damage, the BOS will complete a Category 1 Barrier Risk Assessment Form which will help determine the necessary actions to take.

g) Liaise with the BOM where required.

5.3 Bronze Operational Manager (BOM) Role

The BOM assists the BOS and NCC in making tactical decisions when requested. They will also make the decision to escalate the management of incidents where necessary, in conjunction with the Area 1 Contingency Plan & Group Significant Incident Procedure. They are on call as required by the Duty Supervisor & Manager Standby Rota.

5.4 Incident Details

In addition to the information required above, the NCC must maintain an accurate record throughout the life of the incident to satisfy the requirements of the Incident Data Standard and Appendix 3.3 requirements.

5.5 Liaison with the HA Regional Control Centre

Calls for response anywhere on the network will be generated from a number of sources, but mainly they will come into the NCC from the RCC.

5.5.1. Where available, IR crews will use Airwave radios and will use the appropriate channels for contacting the NCC/RCC depending on incident type and area procedures. Refer to the Airwave Policy for the relevant area for full details.

5.5.2. TOS are not able to transport debris/dead animals etc in their vehicles, therefore anything they find in the carriageway will be removed to a safe location on the nearside verge. TOS will inform the RCC who will in turn notify the NCC of the item's location; general resources can then be deployed under a Non-Emergency Response to deal with the item as appropriate.

5.5.3. The NCC must update the RCC on the status of incidents on the network at regular intervals and following any significant changes/developments.

5.6 Incident Resource – Internal (EM Resource)

EM operate a 24/7/365 NCC based in Ash House, Exeter to manage and coordinate the response to incidents across the network. In addition, there are two Duty Supervisors and 1 Duty Manager on standby 24/7/365 (as per the Duty Supervisor & Manager Standby Rota) to deal with the management of incidents which require an escalated level of response. Engineers are also on call for Structures/Tunnel/Parapet damage in accordance with the Structures Call Out Procedure. EM operates the AMOR Depot Rotas which provides full details of the ISU Network Coverage and general maintenance crew rota systems. For full details of the operational resource employed by EM, refer to the Incident Response Manual.

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5.7. Incident Resource – External (Supply Chain Resource)

EM has a number of supply chain partners available to assist with incidents on the network. Refer to Area 1 NCC Emergency Supplier Call Out List.

6. Performance Measurement

Below are the relevant Performance Metrics from the AMOR Version 1.7 for Area 1.

Road Type	Time of day	Road Traffic Levels	Performance Metric 1 From provider incident identification/notification from Emergency Services/TOS to production of TIRP. 100% compliance	Performance Metric 2 For all Provider attended HA led incidents time from lane closure to lane opening. Monthly mean – 100% compliance	Performance Metric 3 Emergency Services led incidents. Time from handover to HA to lane opening. Monthly mean – 100% compliance
APTR Dual C/way	DAY	LIGHT	45 mins	90 mins	90 mins
APTR Dual C/way	DAY	HEAVY	30 mins	70 mins	70 mins
APTR Dual C/way	NIGHT	ALL	60 mins	120 mins	120 mins
APTR Single C/way	NIGHT	ALL	60 mins	100 mins	100 mins
APTR Single C/way	DAY	LIGHT	45 mins	70 mins	70 mins

For Area 1: Entire network is APTR.

HEAVY traffic levels are A38 Devon and A30 from J31 to Alphington.
LIGHT traffic levels are the remainder of the Network.

DAY = 06:00 to 20:00
NIGHT = 20:00 to 06:00

Performance Metrics will be assigned in line with the incident notification time.

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7. Communications

7.1 Airwave

Where possible, all communications for dealing with incidents will be made over Airwave. Refer to Area 1 Airwave Radio Service Procedure. During major incidents attended by the TOS and on request, the EM BOS will change frequency to the RCC incident channel where possible. All IRs will carry an Airwave set when available to attend incidents.

7.2 Landline Phones and Mobile Phones

In addition to landlines there are also two mobile phones for emergency use in the NCC.

7.3 IMODUS SMS Messaging

For critical incidents where full carriageway closures are required or a significant impact on journey times is expected the NCC will send out an SMS text to those on the SMS distribution list, as per the SMS Group Messaging Procedure.

8. Escalation Process

The increasing scale and seriousness of any incident will be met with an escalating response as detailed as part of the Area 1 Contingency Plan and Business Continuity Management Plan.

9. Welfare

Most incidents are relatively short duration and do not require welfare facilities. During longer duration incident the emergency services will normally provide welfare for the staff involved managing the incident scene. If however during a long duration incident the emergency services are unable to provide welfare, the BOS will arrange it where possible, via the NCC.

10. Group Significant Incidents

Occasionally incidents occur which, by nature of their seriousness or degree of public interest, have the potential to severely damage the reputation of an organisation or its parent company's if not handled efficiently and effectively. For all serious injury or fatal RTCs, RIDDORs, Incidents involving injury to EM personnel or contractors, and events likely to generate media interest, refer to the EM Group Significant Incident Reporting Procedure.

11. Technology

All technology on MAC networks will remain the responsibility of the TechMAC and therefore any faults, defects and damage must be reported to them. Technology available on the Network, whether permanent or portable will be used to help notify road users of incidents and resulting congestion on the Network.

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12. Associated Documents

Sub-Process 3.06 RAD Incident Management Planning
Sub-Process 3.06 RAN Incident Management Planning
Sub-Process 4.06 RAD Manage Incidents
Sub-Process 4.06 RAN Manage Incidents

Area 1 Airwave Radio Service Procedure.
Area 1 AMOR ISU Business Case
Area 1 Contingency Plan
Area 1 Incident Report to Highways Agency
Area 1 NCC Emergency Supplier Call Out List.
Business Continuity Management Plan
Critical Incident - Hot Debrief Form
Dealing with Spillages on the Network
Duty Supervisor & Manager Standby Rota
Duty Supervisor Critical/Major Incident Aide Memoir
Duty Supervisor Serious, Critical & Major Incident Record Sheet
Group Significant Incident Procedure
Identifying & Managing Canine Fatalities Procedure
Incident Hot Debrief Procedure
Incident Recording Log Procedure
Incident Recording Log Sheet
Incident Response Manual
Joint Operating Principles (JOP)
NCC Critical/Major Incident Record Sheet
NCC Critical/Major Incident Aide Memoir
NCC Shift Log Summary Sheet
NCC Guidelines for Reporting to RCC & NILO
Portable VMS
Severe Weather Turn Around Points Plan
SMS Group Messaging Procedure
TIRP Decision Flowchart
Vehicular use of A38 Tamar Bridge Westbound Cantilever