Area 10

Asset Support Contract

Incident Response Plan

Version 6 - November 2012

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Incident Response Plan

Issue and Revision Record

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1 Description of Area 10 Network

The boundaries of the Area 10 network are shown in Figure 1 below.

The Area 10 network comprises of 440km (270 miles) of motorways, 80km (50 miles) of trunk roads within north-west England. This represents approximately 10% of the Highways Agencies Strategic Road Network (SRW).

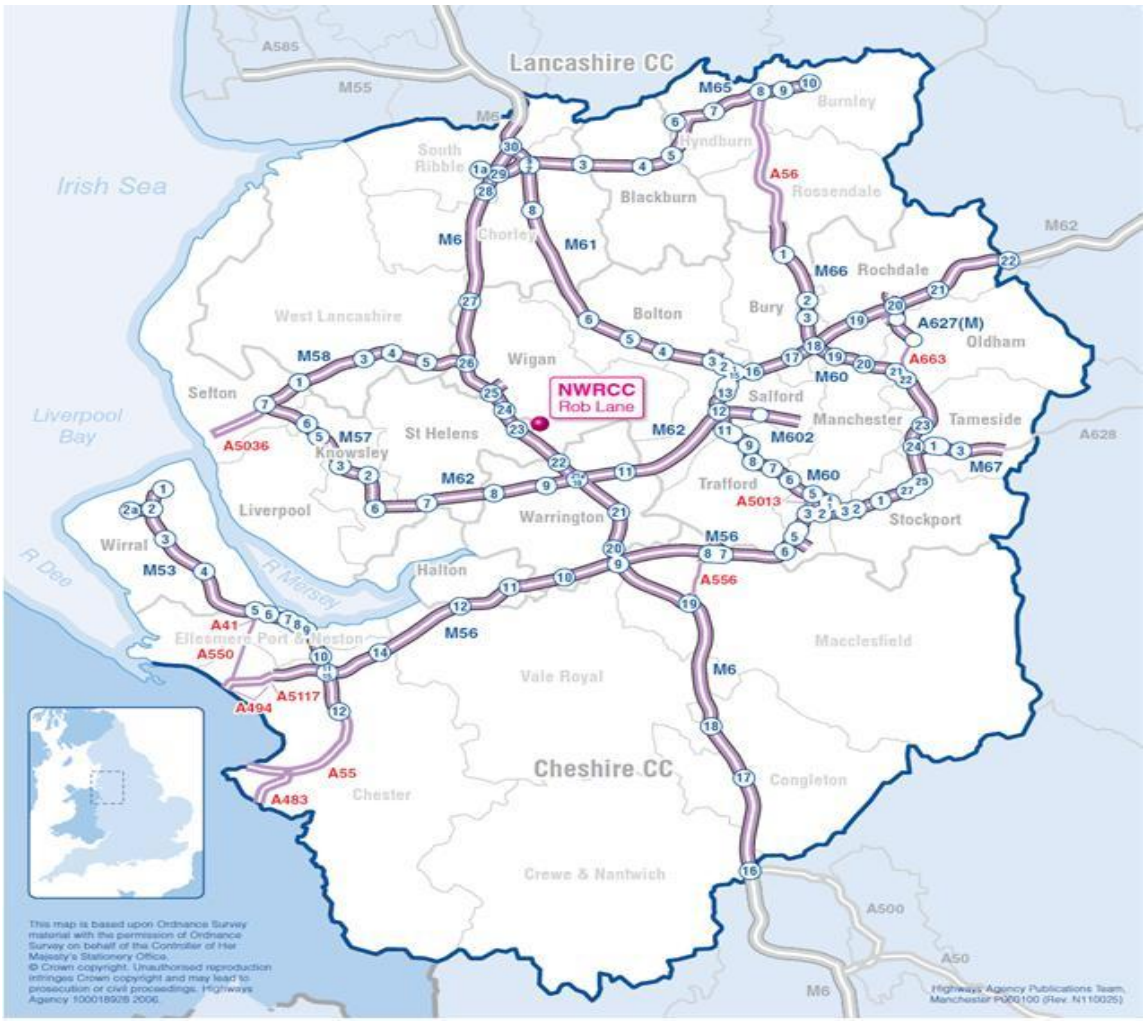


Figure 1.1: Area 10 Network Map

2 Requirements under the ASC Contract

The incident response operational requirements for Area 10 are outlined in the Asset Maintenance and Operational Requirements (AMOR) Version 1.7 July 2011, Area 10 Specific Requirements Part 3 and Appendix 3. This plan must be read in conjunction with the following detailed procedures and process and sub-process charts and details:

- Area 10 Contingency Plan
- Area 10 Severe Weather Plan
- Traffic Officer Service and Service Provider Joint Operating Principles – Appendix D Local Arrangements
- RA312 Traffic Management
- MS601 Emergency Traffic Management (ETM)
- MS600E ETM Risk Assessment
- Risk Focus Briefing 341 Emergency pothole repair
- Risk Focus Briefing 306 Emergency attendance on Motorways
- Risk Focus Briefing 306a Emergency attendance on Trunk Roads
- Implement Thelwall Viaduct Closure Plan as instructed by the Service Manager
- Implement Manchester Airport Closure Plan as instructed by the Service Manager

2.1 AMOR Performance Requirements

The AMOR Part 3 table 3.1 identifies the “incident response performance measures and performance level requirements” dependent on road type / Emergency services present / time of day /traffic levels and ranges. (Appendix M) The performance metrics are –

- Metric 1 – From Provider incident identification / notification from TOS / Emergency Services through to production of The TIRP
- Metric 2 – Monthly mean: For all provider attended HA led incidents from Lane Closure through to Lane Opening
- Metric 3 – Monthly mean: From incident command handover from the Emergency Services to the HA, through to Lane Opening

2.2 Stakeholders

BBMM have Contact names, addresses, telephone and e-mail addresses of all Major Stakeholders who may be affected by an incident on the HA network.

This information is located within the Contingency Plan box of reference, section 10.3.6 Stakeholder Contact details.

2.3 Processes

This plan is produced in accordance with Annex 24 process 3.03 Develop Incident Response Plan. See appendix A.

In addition the following procedures apply to Incident Management. They are located within OnePlace – BBMM Quality Management System.

- Respond to Incidents - DNSP001
- Network Bulletins - DNSP002
- Text Messaging - DNSP003
- Airwave - DNSP004
- TIRP - DNSP005
- Process - 3.03 Develop Incident response Plan

3 Incident Response

The owner of this Plan is the Network Manager who is responsible for Incident Response Strategy. He is shown on the organisation structure in Appendix B.

The NCC will lead the BBMM incident management support and have responsibility for development of the Tactical Incident Response Plan (TIRP). A template TIRP is shown in Appendix C. The NCC shall be staffed by experienced Network Stewards and Operators who will provide positive command and control. NCC Operators shall be supported by experienced on-road Maintenance Response Teams (MRT) who will provide practical expertise and knowledge to inform decision-making.

BBMM shall provide two telephone numbers [redacted] which will be answered by the NCC Stewards and Operators. This number will be available to all BBMM staff and shall be notified to the HA Service Managers Team, Traffic Officer Service (TOS), the emergency services and all relevant stakeholders identified in any incident management or contingency plan and the Liaison Procedures. Communications between the NCC and the HA Service Managers Team, TOS, Emergency Services and other interested parties is via telephone and email on a 24 hour basis.

The TIRP will be produced upon notification or identification of an incident to outline the immediate steps the service provider will undertake to make safe the asset to ensure that the expeditious movement of traffic on the Area Network is secured.

The NCC will have a key role to play in capturing the relevant information to generate the TIRP; this information will also be important for Green Claims. They will use a predetermined list of questions to enable the complete capture of the required information. These questions will be asked of any party reporting an incident.

The predetermined questions will consist of:

- Road number
- Location
- Direction of travel
- Which lanes are effected
- Full details of asset damage (including location – C/R or verge)
- Extent of damage & severity / Risk to Public
- Within Roadworks
- Spillage
- Causalities
- Number of vehicles involved
- Types of vehicles
- Make
- Model
- Colour
- Registration number
- Company name (if applicable)

The Asset Maintenance and Operational Requirements manual (AMOR) Part 3 table 3.1 identifies the "incident response performance measures and performance level requirements" dependent on road type / Emergency services present / time of day /traffic levels and ranges from a minimum of 30minutes to a maximum of 60 minutes.

As a consequence of these time constraints it is evident that the production of the TIRP will need to be a contemporaneous record of events commencing from the point of notification of the incident to ensure compliance and achieve the necessary performance metric targets.

It is clear therefore that efficient procedure / processes will be required to support the timely production of a comprehensive TIRP and that this objective will be best achieved if existing incident management systems could automatically generate the required content.

Incidents are managed by the NCC based in the NWRCC at Rob Lane to ensure close liaison between TOS and BBMM command and control. BBMM will use their 'Command and Control' system ([redacted] database) to capture all information relating to an incident. This system will capture information necessary for the TIRP and based on an in-built "Decision Matrix" the NCC will decide whether to attend an incident. The TIRP will be completed within the NCC and a copy emailed to the TOS within the response time in Performance Metric 1 of the AMOR Part 3 (Table 3.1). Development of the TIRP is ongoing throughout an incident. Any changes to the TIRP will be provided to the TOS. If no attendance is necessary on receipt of information from TOS the TIRP will be closed and the incident data sheet will not be progressed any further. The 'Command and Control' system will also collate all the information required for the Incident Data Capture Sheet in Appendix 3.3 of AMOR. The procedure for decision making and call out; DNSP001 is included in Appendix D.

On the Motorway Network where the TOS patrol, the decision for the development of the TIRP will be based on notification received from the TOS/ Emergency Services or calls from BBMM staff on the network. Under AMOR, BBMM are no longer required to deliver an immediate dispatch service. Before an MRT is dispatched, BBMM will require sufficient information to be provided on the incident to enable us to decide to deploy and MRT in line with our decision matrix (see appendix J) and the TIRP will be completed accordingly. Any incident reported from BBMM staff will be notified to the Traffic Officer Service.

Any Third Party unconfirmed reports received directly in the NCC of an incident on the network will be passed to the TOS to verify. We will await confirmation from the TOS before commencing production of the TIRP.

On All Purpose Trunk Roads (APTR) the information on incidents or Network defects may also be received from the Emergency Services, members of the public or the Local Authority. In these instants the TIRP will be produced based on the information received. The MRT crew would be mobilised to validate the report and will either deal with the incident, carry out repairs or make safe the asset. The caller will be asked the same set of questions.

BBMM has the authority to deploy Emergency Traffic Management (ETM) under Part 7 of the Traffic Signs Manual Chapter 8 document. The relevant extract is shown below;

> *"0 7.2.7 Contractors do not have any general authorisation or powers to stop or direct* traffic. However, under section 65 of the Road Traffic Regulation Act 1984 (as amended by the New Roads and Street Works Act 1991) a Highway Authority can permit contractors employed by them to place ETM on any part of their network without a specific instruction. Contractors should confirm with the Highway Authority employing them, whether or not they are permitted to deploy ETM complying with this section"

ETM involving full carriageway closure or stopping / directing of traffic shall only be deployed under the control of the Police or Traffic Officers. BBMM do not have the authority to carry out this function, therefore the TM staff or MRT crews may deploy such ETM only when acting under the instructions of either the Police or a Traffic Officer acting within their powers as defined under Part 1 of the Traffic Management Act 2004.

The NCC will determine the need for ETM and this will be detailed on the TIRP. Letter dated 6th September 2012 from the NDD NW Business Manager confirmed that identification of the need to deploy ETM on the TIRP, and submitted to the TOS, forms our authority.

For any incident where BBMM have deemed it un-necessary to attend; any subsequent request to deploy an MRT or secondary response vehicles will be deemed an instruction from Service Manager.

BBMM will attend and participate in post incident de-briefs when requested by the Highways Agency or by the Emergency Services: and shall update procedures and staff training as required.

Secondary Response resources will be deployed as appropriate and following feedback from the MRT at the incident scene.

These Secondary Responders may only be required to make the scene safe or installing full motorway closures; for example a Barrier Secondary Response Team may be required to move the defective barrier from the running lane and not carrying out permanent repairs but just to facilitate the opening of the effected lane(s). The full repair would then be carried out at a later time as detailed in the Maintenance Requirement Plan (MRP).

Lane closures required to facilitate these future repairs would be determined by reference to Working Windows (See Network Occupancy Plan). The TIRP will be updated accordingly.

The NCC will deploy the nearest MRT using GPS technology. The NCC is empowered to stop Routine Maintenance activities on the network to deploy resources. The TIRP will be emailed to the MRT using mobile workforce technology

For Critical or Major Events the TIRP will be reviewed by the Duty Response Manager.

3.1 Initial instructions

The initial instruction to the MRT crew for attendance at the scene will come from the NCC.

The initial instruction may indicate what level of attendance will be required at the scene. MRT crews may only carry a limited level of traffic management equipment and may not be equipped to place full closures in accordance with company method statements/Chapter 8 etc. If the instruction requests Temporary Traffic Management (TTM) to Chapter 8 standard as a separate requirement to the initial MRT attendance then a suitably equipped vehicle and resources will also be dispatched to the scene.

3.2 Travelling to Scene

The MRT crew should approach the scene at a safe speed taking account of the traffic and weather conditions and the possibility of encountering obstructions and pedestrians. All incidents on motorways and dual carriageways should be approached in the normal direction of the flow of the carriageway. Any other method of approach to the scene, i.e. the use of emergency cross over points or 'wrong way' approach and restricted areas *should not be*

used unless instructed otherwise by a Police Officer or Traffic Officer and it is safe to do so. Any such instructions received must be relayed to the NCC.

The MRT inspection strategy is intelligence-led and based on their knowledge and includes strategic working areas for MRT resources so that they are best placed to respond promptly to incidents. In addition, a range of other options assists the MRT's in gaining access to incidents in problem areas.

These include:

- Use of the hard shoulder – BBMM MRT resources will use the hard shoulder of motorways to pass congestion and access incident scenes. This is done in consultation with the HA and the blue light services.
- Contra flow – where a carriageway is completely blocked and there is confirmation from an HA or police resource *on scene* that no traffic can pass the incident, MRT resources can join the motorway at the junction *ahead* of the incident and travel in the reverse of the normal direction. This is relatively rare due to the potential hazards and requires close liaison and careful management with all parties.
- Police assistance – subject to the availability of resources, police patrols will be requested to assist BBMM resources access to incident scenes.
- HA TOS assistance – as above; and

Where MRT crew need to use the hard shoulder of a motorway to attend an incident, the Police or Regional Control Centre (RCC) must be contacted to gain permission to do so. Following this, the MRT crew will switch on warning beacons/bar lights before starting to slow down, use vehicle directional indicators and then pull off from lane one of the carriageway on to the hard shoulder. When the vehicle pulls on to the hard shoulder care must be taken when passing stationary vehicles in live traffic lanes. The MRT vehicle shall travel at a speed of no more than 15mph with headlights on, taking care to look out for members of the public getting out of their vehicles (where there is stationary traffic) and walking on the carriageway between other vehicles. The MRT crew must also look out for motorcyclists travelling between traffic and along the hard shoulder rib-line, particularly when opening the door to exit the vehicle.

Whilst the MRT crew are travelling down the hard shoulder on a motorway past queuing vehicles, they must keep a close look out for other emergency vehicles approaching from behind. Priority must be given to emergency vehicles and the MRT crew must make way and let them pass by pulling over to the side of the hard shoulder (where practical) or by re-entering lane one.

The MRT crew must remember to act in a safe and responsible manner when travelling down the hard shoulder past queuing public vehicles. The public may not understand the purpose of a non-emergency services vehicle travelling down the hard shoulder past stationary traffic. MRT staff should remain calm and be polite at all times and explain, where necessary, the reasons for the MRT vehicle undertaking such a manoeuvre. Any discussions held with members of the public must be reported back to the NCC (including location, licence plate details and name where it is given) in case of any complaints that may be received.

3.3 Roles and responsibilities of MRT crews on scene

The purpose of the MRT on scene is to gather information of asset damage, third party details, to assist with the clear up on site and hazard mitigation, i.e. Instamac to potholes. The crew will leave the site in a safe condition and facilitate the earliest return to full lane running.

The information gathered on scene will be captured using the "Mobile Workforce Technology" which feeds back in to BBMM's [redacted] database. Future repairs will be programmed as referred to within the "Maintenance Requirements Plan"

3.4 Use of cones to identify damaged Safety Fence

Current practice on some parts of the network is for workmen to cross the carriageway to place cones at the site where a safety fence is damaged so that those carrying out the repairs can easily identify the site. This clearly exposes the operatives to unnecessary risk and does not sit comfortably with the current drive to improve the safety of our workforce. In most cases, a sufficient assessment of the damage can be made from the hard shoulder or verge. This would ensure that operatives did not have to cross the live carriageway to assess the initial damage.

Placing cones in the central reserve in this way does not make safe or protect the public from the defect. As a cone has no restraining properties it cannot prevent an accident and where an accident occurs is totally unpredictable. There appears to be no benefit other than to mark the location of the repair. It is possible that the cones may even introduce an additional hazard because if they are struck they are likely to end up in the carriageway.

The MRT crew will place cone(s) on the verge side of the carriageway to identify the location of the damage, which is in accordance with AMM No. 52/04. These cones would then identify that the repair has been logged.

4 Management Structure for Incident Response

The Incident Response will be managed within the AMOR Service Team. The organisation structure is included in Appendix B.

5 Communication

5.1 Mobile Workforce Technology

All MRT crew will be equipped with Mobile Workforce Technology (MWT) for exchanging information, logging incident details and transmitting status to the NCC at all times.

Camera technology built in to the MWT allowing photographs of the incident scene to be returned to control centres.

All vehicles and MWT are GPS tracked, so the NCC knows their location at all times.

5.2 Airwave Radio's

All staff involved in incident response, including the Network Manager, NCC Operators and MRT Teams will be equipped with an Airwave radio terminal. This equipment will be used in accordance with BBMM Area 10 Airwave Radio Procedures and Working Practices.

[redacted]

In the event that a MRT Team is required to attend an incident on the Area 10 Network at the request of the NWRCC, the unit will be directed by the NCC to change to the relevant NWRCC talk group for the duration of the incident.

The decision to deploy BBMM resources to the NWRCC talk group will be recorded on the relevant C&C record.

5.3 Mobile Telephones

MRT crews and in house secondary response crews will be equipped with mobile phones.

5.4 Photographs

Photographs will be taken on scene after consultation with the TO service as they are usually helpful, particularly if they capture both a vehicle identifier and a relationship to damaged infrastructure. As an example a photograph of a vehicle in contact with a damaged barrier which also shows a registration number and a company name is excellent evidence in supporting Green Claims.

At Police led incidents, the MRT crews must firstly obtain permission from the Police scene commander before any photographic evidence has been taken. The MRT crews will only take photographs of the respective asset damage and vehicle registration numbers.

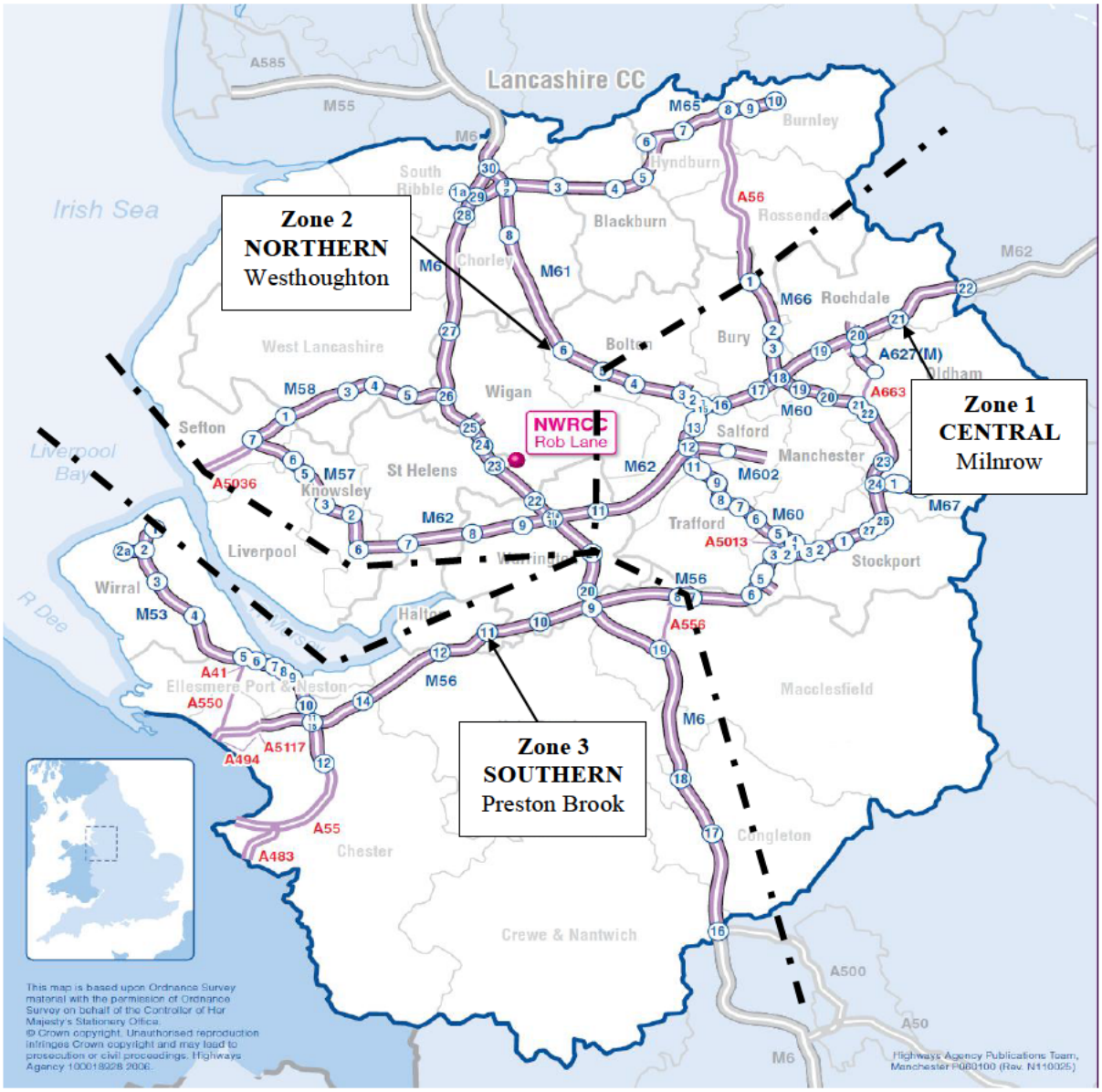
No photographs will be taken of a sensitive nature.

6 Resources

Resources are available to respond to incidents on the network. The Area 10 network is split into 3 patches: Northern, Southern & Central Areas. The operational depots for each area are:

[redacted]

[redacted]MRT's vehicles operate within each area during the working day. These areas are secondly split down into inspection routes.



Central Zone	Depot
[redacted]	[redacted]

[redacted]	
[redacted]	[redacted]
Northern Zone	**Depot**
[redacted]	[redacted]
[redacted]	[redacted]
Southern Zone	**Depot**
[redacted]	[redacted]
[redacted]	[redacted]

6.1 Maintenance Response Teams (MRT)

The MRT primary task will be to undertake routine maintenance activities and Safety Inspections.

[redacted]

6.2 Traffic Management Response Teams (TMRT)

The TMRT teams' primary role is to undertake routine maintenance actives and installing planned Traffic Management closures.

[redacted]

6.3 Standby Arrangements

[redacted]

6.4 BBMM and Sub-Contract Secondary Resources

BBMM have a list of secondary response staff and supply chain available on call 24 hours per day, weekends & Bank Holidays.

[redacted]

Supply Chain specialist resources are listed in Appendix E.

6.5 NCC Control Room

The Area 10 NCC is co-located within the NWRCC at [redacted] BBMM will provide [redacted] operators continuously 365 days per year.

6.6 Plant and Equipment

The following vehicles are available for incident response.

Depot	MRT Pick up (3.5T)	TMRT Pick up (3.5T)	Pick up (3.5T) Mobile Insert	Traffic Management Vehicle	Barrier Rig
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

7 MRT Team Minimum Equipment

The MRT and TMRT vehicles are [redacted] with lockable tool storage and are all fully equipped with Emergency Traffic Management signage.

7.1 Materials

Materials	Required
[redacted]	

7.2 Tools

Tools	Required
[redacted]	

7.3 ETM Signs

ETM Signs	Required
[redacted]	[redacted]

7.4 Miscellaneous

Miscellaneous	Required
[redacted]	[redacted]

7.5 Maintenance Response Team Inspection Areas

7.6 MRT Day Crew Call Signs

MRT crews equipped with [redacted] will be allocated call signs to identify each vehicle. The call sign will identify the Inspection / response area for each crew whilst on the network during day hours.

Zone	Zone 1		Zone 2		Zone 3	
Inspection Area	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Airwave Call Sign	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

7.7 MRT Night Crew Call Signs

Zone	Zone 1	Zone 2	Zone 3
Airwave Call Sign	[redacted]	[redacted]	[redacted]

8 Recovery of Costs (DCP – Green Claims)

BBMM has a responsibility to repair damage to the infrastructure caused by third parties and may wish to recover costs associated with these repairs. Therefore whenever damage has been caused to an asset additional information will be requested from any party reporting an incident.

BBMM will establish a good working relationship with both the TOS and Police to aid in the information required to deal with Green claims.

The NCC and MRT crews will facilitate in this by gathering all the required information from the Police or TOS by either telephones or on scene conversations.

Photographic evidence will be used to support Green Claims. A detail in relation to capturing this evidence is referenced in Section 5.4 Photographs.

9 Emergency Diversion Routes / Motorway Closures

Emergency diversion routes are outlined in the Area Contingency Plan and kept in the Box of Reference. Copies are also kept in the depots and MRT teams hold local copies representing their areas of operation.

9.1 Activating Diversion Route Signage

When an instruction has been received to close the motorway at a required location the NCC staff will inform the Traffic Management crew assigned to the closure. The TM crew will open the required Diversion signs along the main carriageway whilst installing the mainline signing and coning. Any off network diversion signs will be activated once the full closure is in place, these signs would be opened by the TM crew.

If there are no off network diversion flip signs, the diversion route will not be driven due to the possible congestion on route.

9.2 De-activating Diversion Route Signage

The same protocol will be used as above. The TM crew will close the diversion signs during the removal of the main carriageway closure coning and signing. Once the main carriageway closure has been fully removed, the TM crew will then close the off network signs (if activated)

9.3 Entry Slip Closures

In the first instance the TOS or Police will be responsible for closing and coning off the entry slip. Once the full closure has been established on the main carriageway by the TM crew they will then replace the TOS or Police cones on the bottom of the entry slip.

9.4 Staffing of Motorway Mainline Closures

BBMM will staff the mainline closures with the staff used in deploying the Mainline TTM closure. These crews will be responsible for carrying out periodic maintenance checks of the main carriageway closure whilst established.

9.5 Staffing of Entry Slip Closures

Slip Road closures will not be manned by BBMM staff; this will remain the responsibility of either the TOS or Police.

10 Road Death Collision / Coroners Court

The interim guidance on submitting expert reports and witness statements provides guidelines and procedures to assist the Network Delivery & Development North West (NDDNW) Service Delivery and Asset Development Teams in producing expert reports and witness statements on highway matters for the police, as part of a criminal/coroner investigation.

When a road death collision occurs on the HA's network, the HA may become involved with the subsequent police investigation. The police, if they consider that the highway infrastructure will be relevant as part of their investigation, will request that the HA produces a statement on certain highways issues. This may include, for example, the condition of the road surface, layout of signs and road markings or the performance of drainage and safety barriers. The police may also request witness statements from the TOS on operational issues. These statements, on highways and operational issues, may then be used during criminal court proceedings or a coroner's inquest.

BBMM will provide detailed statements on request and will be produced within a timely manner.

The content of the statements will be provided as defined in the interim guidance note. The guidance note is stored in the BBMM Box of Reference. (10.3.43 – Coroners Submissions)

Appendix A 3.03 Develop Incident Response Plan

Appendix B Management Structure for Incident Response

Appendix C Example of TIRP

Appendix D Procedure – Respond to Incidents

Appendix E Back up Facilities

Details of BBMM specialist Supply Chain Resources.

Back up resources are contacted by the NCC at Rob Lane. The Duty Manager firstly verifies the requirement for back up resources prior to authorisation.

The NCC must log all details on the BBMM [redacted] system.

Secondary Response	Company	Order Number	Telephone	Email
[redacted]				
Secondary Response	Company	Order Number	Telephone	Email

Secondary Response	Company	Order Number	Telephone	Email
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

	[redacted]	[redacted]	[redacted]	[redacted]

E.1 RTMC Signal Damage / Faults

All calls received for Signal damage & faults will be passed to the RTMC 24 hour call out line.

Appendix F Escalation

It should be noted that critical incidents may be, or become, major incidents.

BBMM will declare critical incidents for our own and the Highways Agency management purposes. If BBMM believe that critical incidents are or may become major then BBMM should notify the NWRCC and or Police.

1.1 Definition of Major Incidents

Major incidents are any emergencies that require the implementation of special arrangements by one or more of the emergency services, the NHS or local authorities for:

- The rescue and transport of a large number of casualties;
- The involvement, either directly or indirectly, of large numbers of people;
- The handling of a large number of enquiries likely to be generated both from the public and the news media, usually to the police;
- The large scale deployment of the combined resources of the emergency services;
- The mobilisation and organisation of the emergency services and supporting organisations, e.g. Local Authority, to cater for the threat of death, serious injury or homelessness to a large number of people;
- The police or other emergency services will usually declare a major incident and notify the Highways Agency through service providers network control centres or similar.

1.2 Definition of Critical Incidents

Critical incidents are unforeseen events that seriously impact upon the Highways Agency and its ability to deliver its 'safe roads, reliable journeys, informed travellers' objective. Importantly, the police, other emergency services or local authorities may not consider these types of incident as important as the Highways Agency.

Critical incidents also include incidents of which ministers wish to be informed. It should be noted that critical incidents might be or become major incidents. BBMM declare critical incidents for their own and the Highways Agency management purposes. If service providers believe that critical incidents are or may become major incidents then they should notify the police immediately.

The following are deemed to be critical incidents:

1. Multiple collisions involving fatalities, serious injuries or vehicles disabled on a carriageway.
2. Partial or full closure of motorways or trunk roads due to weather or road conditions. This will also include minor incidents occurring at different locations aggravated by other circumstances which taken as a whole fall into this category.
3. Collisions involving cross over of a vehicle from one carriageway to another.
4. Collisions involving passenger coaches, school mini-buses, trains or public service vehicles resulting in fatalities or injuries.
5. Fatal collisions involving fire.
6. Serious collisions involving a vehicle carrying dangerous substances (e.g. hazardous chemicals, flammable liquids such as petrol, radioactive materials etc).

7. Collisions on motorways or trunk roads resulting in serious/potentially serious structural damage (e.g. to a bridge) necessitating road closures.
8. Fatal collisions on motorways or trunk roads where roadworks are in progress.
9. Any significant incident impacting partial or full closure of motorways or trunk roads due to collisions, security alerts or criminal/terrorist acts.
10. Any incident off or adjacent to the network that may meet any of the above criteria.
11. Suicide or attempted suicide resulting in the closure of lanes or carriageways.
12. Roadworks overrunning by 30 minutes or more and likely to have an impact on the network.

The Contingency Plan is implemented when BBMM's Standard Incident Response Procedure is unable to contain an incident, to the extent that any of the multi-agency Common Incidents Objectives is threatened and the situation is likely to deteriorate further and become out of control without tactical or strategic intervention.

In the Contingency Plan the Gold Silver Bronze (GSB) Command structure provides a system for escalating incident command to higher levels of command authority when required. Similarly, when these higher authority levels are no longer required the system allows for de-escalation to the most appropriate level of command.

In broad terms, command should be escalated to the next higher level of command authority (Bronze to Silver to Gold) when:

- The Incident Commander can no longer manage the response with the resources available to them and/or;
- They require support/authority to activate additional resources or authorise decision and/or;
- The Incident Commander believes that the incident is of such significance that a higher level of command authority is required to manage the response.

Incident Commanders should consider early escalation if they believe that any of the above criteria may be met. It is better to escalate early than to wait so long such that the incident response becomes compromised.

As detailed in the Contingency Plan, BBMM has an extensive Incident Management structure, including Bronze, Silver and Gold staff to ensure that incidents are managed at the incident location by Bronze, and where requested tactically by Sliver and strategically by Gold managers.

BBMM maintains a call-out rota of specialist staff, including Structural Engineers and Pavement Engineers who are available to attend incidents where damage to the network needs assessing. These specialists are then able to draw on the Secondary Response resources.

Appendix G Emergency Traffic Management

Emergency Traffic Management will be carried out in accordance with the Balfour Beatty Method Statements and Risk Assessments. Chapter 8 2006 Part 2 Operations Section 7 ETM layouts will be as prescribed in Chapter 8 Part 2 Section 7 Fig 7.2 Method Statement and Risk Assessments

All ETM will be installed, maintained and removed in line with Area 10 ASC BBMM Method Statements, Risk Assessments and Safe Systems of work.

Balfour Beatty Method Statements and Risk Assessment:

- [redacted] Method Statement for Placement and Removal of Emergency Traffic Management on Motorways and Dual Carriageways
- [redacted] ETM Risk Assessment – See appendix H

Acknowledgement to Chapter 8 of the Traffic Signs Manual – Traffic Safety Measures and Signs for Roadworks and Temporary Situations: 2009 for Copyright source and permission for the reproduction of material.

G.1 Definition of Emergency Traffic Management

Chapter 8 defines Emergency Traffic Management (ETM) as “short term traffic management required to protect both those involved in an incident and any other road users affected by that incident during the period before fully compliant traffic management can be installed”.

Emergency Traffic Management on high speed roads shall only be deployed to:

- Provide short-term protection to those dealing with or involved in the incident;
- Prevent escalation of the incident;
- Protect and give direction to other traffic approaching the scene;
- Protect the scene of a crime until such time as the police take over; or
- Help manage incident-related congestion.

ETM involving full carriageway closure or stopping / directing of traffic shall only be deployed under the control of the Police or Traffic Officers. BBMM do not have the authority to carry out this function, therefore the TM staff or MRT crews may deploy such ETM only when acting under the instructions of either the Police or a Traffic Officer acting within their powers as defined under Part 1 of the Traffic Management Act 2004.

Under Section 65 of the Road Traffic Regulation Act 1984 (as amended by the New Roads and Street Works Act 1991) a highway authority can permit contractors employed by them to place ETM to control and direct traffic on any part of their network without a specific instruction. Contract Managers should confirm with the highway authority employing them whether or not they are permitted to deploy ETM.

G.2 Responsibilities

The legal responsibility for ETM rests with the persons empowered to instruct such a closure. The responsibility for MRT personnel is to comply with the instruction and place/remove any ETM closures safely and in accordance with the instructions detailed in this method statement.

Where present the VMS / Matrix signing should be activated to indicate to drivers which lane is closed.

G.3 Intent of Method Statement

The method statement is devised to assist in the safe placement and removal of ETM on high speed roads. This method statement also assists in the safe placement and removal of ETM where suitably authorised, trained and equipped MRT personnel are first on the scene.

Adherence to this method statement should standardise working practices and result in the protection of employees working within the traffic management and the public.

The techniques detailed in the method statement for the placement and removal of signing and coning are only to be used for Emergency Traffic Management and not for any planned traffic management works.

All personnel likely to undertake ETM are to be briefed on the method statement.

G.4 Placement and Removal of ETM

There are several scenarios that will each determine what (if any) action should be taken by the MRT crew attending the scene of an incident. The actions may also vary depending on whether or not the attending MRT crew have a Police Officer or Traffic Officer in attendance.

G.5 Short Term Duration Incidents

Short Term duration incidents are where an incident is likely to last less than 20 minutes following the deployment of ETM; no further action will normally be required. If the Police or Traffic Officers are first at the scene of a short duration incident then it is unlikely that there will be any requirement for the MRT crews to attend to assist.

G.6 Medium Term Duration Incidents

A medium term duration incident is an incident likely to last longer than 20 minutes but less than 90 minutes where replacement of the Traffic Officer or Police ETM coning and signing should be arranged and carried out by the MRT crew (unless the Police or Traffic Officers state that this is not required). In these scenarios the Police or Traffic Officers will usually assess the scene at an incident and deem that TTM to Chapter 8 standard will not be required as the incident will, in their estimation, take less than 90 minutes. In these cases the Police or Traffic Officers will initially place their own ETM signs and cones at the scene to protect the area around the incident.

If the MRT crew are not the first to arrive at the scene the MRT vehicle should normally be parked up-stream of any Police or Traffic Officer vehicles in a safe position on the hard shoulder or verge, unless otherwise instructed by the NCC at the time of the call. The MRT crew will switch on warning beacons/bar lights before starting to slow down, use vehicle directional indicators and then pull off from the live lane and onto the hard shoulder or verge. The MRT crews should make contact with the person in charge either from the Police or Traffic Officer Service to seek further instructions. It is preferable however that as much information as possible should be gained prior to arrival at the scene such that instructions can be given before arrival at an incident wherever possible.

If requested, and when it is safe to do so, the MRT crew should deploy their larger signs, cones and sequential cone lamps, either adjacent to the Police or Traffic Officer ETM already in position or slightly upstream. After the MRT crew has completed the placement of their equipment the existing ETM equipment previously placed by the Police or Traffic Officers may be removed to the verge or centre reserve.

MRT vehicles may be utilised to assist in enhancing the visibility of existing ETM if they are fitted with suitably approved equipment to direct traffic such as a light arrow board or LED signing. This should be agreed with the Police or Traffic Officers at the scene before use. The matrix/VMS signing (where available) must also be activated to indicate the lane(s) closed.

The Police or Traffic Officers always have primacy at incidents and the MRT crew's function is to follow their instructions, providing that it is safe to do so and this method statement is followed.

For medium term duration incidents however the MRT crew may be able to utilise the ETM if it is already placed by the Police or the Traffic Officer to park in a place of safety prior to deployment of their equipment.

Once the ETM has been placed the MRT crew will be responsible for the maintenance of the signs and cones but the Police or Traffic Officers will remain present at the scene.

G.7 Long Term Duration Incidents

A long term duration incident is an incident likely to last longer than 90 minutes, where placement of ETM coning and signing with TTM to Chapter 8 standard should be arranged and carried out by the TM crews as soon as possible.

TTM to full Chapter 8 standard must only be attempted by fully qualified 12B staff, including an LTMO or a TMF, whether they are the MRT crew or a separate traffic management resource.

Police or Traffic Officers may be required to provide additional back-up if necessary to allow the crew to work safely. This may be in the form of a rolling road closure or by positioning their vehicle in such a place as to improve visibility to the travelling public.

Providing that the Police or Traffic Officers are present, the placement and removal of TTM to Chapter 8 standard need not necessarily follow the BBMM traffic management method statements as it is possible that the traffic counts will be too high. Alternative safe methods of placing and removing the advance signing and taper can be discussed and agreed with the Police or Traffic Officers who may need to assist in allowing safe access to place signs or cones (an example of this may be to place only the verge signing followed by the coning and then placing the centre reserve signing). This must be recorded with the NCC.

Once the full TM to Chapter 8 has been placed, the Police or Traffic Officers will be able to leave the scene and the responsibility and liability for the maintenance of the closure will rest with the traffic management crew. A TM surveillance form should be used to record timings of the placement, maintenance and removal of the TM.

G.8 Off Side ETM Lane Closures

ETM for **Offside** lane closures (Lane 2 closures on two lane carriageways or lane 3 closures on three lane carriageways etc.) should only be attempted by MRT under a rolling closure provided by the Police or the Traffic Officers. This aligns with the Traffic Officer Service procedures.

G.9 Rolling Road Closures

A rolling road closure is a method of controlling traffic on the approach to an incident to allow a clear space in the traffic flow so that MRT crews may enter the carriageway to deal with the incident safely or to place ETM signing and coning. *Rolling road closures can only be put in place by the Police or Traffic Officers*.

If the MRT crew are requested by the Police or Traffic Officer service to place ETM or TTM to Chapter 8 standard at the scene of an incident and it is not possible to do so (due to high traffic flows or proximity of junctions etc) without the assistance of a rolling road closure to control the traffic the MRT personnel should liaise with the Police or Traffic Officers at the scene. The NCC must be kept informed at all times of the proposed actions. The MRT crew will take instruction directly on site from the Police or Traffic Officers in control of the rolling road closure to ensure that the carriageway is only entered when the traffic is under full control and it is safe to do so. The MRT personnel must also work together to ensure their own safety. One member should act as lookout for the other who is entering the live carriageway.

If there are no Police or Traffic Officer staff at the scene because they are providing the rolling road closure then the MRT crews should not enter the live carriageway until they have the front of the rolling closure in sight and are satisfied that compliance with the closure has been achieved. Staff should not be complacent and a watch should be kept throughout the operations to ensure the safety of those working in the carriageway.

Once the rolling road closure is established and it is safe to enter the live carriageway, ETM closures may be installed directly from the MRT vehicle.

At all times whilst placing and removing ETM under rolling road closures the MRT crews must keep a watch on the progress of the rolling closure to ensure that they watch out for non-compliant vehicles and ensure that the works to place the ETM are undertaken timely to allow the rolling closure to be lifted as soon as works are complete.

G.10 Dynamic Risk assessment Facts to Consider

The MRT crew must remember to act in a safe and responsible manner at all times when dealing with incidents and / or deploying ETM. MRT staff should remain calm and take time to consider all the risks which may be present. Any decisions must be reported back to the NCC so the incident log can be updated.

The MRT must firstly complete the written ETM Risk assessment (MS600E) – Appendix C prior to installing any ETM on the network. The ETM risk assessment considers the risks relating to road conditions, weather conditions, structures, Pedestrians etc.

G.11 Reference Documents

Other reference documents that will be held by NCC and MRT in a pack where applicable:

- All EDR's

- TIRP Decision Guidance
- Access and Egress Drawings
- [redacted] Traffic Management v4
- [redacted] Emergency pothole repair
- [redacted] Emergency attendance on Motorways
- [redacted] Emergency attendance on Trunk Roads
- [redacted] Emergency Traffic Management (ETM)
- [redacted] ETM Risk Assessment
- iPad User Guide

Appendix H MS600E ETM Risk Assessment

Appendix I Qualifications & Competence of MRT crews

To undertake any Emergency Traffic Management (ETM) on motorways and high speed dual carriageway roads personnel must have a basic level of training or qualification.

This is defined as any one of the following as a minimum standard:

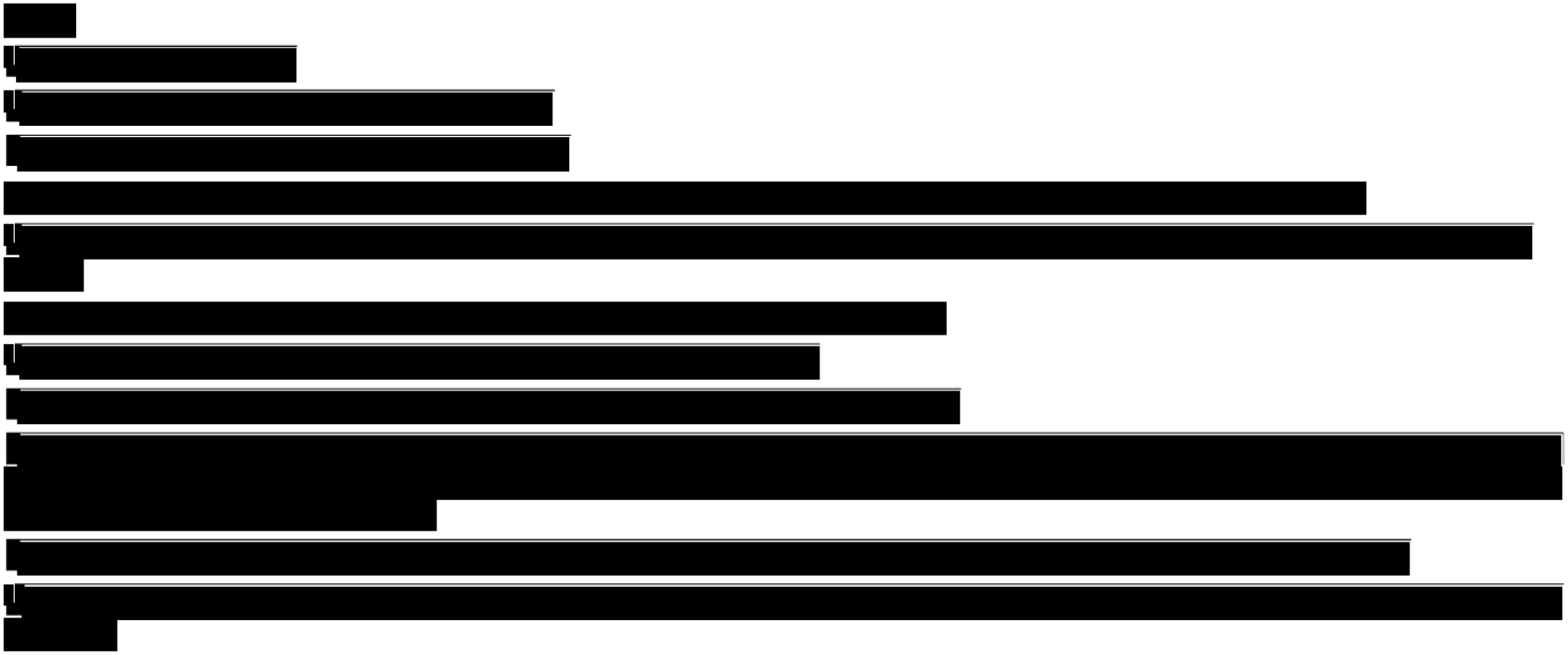
Hold a qualification to:

- National Highways Sector Scheme 12B or 12A Operative Standard
- Level 2 NVQ in Highways Maintenance – Incident Support Unit Operations (QCF)

All personnel undertaking TTM on high speed roads must wear fluorescent yellow, high visibility jackets and trousers conforming to BSEN471 in accordance with BBMM uniform.

Any personnel who have the correct training, knowledge, experience and equipment to undertake ETM have been suitably briefed on this method statement may act as MRT crew to deal with incidents.

Appendix J Decision Matrix within BBMM's Command and Control System



Appendix K Debris / Shed Loads

The National Vehicle Recovery Manager (NVRM) is responsible for the removal of vehicles, passengers and their loads from the strategic road network. This will include loads that have been shed from a vehicle but can still be associated with that vehicle. It does not include debris or objects that cannot be linked to a vehicle that is being removed from the network.

K.1 What is a definition of a load within the NVRM contract?

A load refers to goods that are carried by a vehicle. It does not include:-

- The body and parts of a vehicle (e.g. windscreen, doors etc)
- The vehicles oil, water, petrol etc (which allow it to be used on the road)
- The driver, passengers and their personal effects (e.g. suitcases, clothing etc)
- Permanent fixtures on the vehicle (e.g. rear mounted crane)
- Containers or equipment intended for carrying or holding a load (roof racks trailers and pallets)

K.2 What are the requirements regarding debris within the NVRM contract?

As part of the implementation of the NVRM contract a new procedure has been developed for the Traffic Officer Service for dealing with abandoned, broken down and accident damaged vehicles. The clearance of debris (i.e. materials that are not directly attached to or associated with a vehicle) is not within the scope of the NVRM contract.

The contract also indicates that where a recovery involves the clearance of loads and debris from the network, the NVRM shall co-operate with the relevant service provider at the incident scene to ensure that the co-ordinated clearance of loads and debris is achieved efficiently. In other words they work together to address infrastructure debris and a shed load directly associated with a vehicle at the scene.

K.3 Does the contract cover the removal of the load?

The contract covers the removal of the load whether that load is retained on the vehicle or shed.

Specifically the NVRM shall, or shall ensure that its vehicle recovery operator shall, clear the road of any shed loads including any onward load shipment.

The contract requires the NVRM to attend the scene with the appropriate resource and if the structural integrity of the casualty vehicle allows, re-load the shed load onto that casualty vehicle or, if this is not possible, transfer the load onto another vehicle.

K.4 What if vehicle has shed its entire load but only the load needs to be removed?

If the load, which may have become debris by reason of damage to it falling to the road is directly associated with a vehicle (the vehicle is still at the scene) then the NVRM contract covers its removal.

K.5 What if the operator of the vehicle wants to arrange for the removal of the shed load themselves?

This will be encouraged where the method of removal is both appropriate and timely. These are factors for the Traffic Officer at the scene to determine given the individual circumstances of each case.

If the arrangements are unsuitable in the opinion of the Traffic Officer acting on behalf of the authority then the contract can offer a solution.

K.6 Minor Debris

Minor debris which is easily manhandled the TOS or Police should move to the back of the hard shoulder or placed behind Barrier (if installed) for collection by the MRT crews when passing during their next Safety Inspection. A Specific journey would not be conducted to retrieve the debris.

K.7 Large Debris Items

Large items requiring full manual handling protocols to be used will be collected by the MRT crews.

K.8 Conclusion

It is clear that this process / procedure will cater for the majority of incidents on the Motorway network which are patrolled by the Traffic Officer Service in Area 10 and should be instigated as appropriate.

K.9 The Highways Act 1980

By virtue of Section 149 of the Highways Act 1980 the highway authority has the power to remove things so deposited on the highways as to be a nuisance etc.

The legislation states that:

1. If any thing is so deposited on a highway as to constitute a nuisance, the highway authority for the highway may by notice require the person who deposited it there to remove it forthwith and if he fails to comply with the notice the authority may make a complaint to a magistrates court for a removal and disposal order under this section.

2. If the highway authority for any highway have reasonable grounds for considering –

    a. That any thing unlawfully deposited on the highway constitutes a danger (including a danger caused by obstructing the view) to users of the highway, and

    b. That the thing in question ought to be removed without the delay involved in giving notice or obtaining a removal and disposal order from a magistrates court under this section

The authority may remove the thing forthwith.

3. The highway authority by whom a thing is removed in pursuance of subsection (2) above may either –

    a. Recover from the person by whom it is deposited on the highway or from any other person claiming to be entitled to it any expenses reasonably incurred by the authority in removing it or

    b. Make a complaint to a magistrate's court for a disposal order under this section.

4. A magistrates court may on a complaint made under this section make an order authorising the complainant authority –

    a. either to remove the thing in question and dispose of it or as the case may be to dispose of the thing in question, and

    b. after payment out of any proceeds arising from the disposal of the expenses incurred in the removal and disposal, to apply the balance, if any, of the proceeds to the maintenance of highways maintainable at the public expense by them

If the thing in question is not of sufficient value to defray the expenses of removing it, the complainant authority may recover from the person who deposited it on the highway the expenses, or the balance of the expenses, reasonably incurred by them in removing it.

A magistrates court composed of a single justice may hear a complaint under this section.

Appendix L Dead and Injured Animals on the Network

L.1 Hygiene Requirements

General hygiene requirements relating to movement of carcasses, below, shall be followed at all times.

To adequately manage this risk the following recommendations should be followed;

- Wear disposable gloves over tough gloves and do not allow any blood or discharge onto clothing or skin
- Follow general hygiene procedures, such as washing hands regularly but especially before eating or smoking, washing clothing regularly etc.
- If animal is transported; it should be bagged and sealed.

In the case of exposure, wash immediately and thoroughly with soap and water (if not available immediately, use antibacterial hand wash and use soap as soon as possible – do NOT wait until you get back to the depot at the end of the day and do NOT eat, drink or smoke in the meantime)

L.2 Animal By-Products Order 1990 (ABPO)

Wild animal carcasses (**if not diseased**) are outside of the ABPO; however, domestic animals are included. (N.B. This also includes farm animals)

Disposal of small quantities of animal by-products in a controlled manner, subject to good practice as described in the procedures below, will not require authorisation under the Regulations as long as the Agencies consider it of "*a quantity and concentration so small as to* [prevent] *any present or future danger of deterioration in the quality of the receiving groundwater*".

Storage of domestic animals may require an Animal By-product Licence for each site. By following the procedure below, no carcass should be stored within Area 10 and, as such, no licences will be required.

Carcass disposal companies who remove domestic animals to incinerator or disposal may also require an Animal By-product Licence.

ABPO Regulations have general hygiene requirements which include the requirement that we must move carcasses in **sealed, covered and leak proof;**

- **Vehicles, or**

- **Containers, or**

- **NEW packaging.**

L.3 Waste Management Licensing

No Waste Management Licence is required if carcasses are left upon the verge.

If carcasses (Including domestic animals) are picked up and moved to the depot (or elsewhere) a waste carriers licence is required by the person undertaking the moving.

If carcasses are stored at the depot (or elsewhere) the site requires a Waste Management Licence.

A waste transfer note is not required for collection and transfer to depot; however, one would be required for transfer from the depot onwards.

L.4 Dead Domestic Animals

1. Check for ID (e.g. name tag / collar).

2. Check for micro chipping using scanner.

3. If owner is found using these methods, inform the NCC who will contact the owner.

The owner should collect the carcass within 24 hrs.

4. If owner cannot be found or is unable to collect the carcass within 24hrs the carcass should be disposed by taking to, or arranging collection by, one of the carcass disposal companies after notifying the local authority dog warden.

L.5 Livestock

Definition of Live stock – Cattle, Sheep, Horses, Goats, Swine and Poultry

1. Contact adjacent landowner to organise transport of carcass.

2. If carcass is not in ownership of adjacent landowner, check carcass for ID and contact owner via the NCC.

3. Carcass disposal company to be contacted for unidentified livestock. They should attend site to collect and dispose of carcass.

4. Check boundary fencing / gates to ensure repair is not required. Should any repair be required to a HA fence the MRT crew will make safe the area, this should be recorded and future repairs will be planned as per the Maintenance Requirement Plan.

L.6 Common Wild Animals

In Area 10 this could include:

- Badgers
- Rabbits
- Deer.

1. Record Marker Post and report location to the NCC.

2. If the carcass is **adjacent to land which is used for grazing livestock or within an urban area**, bag and seal carcass and dispose of using carcass disposal companies or crematoria. **DO NOT** deposit in another area of the verge.

3. Where away from land which is used for grazing livestock, remove carcass from road to a **discreet** location at back of verge and out of view of residents and road users. **DO NOT** dispose of carcass within, or close to, any water course (including a ditch).