Maintenance and Response Requirements

Severe Weather and Incident Response Performance Requirements

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Document Control

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Revision History

Version	Date	Description	Author
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1.0 Revision 2.0	14 April 2016	Revision 2.0 Removal of Area 7	AODT
1.0 Revision 3.0	15 January 2018	Revision 3.0 NEC4 terminology introduced: Employer changed to Client, Minor amends.	Maintenance Requirements Team (previously called AODT)
1.0 Revision 4.0	10 April 2018	Revision 4.0 Reference amended in Defined terms/Notes, p10	Maintenance Requirements Team (previously called AODT)

Reviewer List

Name	Role

Approvals

Name	Signature	Title	Date of Issue	Version

The original format of this document is copyright to the *Client*.

Purpose

This document sets out the *Client's* requirements in relation to the delivery of operational services on the Affected Property.

As part of his general obligations under the contract the *Contractor* ensures that the Affected Property is operated and maintained to no lesser standards than is appropriate for a highway of the character of the Affected Property.

The Deliverables, Processes and Procedures are not exhaustive. They represent what the *Client* specifically requires the *Contractor* to carry out as a minimum. The *Contractor* in addition establishes its own Deliverables, Processes and Procedures necessary to fulfil the obligations under the Contract, and supports the delivery of the *Client* outcomes.

The Collaborative Custodian approach encourages the *Contractor* to innovate in establishing methods by which the *Client* outcomes are achieved, resulting in reduced cost to the *Client*, without detriment to road user and road worker safety. This reinforces the implementation of ongoing continual improvement.

The *Contractor* shall measure performance using the Performance Metrics described in this document, the Severe Weather Plan and the Incident Response Plan Requirements. Where Performance Metrics do not have a performance requirement level stated, the *Contractor* shall provide data to the *Client* to measure and record performance.

Incident Response

Operational Requirements	
02 – Incident Response Plan	
Scope	
All Incidents within the Affected Property as notified by the *Client* or directly by Emergency Services.	
***Client* Outcomes**	
1. Asset made safe following all Incidents. 2. Provide robust Incident intelligence. 3. All Incidents are managed to secure the expeditious movement of traffic on the Affected Property and facilitate the expeditious movement of traffic on road networks for which another authority is the traffic authority.	
***Client* Responsibilities**	***Contractor* Responsibilities**
Accountability for section 58 defence (Silver/ gold command Incidents)	Bronze commander role responsible for providing Section 58 defence for all Incidents within the Affected Property.
	Requirement Version 1.0

Incident Response Deliverables

1. The *Contractor* implements the Incident Response Plan to achieve the Incident Response Metric and performance requirement levels.

2. The *Contractor* outlines the Processes and Procedures for the delivery of Incident Response Plan.

3. The *Contractor* undertakes the Bronze Command role at Incidents were Highways England have instructed the *Contractor* to attend, or where and Incident has been self-identified.

4. To establish and maintain clear lines of communication with the *Client's* Regional Operations Centre (ROC), previously the Network Control Centre (NCC), its Duty Manager and Service Manager. Also when engaged at Incidents to restore and the recovery of asset with Traffic Officer Service (TOS), or other Incident responders and stakeholders when dealing with Incidents.

5. Upon the notification or identification of an Incident the *Contractor* takes immediate steps to make safe the asset to ensure that the expeditious movement of traffic on

the Affected Property is secured and the expeditious movement of traffic on road networks for which another authority is the traffic authority is facilitated.

6. The *Contractor* provides an Incident Assessment to enable the population of the *Client's* Tactical Incident Response Plan (TIRP) (and subsequent incident logging system).

7. Upon notification or identification of an Incident, the *Contractor* outlines the immediate steps required to make safe the asset to ensure that the expeditious movement of traffic on the Affected Property is secured and the expeditious movement of traffic on road networks for which another authority is the traffic authority is facilitated. This includes Incidents when the decision is made not to attend.

8. The assessment to support the *Client's* TIRP, details the *Contractors* planned actions to make safe the asset and estimated time to Incident clearance.

9. To make safe (including mobilisation to make safe) the asset and ensure that following all Incidents the expeditious movement of traffic on the Affected Property is secured and the expeditious movement of traffic on road networks for which another authority is the traffic authority is facilitated.

10. To provide Emergency Traffic Management (ETM) and Temporary Traffic Management (TTM) for Incidents upon request.

11. To report on and provide information on all Incidents attended by the *Contractor*.

12. To report on Critical and Major Incidents immediately following each occurrence.

13. To notify the *Client* if the *Contractor* believes a Critical Incident is or may become a Major Incident.

14. To produce and implement a *Contractor* Contingency Plan.

15. To establish and maintain a supply chain for the provision of specialist services to support the resolution Incidents.

16. To notify the ROC of the implementation and removal of lane restrictions.

17. To implement the operation use of Agreed Diversion Routes (ADRs) following Affected Property closures or when requested by the *Client*.

Incident Response Procedures

1. Incident response is conducted in collaboration with the TOS (on the sections of the network they operate).

2. Prepare, implement and maintain a *Contractor* Contingency Plan ensuring full alignment and compatibility with most recent Crisis Management Manual version.

3. Put in place an approved code of practice for the communication system and ensure all authorised users conform with the code.

4. Obtain the relevant licence/authorisation for use with the communication system.

5. When dealing with the setting up, maintenance and removal of Emergency Traffic Management arrangements, must follow the procedures within 'Traffic Signs Manual Chapter 8, Section 07: Incident Management'.

6. Report on Incidents attended to the *Client* in accordance with the Incident Data Standard.

7. The *Contractor* must have in place arrangements with HAZMAT accredited specialist waste companies.

8. At Police led Incidents, permission is sought from the Police before photographic images of damage to the Clients Property by third parties are taken. At *Client* led Incidents, this is done in consultation with the *Contractor* and/or TOS.

9. The *Contractor* shall pass all media enquiries to the *Client*.

10. The *Contractor* shall familiarise themselves with the following documents, and make themselves conversant with their procedures:
    - Emergency Response and Recovery: Non Statutory Guidance to Complement Emergency Preparedness
    - Traffic Incident Management Guidance Framework
    - Standard Incident Management Framework
    - National Guidance Framework for Operational Activities (LHA NGF) between Local Highway Authorities and the Highways England (Agency) Detailed Local Operating Agreements
    - The ACPO Road Death Investigation Manual
    - Highways England (Agency) National Vehicle Recovery Contract

11. The *Contractor* is responsible for the operational implementation and deactivation of Agreed Diversion Route (as well the cyclic maintenance regime).

12. *The Contractor* shall attend and participate in Hot, Cool and Cold post Incident debriefs in accordance with the *Client's* Debriefing Guidance and most recent Crisis Management Manual version.

13. Report to the Bronze Scene Commander on arrival at and departure from an Incident scene. The Bronze Scene Commander will normally be a Police Officer or Traffic Officer, but could also be a *Contractor* representative. Where the *Contractor* pass scene command to a Police Officer or Traffic Officer, a full verbal handover is undertaken and recorded on the TIRP (and subsequent incident logging system) via ROC.

14. If a TOS rolling road block is required on the network patrolled by the TOS, the *Contractor* contacts the *Client* to make the necessary arrangements. The TOS only provides rolling road blocks on a strictly limited basis when its resources allow and in accordance with its legal powers.

15. Where local Area specific operating agreements are required between the TOS and the *Contractor*, they shall be documented by the *Client*.

16. Request appropriate Variable Message Signs (VMS) via the Client's ROC when undertaking all activities in live carriageways to offer additional protection for the *Contractor* workforce and other responders.

17. At all times be aware and proactively track the Incident Command Escalation Stages. Be prepared to action and fulfil *Contractor* designated roles according to relevant ICES status as outlined in the Crisis Management Manual.

18. The *Contractor* carries out activities in a manner that ensures the *Client* is able to fully meet responsibilities and duties as a 'Category 2 responder' as detailed within the Civil Contingencies Act (CCA) 2004'.

Incident Response Metric and Performance Requirement Levels

			Assessment Times 100% Compliance (minutes) Performance Metric 1	**Clearance Times** 100% Compliance (minutes) Performance Metric 2			
			***Client*[*1] and Emergency Services Led Incidents**	***Client* and Emergency Services Led Incidents**	***Client* Led Incidents**	***Client* and Emergency Services Led Incidents**	***Client* Led Incidents**
Road Type	**Time of Day**	**Road Traffic Levels**	Maximum duration from *Contractor* Incident notification[*2] from TOS/Emergency Services/Others to supply assessment[*3] to the *Client*	**a)** Rolling 28 day mean: For all *Contractor* attended notified Incidents, duration from notification of carriageway compromise[*4] through to carriageway opening or from Incident command handover from the Emergency Services to the Client through to carriageway opening[*5]	**b)** Rolling 28 day mean: For all *Contractor* attended self-identified[*6] Incidents, duration from identification of carriageway compromise[*4] through to carriageway opening[*5]	**c)** Absolute maximum duration for all *Contractor* attended notified Incidents, duration from notification of carriageway compromise[*4] through to carriageway opening or from Incident command handover from the Emergency Services to the *Client* through to carriageway opening[*5]	**d)** Absolute maximum duration for all *Contractor* attended self-identified[*6] Incidents, duration from identification of carriageway compromise[*4] through to carriageway opening[*5]
Motorway	Day[*7]	Heavy[*9]	**30**	**70**	**50**	**n/a**	**n/a**
Motorway	Day[*7]	Light[*9]	**45**	**90**	**70**	**n/a**	**n/a**
Motorway	Night[*8]	All	**60**	**120**	**100**	**n/a**	**n/a**
APTR - dual	Day[*7]	Heavy[*9]	**30**	**70**	**60**	**n/a**	**n/a**
APTR - dual	Day[*7]	Light[*9]	**45**	**n/a**	**n/a**	**90**	**80**
APTR - dual	Night[*8]	All	**60**	**n/a**	**n/a**	**120**	**100**
APTR - single	Day[*7]	Heavy[*9]	**30**	**50**	**40**	**n/a**	**n/a**
APTR - single	Day[*7]	Light[*9]	**45**	**n/a**	**n/a**	**70**	**60**
APTR - single	Night[*8]	All	**60**	**n/a**	**n/a**	**100**	**90**

Defined Terms / Notes

- *1 Can be the Highways England Traffic Office Service or the *Contractor*.
- *2 Refers to those Incidents of which the *Contractor* has no knowledge until they are passed to the *Contractor*'s via the Client's Regional Operations Centre (ROC) from the TOS (ROC), Emergency Services, Others or *Contractor* resource which cannot work on live lane Incidents. The measurement period starts when the notification communication ends. A Regional Operations Centre (ROC) encompasses, under the management of Highways England, what would have previously been referred to as the Regional Control Centre (RCC) and Network Control Centre (NCC) functions. In each region a ROC fulfils and integrates the equivalent of the RCC and NCC functions and is the day-to-day eyes and ears of our network, through network operation, network management, customer contact and incident management.
- *3 The *Contractor* Assessment supplied to the *Client* captures, but is not be limited to:
    - The Incident's impact to Affected Property assets.
    - The incident's impact to the operation of Affected Property.
    - The incident's impact to adjacent communities.
    - Activities required recovering the asset, within *Contractor*'s scope, or within the scope of an external contractor or third party.
    - Activities required to mitigate the Incident impact upon the operation of the network.
- *4 Describes the situation when a live running lane is partially or fully obstructed by an Incident.
- *5 Describes the situation when a live running lane, which was partially or fully obstructed by an Incident, fully re-opens.
- *6 Refers to those Incidents of which the *Contractor* has no knowledge until they discover them whilst carrying out other duties on the Affected Property. Self-identified Incidents are only those which are discovered by *Contractor* resource which can work on live lane Incidents. The measurement period starts when the Incident is discovered.
- *7 'Day' is 0400 – 2000 hrs.
- *8 'Night' is 2000 – 0400 hrs.
- *9 Classification of 'Heavy' and 'Light' traffic levels across the Affected Property are detailed in Scope Annex 20: Additional Maintenance and Operational Requirements, Section 3 – Incident Management.

Severe Weather

Operational Requirements	
03 – Severe Weather Plan	
Scope	
Delivery of Severe Weather Plan interventions across the Affected Property.	
***Client* Outcomes**	
1. Safe passage on the Affected Property is not endangered by ice or snow, as far as is reasonably practicable. 2. Minimised risk to safe passage posed by fog, high temperatures, heavy rain, high winds.	
***Client* Responsibilities**	***Contractor* Responsibilities**
Final decision making on when to treat (decision matrices etc.).	Decision making in parallel with the *Client* so implementation of activities can commence forthwith.
	Requirement Version 1.0

***Contractor* Severe Weather Deliverables**

1. The *Contractor* will when instructed implement the intervention Severe Weather Plan.

2. The *Contractor* will outline their Processes and Procedures for the delivery of the Severe Weather Plan.

3. The *Contractor* will conduct when instructed the precautionary treatments for each route (including turnaround) are delivered within the precautionary treatment and turnaround time as stated in the Severe Weather Plan.

4. The *Contractor* will use their operational resources to deliver a minimum number of lanes kept clear of snow in accordance with the snow clearance requirement table within the Severe Weather Plan.

5. Carriageways cleared of snow following cessation of snow in accordance with the snow clearance requirement table within the Severe Weather Plan.

6. The *Contractor* will provide data to populate Winter Reporting throughout the Winter Period.