

Our ref: CRS 746,941

Highways England  
Woodlands  
Manton Lane  
Bedford  
MK41 7LW

Direct Line:

2 February 2017

Dear

**FREEDOM OF INFORMATION REQUEST  
RESPONSE TO CRITICAL INCIDENTS: M40 JUNCTION 3 – 2 18 JULY 2012**

Thank you for your e-mail of 10 January requesting information about critical incident management, specifically on the M40.

We have now completed our search for information. The specific details of your request have been extracted from your email and are highlighted in bold within the body of this letter.

To clarify, the M40 between junctions 1 and 15 is operated on behalf of Highways England by a private company, UK Highways M40 Limited, under a 30-year Design, Build, Finance and Operate (DBFO) contract. They are responsible for the safe operation and maintenance of this motorway.

The Highways England Traffic Officer Service also operates on the M40 responding to incidents with the aim of clearing and re-opening the road as quickly as possible

***We understand the Network Management Manual is based on the National Timeline Model. Do you have a copy or link to the National Timeline Model please?***

We are not aware of a document called the National Timeline Model and are unable to provide a copy of it or an online link to it.

The Network Management Manual (NMM) replaced volumes 1 and 3 of the Trunk Road Maintenance Manual (TRMM). The Routine and Winter Service Code (RWSC) replaced Volume 2 of the TRMM.

NMM and RWSC have now been superseded by the Asset Maintenance and Operational Requirements (AMOR) and was introduced with the new asset support contracts.

However, neither the NMM, RWSC or AMOR have been incorporated into the M40 DBFO Contract and UK Highways Limited is not therefore required to comply with any of their reporting requirements. They continue to use the TRMM.

***Is there a target timescale from the time a call is received relating to a critical incident to a response, such as lighting on the highways to warn road users of a critical incident?***

***If there is a target, what is the timescale?***

In accordance with contractual requirements, UK Highways Limited is required to respond to critical incidents within 20 minutes of being notified between the hours of 04:00 and 22:00. Outside these hours, the response time is one hour.

Highways England's Traffic Officer Service has a response Key Performance Indicator (KPI) for all live lane incidents. I have highlighted the relevant KPI for the incident you are interested in as follows:

<b>Response KPI</b>	<b>A</b>	Between 0600 hrs and 2200 hrs on heavily trafficked roads, respond within 20 minutes to 80% of non-proactive immediate graded incidents
	<b>B</b>	Between 0600hrs and 2200hrs on lightly trafficked roads, respond within 25 minutes to 80% of non-proactive immediate graded incidents
	<b>C</b>	Between 0600 hrs and 2200 hrs on heavily trafficked roads, respond within 40 minutes to 95% of non-proactive immediate graded incidents
	<b>D</b>	Between 0600 hrs and 2200 hrs on lightly trafficked roads, respond within 45 minutes to 95% of non-proactive immediate graded incidents
<b>Clearance KPI</b>	<b>A</b>	Between 0600 hrs and 2200 hrs on heavily trafficked roads, clear 80% of incidents from all live lanes within 30 minutes
	<b>B</b>	Between 0600 hrs and 2200hrs on lightly trafficked roads, clear 80% of incidents from all live lanes within 35 minutes
	<b>C</b>	Between 0600 hrs and 2200 hrs on heavily trafficked roads, clear 95% of incidents from all live lanes within 80 minutes
	<b>D</b>	Between 0600 hrs and 2200 hrs on lightly trafficked roads, clear 95% of incidents from all live lanes within 85 minutes

Signs and Signals KPI	A	Set 90% of appropriate signs and signals within three minutes of a TO/Police/Mac request being received, and change or remove within two minutes
	B	To achieve 90% pass on quality compliance checks for setting signs and signals.

***We understand part of the incident response plan is to keep an incident management log. Please could you release the incident management log relating to a critical incident on the M40, junction 3 to 2 on 18 July 2012 at roughly 9:48am?***

Please find attached at Annex A, a copy of the relevant UK Highways Limited incident log. Personal information has been redacted in reliance of Section 40(2) of the Freedom of Information Act.

Please find attached at Annex B the relevant Highways England Regional Control Centre incident log.

The database used to create this incident log has been superseded and the logs archived. Although the incident log can be viewed, it is not possible to print it or extract it via electronic means, ie email or internet. We have therefore acquired the relevant log by extracting screen shots.

If you are unhappy with the way we have handled your request you may ask for an internal review. Our internal review process is available at:  
<https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

If you require a printed copy, please phone the Information Line on 0300 123 5000; or email [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.uk). You should contact me if you wish to complain.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

If you have any queries about this letter, please contact me. Please remember to quote reference number CRS 746,941 in any future communications.

Yours sincerely

Business Management Team Leader  
Operations (East)  
Email: