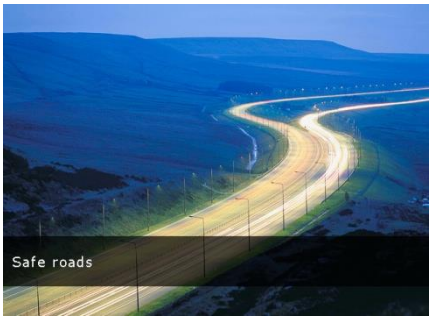
Ops Supply Chain Performance

Incident Data Standard for CPF (IDSA)



Document Control

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Revision History

Version	Date	Description	Author
2.0	26-Jan-2015	Updated for CPF Education. Removed Flexible Attribute columns; changed reference to CPF instead of PMF.	Nigel Dowden
2.1	24-Feb-2015	Updated based on feedback	Daniel Gaze
2.2	09-Mar-2015	Updated and finalised	Daniel Gaze
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2.0.2	01-Apr-2016	Reference to the Agency or HA, amended to Highways England Minor Revisions	Charlotte Brampton
3.0	01-Oct-2016	Minor Revisions Network Delivery and Development (NDD) now Ops Supply Chain Performance HA_AREA changed to DATA_KEY_ID Metrics renumbered	Christina Brown
4.0	01-Apr-2017	Metrics updated through the CPF April refresh	Ashley Sutherland, Christina Brown, Charlotte Brampton
5.0	01-Oct-2017	Metrics updated through the CPF October refresh	Megan Ricks, Charlotte Brampton
201804	01-Apr-2018	Metrics updated through the CPF April refresh	Charlotte Brampton

Reviewer List

Name	Role
Chris Bethel, Angelica Rice	Team Leader– Ops Supply Chain Performance
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Approvals

Name	Title	Date of Issue	Version
Chris Bethel, Angelica Rice	Team Leader - Ops Supply Chain Performance	01/04/2018	201804

Contents

1. PURPOSE

The purpose of the Incident Data Standard (IDSA) document is to define the Incident Data that Highways England requires each Service Provider to provide in order for HE to be able to score performance against Table 3.1 (see Incident Table) under the Collaborative Performance Framework (CPF) and to satisfy the data requirements of AMOR Appendix 3.3.

***Note:** there are additional reporting requirements contained within AMOR Appendix 3.3 which aren't set out in the Incident Data Standard (IDSA) document (e.g. reporting debris details). These should be met by the contract.

The file is expected to include all incidents (small i). Contract-defined Incidents (big i) will be a subset of those. Only the contract-defined Incidents will count towards performance metrics 2 and 3.

The IDSA monthly file should contain all incidents.

- A subset of these will be contract-defined Incidents (see definition of an Incident in Conditions of Contract Data).
- However not all Incidents will result in a live lane closure, and so live lane closures are a subset of contract-defined Incidents.
- Finally, not all live lane closures will be attended by the Service Provider so attended incidents will be a subset of live lane Incidents.

For example, there may be a set of 100 incidents, of which 70 are contract-defined Incidents, of which 40 have resulted in a live lane closure, of which 30 were attended by the Service Provider.

We still want details for each individual response. Data common to each response e.g. LANE_CLOSURE_DATE_TIME should be entered for each response.

"Dummy dates" **should not be** used anywhere in data submissions in order that the CPF accepts an upload. This may result in the data being used incorrectly as part of the scoring. The set of mandatory/conditional rules in this document attempts to cover all "real world" scenarios, but there may be eventualities which have not been anticipated and accounted for. In such instances, please contact the Ops Supply Chain Performance team rather than using dummy dates.

The Incident data standard defines the data set that needs to be collected and reported for each contract Area in each Reporting Period in order to report the following 2x CPF metrics for Incidents that are cleared rapidly:

- 3.1a) Incident response/clearance: HE-led
- 3.1b) Incident response/clearance: Emergency Services-led

2. OVERVIEW OF INCIDENT DATA

APPLICABILITY OF INCIDENT METRICS BY CONTRACT TYPE

The following table indicates the incident metrics that will be applicable to each main contract type:

Theme	Measure	Metric Ref	Metric Title	ASC	RTMC	PAVEMENTS
3.Customer & Stakeholder	3.1 Minimise Customer Delay	3.1a	Incident response/clearance: HE-led	✓		Yet to be agreed
		3.1b	Incident response/clearance: Emergency Services-led	✓		

3. DATA DICTIONARY OVERVIEW

The Incident Data Standard for respective contracts is in 'Data Dictionary' format [as below].

Each data column that needs to be supplied by the Service Provider on a monthly basis is described as an individual row containing the following information:

Information	Description
Name	This is the column name required in the monthly data file
Data type	Describes the data type each column should be presented as within the monthly data file
Mandatory	When this is Y then the column must be populated in accordance with the described rules. If it is blank then the data load will not fail, however the ASC should follow the guidance in relation to how to populate the field – in some cases the field should be left blank, whilst in others a default value is defined.
Comment	Describes any rules pertaining to population of the column.

4. MONTHLY DATA FILE – STRUCTURE AND NAMING CONVENTION

The monthly data file should be produced as a number of rows (one per Incident Response) within an Excel Spreadsheet

4.1 Performance Data – ASC Contract Types

The Performance Data file should contain 58 columns of data – starting with DATA_KEY_ID, then REPORTING_PERIOD and so on, with the final column being COMMENTS. The file naming convention should be as follows:

- Incident_ASC_AA_YYYYMM.xls where AA is the Area including a leading-edge zero if necessary, YYYY is the year, and MM is the Reporting Month
- E.g. File name for Area 2 reporting in July 2012 would be Incident_ASC_02_201207.xls

5. INCIDENT DATA STANDARD DATA DICTIONARY

5.1 Performance Data – ASC (retrofitted)

The data elements required are detailed below.

***Note on Traffic Officer Service Led incidents:**

There may be occasions when the Service Provider attends an incident which is being led by TOS. It is possible that the handover to the Service Provider from the TOS comes at a point at which it is no longer possible for the target clearance time to be met, and it would be correct that the Service Provider is not marked down for a failure.

If this scenario occurs, please leave the incident within the dataset but inform Ops Supply Chain Performance of the reference number and confirm that it has been agreed with the regional team that the incident should be excluded from scoring. The Ops Supply Chain Performance team will then do so.

Name	*Data Type*	*Mandatory*	*Comment*
DATA_KEY_ID	Number (2)	Y	E.g. 03 or 12. Must contain leading zero
REPORTING_PERIOD	Number (6)	Y	Must be of format YYYYMM
IMS_INCIDENT_REFERENCE NUMBER	Text (8)	Y	Unique ID from Service Provider's Incident Management System (IMS)
RCC_UNIQUE_REFERENCE_NUMBER	Text (8)	Y	Unique ID from RCC Command and Control System – mandatory where available
ASC_DEFINED_INCIDENT	Text (1)	Y	Y/N ASC_DEFINED_INCIDENT is intended to be set to "Y" when the incident relates to any of the requirements described in AMOR Appendix 3.1, Table A3.1.1 is applicable. The main 'catch-all' is point 1.e which mandates the Service Provider to report any incident involving 'Moderate or serious congestion or anything likely to cause disruption to road users' which would include even minor situations such as debris in the road and/or broken-down vehicles. If this field is marked as "N" then none of the AMOR performance metrics will apply to the incident.
IDENTIFIED_OR_NOTIFIED	Text (10)	Y	One of two values: either IDENTIFIED or NOTIFIED. No other values are valid.
CRITICAL_OR_MAJOR	Text (8)	Y	One of three values: CRITICAL, MAJOR, NEITHER. No other values are valid.

Name	*Data Type*	*Mandatory*	*Comment*
INCIDENT_IN_LIVE_LANES	Text (1)	Y	Y/N This should be marked “Y” if the incident results in a Live Lane Closure, as per the AMOR definition. If this is marked “N” then the Incident will not be scored for Performance Metric 2/3 Where rolling road blocks are used to clear incidents e.g. debris, the lane is considered closed until the rolling road blocks are completed. Anything 'stopping' the traffic - whether RRB, dead animal in road or other - counts as a live lane obstruction and this field such then be marked “Y”.
INCIDENT_REPORTED_BY	Text (50)	N	Defined by the HE INCIDENT_REPORTED_BY spreadsheet. A list of values is shown in the Reference Data section. The default value OTHER (DETAILED DESCRIPTION REQUIRED) should be used where a Service Provider cannot populate this field for any given Incident Response.
INCIDENT_DATE_TIME	Date & Time	C	Conditional – Mandatory Must be of format: DD/MM/YYYY HH: MI: SS. Where the INCIDENT_DATE_TIME is not available, the Service Provider should not populate this field (i.e. a null field). It should not contain blanks/spaces etc. The time used is the time the NCC is notified; rather than the incident date time, which may not be known.
LOG_DATE_TIME	Date & Time	Y	Must be of format: DD/MM/YYYY HH: MI: SS. This is the time when the notifying phone call was complete for in the case of NOTIFIED incidents; and the time when the incident was logged in the Service Provider’s IMS for IDENTIFIED incidents.
DEPLOYMENT_DATE_TIME	Date & Time	C	Conditional – Mandatory Must be of format: DD/MM/YYYY HH: MI: SS. Mandatory if a response is deployed as per the TIRP, otherwise leave blank.

Name	*Data Type*	*Mandatory*	*Comment*
ON_SITE_DATE_TIME	Date & Time	C	Conditional – Mandatory Must be of format: DD/MM/YYYY HH: MI: SS. Mandatory if arrived at the incident, otherwise leave blank.
OFF_SITE_DATE_TIME	Date & Time	C	Conditional – Mandatory Must be of format: DD/MM/YYYY HH: MI: SS. Mandatory if ON_SITE_DATE_TIME is populated.
RESPONSE_CANCELLED_FLAG	Text (1)	Y	Upper case Y or N only. Only use this if production of a TIRP is not required. If this field = Y, the incident will not be scored for any of Performance Metrics 1-3.
DFT_ROAD_NAME	Text (8)	Y	Must be an applicable DfT Road Name for your Area and match an entry in HATRIS.
JUNCTION_NUMBER	Text (20)	Y	Mandatory if on motorway and known. If not known use “UNKNOWN”; if not applicable use “N/A”.
MARKER_POST	Text (8)	Y	Number/reference for the nearest marker post. Mandatory if on motorway and known. If not known use “UNKNOWN”; if not applicable use “N/A”.
ROAD_CODE	Text (5)	Y	Details pertaining to the HAPMS Section – S1, S2, S3, S4, D1, D2, D3, D4, D2H, D1M, D2M, D3M, D4M, D5M, D6M, MM3, MM4, MM5 – see 5.2
SECTION_FUNCTION	Text (25)	Y	MAINLINE, ENTRY SLIP, EXIT SLIP, SLIP, JUNCTION, ROUNDABOUT, OXBOW
DIRECTION_CODE	Text (5)	Y	Constrained values from REFERENCE DATA – N, S, E, W, CW, AC, RB, B
INCIDENT_OSGR_NORTHING	Number (6)	C	Conditional – Mandatory OSGR Northing of Incident. Mandatory if ON_SITE_DATE_TIME is populated.
INCIDENT_OSGR_EASTING	Number (6)	C	Conditional – Mandatory OSGR Easting of Incident. Mandatory if ON_SITE_DATE_TIME is populated.

Name	*Data Type*	*Mandatory*	*Comment*
INCIDENT_LOCATION_DETAIL	Text (255)	N	If the Service Provider does not have the INCIDENT_LOCATION_DETAIL for an Incident, then they should not populate this field (i.e. a null field). It should not contain blanks/spaces etc.
RESPONSE_UNIT_NAME	Text (20)	C	Conditional – Mandatory The name of the response unit. Mandatory if DEPLOYMENT_DATE_TIME is populated. ***Note:** The option TRAFFIC MANAGEMENT represents a situation where the Service Provider attends to prove traffic management only If this option is used, then the incident will not be scored for Performance Metric 2/3. Therefore, if attendance involves both provision of traffic management and other activities to clear the incident, TRAFFIC MANAGEMENT ONLY should not be used. Please find another Incident Type which fits the additional work being done.
RESPONSE_VEHICLE_TYPE	Text (20)	Y	One of REFERENCE DATA defined list including: MOTORCYCLE, CAR, VAN, TRUCK, NONE, OTHER Enter NONE if no response was required, as per the TIRP.
RESPONSE_UNIT_ORDER	Number (2)	Y	1 to 99 – must not contain zero. The ASC must ensure that (at a minimum) all responses for each Incident are provided. Enter '1' even if the incident is not responded to in accordance with the TIRP.
RESPONSE_DETAIL	Text (255)	N	If the Service Provider does not have RESPONSE_DETAIL for an Incident, then it should not populate this field (i.e. a null field). It should not contain blanks/spaces etc.
INCIDENT_TYPE	Text (100)	Y	Must conform to data type in HE Incident Type reference data spreadsheet.
INCIDENT_DETAIL	Text (255)	N	If data is not available, this field should not be populated (i.e. a null field). It should not contain blanks/spaces etc.

Name	*Data Type*	*Mandatory*	*Comment*
INCIDENT_IN_ROADWORKS_FLAG	Text (1)	Y	Upper case Y or N only.
HAZCHEM	Text (1)	Y	Enter Y if incident involves hazardous chemicals, otherwise N. In terms of reporting against this criterion in the IDSA, any incident where vehicles involved are carrying HAZCHEM materials, or when there has been a spillage, or when an installation next to the network has contaminated the network, should be defined as HAZCHEM incidents.
EMERGENCY_SERVICES_PRESENT	Text (1)	Y	Upper case Y or N only. Y means the Emergency Services are leading on the incident. This field determines whether Performance Metric 2 or 3 of AMOR Table 3.1 is applicable (If ASC Defined Incident = Y and Incident in Live Lanes = Y) In cases where the Emergency Services have been involved, but have left the scene by the time the Service provider arrives, and thus no handover takes place, it is permissible to enter "N" for this field as the Service Provider is not being led by the ES in a meaningful sense.
ROAD_TRAFFIC_LEVEL	Text (5)	Y	One of ALL, LIGHT or HEAVY Each individual Area's Annex 13 will set out which routes in that particular Area of the Network are Heavy and which are Light. If this information is not available, please contact the Ops Supply Chain Performance Team.
NOTIFYING_AGENCY	Text (4)	Y	One of TOS, EMS, NONE. This is who notifies the Service Provider's NCC.
TIRP_PRODUCTION_DATE_TIME	Date & Time	C	Conditional – Mandatory Must be of format: DD/MM/YYYY HH:MI:SS. Mandatory if ASC_DEFINED_INCIDENT = Y.
LEAD_AGENCY	Text (4)	Y	One of TOS, EMS, NONE
ROAD_WEATHER_CONDITION	Text (5)	Y	The weather conditions when Service Provider staff arrive on site. Constrained to values of DRY, WET, SNOW, SLUSH, ICE or UNKNOWN (the latter option to be used when Incident was not attended). No other values are valid.

Name	*Data Type*	*Mandatory*	*Comment*
LANE_CLOSURE_DATE_TIME	Date & Time	C	Conditional – Mandatory if INCIDENT_IN_LIVE_LANES = Y. Must be of format: DD/MM/YYYY HH:MI:SS Time lane(s) closed e.g. by Police. This is the time the Service Provider's NCC is notified of a confirmed Incident impacting a live lane. Mandatory if INCIDENT_IN_LIVE_LANES = Y AND ON_SITE_DATE_TIME is populated.
LANE_OPENING_DATE_TIME	Date & Time	C	Conditional – Mandatory if INCIDENT_IN_LIVE_LANES = Y. Must be of format: DD/MM/YYYY HH:MI:SS Time lane opened. This is the time the Service Provider's NCC is notified that the lane has reopened. Mandatory if INCIDENT_IN_LIVE_LANES = Y AND ON_SITE_DATE_TIME is populated.
LANES_CLOSED	Text (255)	C	Conditional – Mandatory if INCIDENT_IN_LIVE_LANES = Y. Selected from HE reference data – see 6.2.2. Mandatory if INCIDENT_IN_LIVE_LANES = Y AND ON_SITE_DATE_TIME is populated.
CMD_HANDOVER_DATE_TIME	Date & Time	C	Conditional – Mandatory Must be of format: DD/MM/YYYY HH:MI:SS Short for Command Handover Date Time. Mandatory if EMERGENCY_SERVICES_PRESENT = Y AND ON_SITE_DATE_TIME is populated. If the incident is an Emergency Services-led incident, then when command is handed over to the Service Provider this is the date/time entered. If no formal handover takes place, then put same time as LANE_CLOSURE_DATE_TIME. If the incident is Highways England-led, or not attended (ON_SITE_DATE_TIME is blank), then leave blank
LANE_RESTRICTIONS_APPLIED	Text (1)	Y	Y/N
LANE_RESTRICTION_TYPE	Text (3)	C	Conditional – Mandatory if LANE_RESTRICTIONS_APPLIED = Y. One of ETM, TTM, BOTH.

Name	*Data Type*	*Mandatory*	*Comment*
FIRST_RESTRICTION_ON_DATE_TIME	Date & Time	C	Conditional – Mandatory if LANE_RESTRICTIONS_APPLIED = Y. Must be of format: DD/MM/YYYY HH:MI:SS First time traffic management is applied by the Service Provider
LAST_RESTRICTION_OFF_DATE_TIME	Date & Time	C	Conditional – Mandatory if LANE_RESTRICTIONS_APPLIED = Y. Must be of format: DD/MM/YYYY HH:MI:SS When last piece of traffic management is removed by the Service Provider
NOTIFIED_FIRST_ON_DATE_TIME	Date & Time	C	Conditional – Mandatory if LANE_RESTRICTIONS_APPLIED = Y. Must be of format: DD/MM/YYYY HH:MI:SS When the Service Provider notifies Highways England that traffic management restrictions have been applied
NOTIFIED_LAST_OFF_DATE_TIME	Date & Time	C	Conditional – Mandatory if LANE_RESTRICTIONS_APPLIED = Y. Must be of format: DD/MM/YYYY HH:MI:SS When the Service Provider notifies Highways England that last traffic management restrictions have been removed
COMMENTS	Text (255)	N	Optional

6. HIGHWAYS ENGLAND REFERENCE DATA

There are a number of Highways England Reference Data types which are required in order to standardise the responses from Service Providers. These are described below, including the list of valid values which has been agreed at the point of document issue. These may change over time; in which case the Service Manager will issue an updated list.

6.1 INCIDENT_REPORTED_BY

The following list shows the valid data element values:

Incident Reported By	Effective From	Effective To
COUNCIL OR LOCAL AUTHORITY	01/01/2005	31/12/2099
EXTERNAL BUSINESS	01/01/2005	31/12/2099
HA STAFF	01/01/2005	31/12/2099
HAIL	01/01/2005	31/12/2099
INSPECTOR	01/01/2005	31/12/2099
ISU	01/01/2005	31/12/2099
MAC STAFF	01/01/2005	31/12/2099
MEMBER OF PUBLIC	01/01/2005	31/12/2099
NCC	01/01/2005	31/12/2099
OTHER (DETAILED DESCRIPTION REQUIRED)	01/01/2005	31/12/2099
POLICE	01/01/2005	31/12/2099
RCC	01/01/2005	31/12/2099
TOS PATROL	01/01/2005	31/12/2099

6.2 INCIDENT LOCATION DETAILS

It is the Service Providers responsibility to ensure that DfT Road Name, Junction Number, Marker Post, Road Type, Section Function and Directional Code associated with the Incident are accurate given the INCIDENT_OSGR_NORTHING, INCIDENT_OSGR_EASTING.

6.2.1 ROAD_TYPE

Possible options and their meanings are:

S1 = Single, 1-lane carriageway - i.e. 1 lane in one direction - no central reservation
S2 = Single, 2-lane carriageway - i.e. 1 lane in each direction - no central reservation
S3 = Single, 3-lane carriageway, i.e. 1 lane in one direction, 2 lanes in the other direction - no central reservation
S4 = single, 4-lane carriageway - i.e. usually 2 lanes in each direction - but no central reservation.

D1 = Dual 1-lane carriageways - i.e. 1 lanes in each direction - with a central reservation.
D2 = Dual 2-lane carriageways - i.e. 2 lanes in each direction - with a central reservation.
D3 = Dual 3-lane carriageways - i.e. 3 lanes in each direction - with a central reservation.
D4 = Dual 4-lane carriageways - i.e. 4 lanes in each direction - with a central reservation.
D2M = Dual 2-lane motorway standard - i.e. 2 lanes in each direction - with central reservation and motorway characteristics such as hard shoulders (although the road doesn't necessarily have to be a motorway). You might sometimes see this as D2H if it's a non-motorway dual carriageway with hard shoulders.

D3M = Dual 3-lane motorway
D4M = Dual 4-lane motorway
D5M = Dual 5-lane motorway
D6M = Dual 6-lane motorway

MM3 = Managed Motorways section with 3 lanes in operation at the time of the incident
MM4 = Managed Motorways section with 4 lanes in operation at the time of the incident
MM5 = Managed Motorways section with 5 lanes in operation at the time of the incident
OTHER = has been removed as an option. **Please endeavour to find the correct code.**
If it cannot be identified, use a best guess that signifies whether the road concerned is motorway or APTR, in order that the incident can be scored against the correct set of metrics.

***Note:** a slip road off a motorway legally constitutes part of the motorway still, so the relevant AMOR metric follows.
For an APTR that changes status e.g. from 2-lane to single via a roundabout, as AMOR/CRMDP is written the metric would align with how many lanes the roundabout has running on it, which would be 2 in this example. The Service Provider may wish to respond more quickly, because of the congestion that could build up and jeopardise the successful achievement of their other AMOR outcomes (especially Part 3, Outcome 3).

6.2.2 LANES_CLOSED

HS, 1, 2, 3, 4, 5, 6, 7, ALL

If more than one lane is closed then combine with a comma but no space, starting with the nearest lane to the HS first and then adding lanes in ascending order. For example:

If lanes 1 and 2 are closed then put '1, 2'
If lanes 2 and 3 are closed then put '2, 3'
If hard shoulder and lanes 1 and 2 are closed then put 'HS, 1, 2'
Etc.
If the whole carriageway is closed, put 'ALL'

6.3 INCIDENT_TYPE

The following list shows the valid data element values:

Incident Type	Effective From	Effective To
ABANDONED VEHICLE	01/01/2005	31/12/2099
ANIMAL IN ROAD	01/01/2005	31/12/2099
ASSET DAMAGE (E.G. MANHOLE, GULLEY, GANTRY, VERGE)	01/01/2005	31/12/2099
BARRIER DAMAGE (E.G. ACOUSTIC, SAFETY)	01/01/2005	31/12/2099
BOUNDARY FENCE DAMAGE	01/01/2005	31/12/2099
BROKEN DOWN VEHICLE	01/01/2005	31/12/2099
DANGEROUS VEGETATION	01/01/2005	31/12/2099
DEBRIS IN ROAD	01/01/2005	31/12/2099
ELECTRICAL DEFECTS (E.G. LIGHTING)	01/01/2005	31/12/2099
FLOODING (E.G. DEFECTIVE GULLIES, DRAINAGE)	01/01/2005	31/12/2099
GRAFFITI	01/01/2005	31/12/2099
ICE/SNOW REPORTED	01/01/2005	31/12/2099
ILLEGAL SIGNS	01/01/2005	31/12/2099
LITTER	01/01/2005	31/12/2099
MAIN CARRIAGEWAY DEFECT (E.G. POTHOLE, PATCHING, FRETTING)	01/01/2005	31/12/2099
OTHER (DETAILED DESCRIPTION REQUIRED)	01/01/2005	31/12/2099
OTHER CARRIAGEWAY DEFECTS (E.G. KERBS, LIGHTING COLUMNS)	01/01/2005	31/12/2099
OTHER FIRE (E.G. VERGE, GULLEY)	01/01/2005	31/12/2099
PEDESTRIAN ON CARRIAGEWAY	01/01/2005	31/12/2099
POOR ROAD MARKING	01/01/2005	31/12/2099
ROAD TRAFFIC COLLISION	01/01/2005	31/12/2099
SIGNAGE ISSUES (E.G. CONDITION, DAMAGE, MISSING)	01/01/2005	31/12/2099
SPILLAGES	01/01/2005	31/12/2099
STRUCTURES DAMAGE	01/01/2005	31/12/2099
TECH MAC (E.G. COMMS)	01/01/2005	31/12/2099
TRAFFIC MANAGEMENT	01/01/2005	31/12/2099
VEHICLE FIRE	01/01/2005	31/12/2099
WELFARE (E.G. POTENTIAL SUICIDE)	01/01/2005	31/12/2099

7. DATA QUALITY FLAGS

This section outlines the Data Quality Flags which CPF may raise against IDSA submissions. The DQ Calculations check fields within CPF to look for potential mistakes and/or issues.

***Note:** not all DQ issues flagged are issues that need to be addressed prior to submission – for example, the DQ_LOG_DEPLOYMENT flag raises if the difference between an Incident's log time and the deployment time is greater than 3 hours. It may be that this is correct. Such flags provide a 'sense check' rather than raise a definite problem.

DQ Flag	Logic	Explanation
DQ_INCIDENT_DATE_TIME	INCIDENT_DATE_TIME is > Reporting_Period Or INCIDENT_DATE_TIME < Reporting_Period – 1 day	Flag raises if the Incident occurred after the end of the reporting period, or if the Incident occurred more than one day prior to the start of the reporting period
DQ_LOG_DATE_TIME	LOG_DATE_TIME > Reporting_Period Or < Reporting_Period – 1 day	Flag raises if the Log Time is after the end of the reporting period, or if the Log Time is more than one day prior to the start of the reporting period
DQ_INCIDENT_LOG	INCIDENT_DATE_TIME & LOG_DATE_TIME are both populated And Time Difference between INCIDENT_DATE_TIME & LOG_DATE_TIME in minutes > 180 mins Or INCIDENT_DATE_TIME > LOG_DATE_TIME	Flag raises if fields detailed are populated and if the Incident time is 180 minutes after the log time, or if the incident time is before the log time, i.e. is logged before it occurred.
DQ_DEPLOYMENT_DATE_TIME	DEPLOYMENT_DATE_TIME >Reporting_Period Or DEPLOYMENT_DATE_TIME < Reporting_Period – 1 day	Flag raises if deployment time is after the end of the reporting period, or more than 1 day prior to the start of the reporting period
DQ_LOG_DEPLOYMENT	LOG_DATE_TIME is populated & DEPLOYMENT_DATE_TIME is populated And Time Difference between LOG_DATE_TIME & DEPLOYMENT_DATE_TIME > 180 mins Or LOG_DATE_TIME > DEPLOYMENT_DATE_TIME	Flag raises if fields detailed are populated, and if deployment occurs more than 180 minutes after the log time, or if the log time is after the deployment time, i.e. response logged after it is deployed
DQ_ON_SITE_DATE_TIME	ON_SITE_DATE_TIME > Reporting_Period Or ON_SITE_DATE_TIME < Reporting_Period – 1 day	Flag raises if the on-site time is after the end of the reporting period, or more than 1 day prior to the start of the reporting period

DQ_DEPLOYMENT_ON_SITE	ON_SITE_DATE_TIME is populated & DEPLOYMENT_DATE_TIME is populated And Time Difference between DEPLOYMENT_DATE_TIME & ON_SITE_DATE_TIME > 180 minutes Or ON_SITE_DATE_TIME < DEPLOYMENT_DATE_TIME	Flag raises if fields detailed are populated, and if the on-site time is 180 minutes after deployment time, or if the onsite time is before the deployment time, i.e. the response unit arrived before it left
DQ_OFF_SITE_DATE_TIME	OFF_SITE_DATE_TIME >Reporting_Period Or OFF_SITE_DATE_TIME < Reporting_Period – 1 day	Flag raises if the off-site time is after the end of the reporting period, or more than 1 day prior to the start of the reporting period
DQ_ON_SITE_OFF_SITE	ON_SITE_DATE_TIME is populated & OFF_SITE_DATE_TIME is populated And Time Difference between ON_SITE & OFF_SITE > 600 minutes Or OFF_SITE <= ON_SITE	Flag raises if fields detailed are populated, and if the off-site time is more than 10 hours after the on-site time, or if the off-site time is before or the same as the on-site time
DQ_TIRP_DATE_TIME	TIRP_PRODUCTION_DATE_TIME >Reporting_Period Or < Reporting_Period – 1 day	Flag raises if the TIRP production time is after the end of the reporting period, or more than 1 day prior to the start of the reporting period
DQ_ON_SITE_TIRP	ON_SITE_DATE_TIME is populated & TIRP_PRODUCTION_DATE_TIME is populated And Time Difference between ON_SITE_DATE_TIME & TIRP_PRODUCTION_DATE_TIME in minutes > 180 mins Or TIRP_PRODUCTION_DATE_TIME > ON_SITE_DATE_TIME	Flag raises if fields detailed are populated, and if the on-site time is more than 180 minutes after the TIRP is produced, or if the TIRP is produced after arrival on site
DQ_LANE_CLOSE_DATE_TIME	LANE_CLOSURE_DATE_TIME >Reporting_Period Or < Reporting_Period – 1 day	Flag raises if the lane closure time is after the end of the reporting period, or more than 1 day prior to the start of the reporting period
DQ_LANE_OPEN_DATE_TIME	LANE_OPENING_DATE_TIME >Reporting_Period Or < Reporting_Period – 1 day	Flag raises if the lane opening time is after the end of the reporting period, or more than 1 day prior to the start of the reporting period
DQ_LANE_CLOSE_LANE_OPEN	LANE_CLOSE_DATE_TIME & LANE_OPEN_DATE_TIME are populated And Time Difference between LANE_CLOSE_DATE_TIME & LANE_OPEN_DATE_TIME in minutes > 600 mins Or LANE_OPEN_DATE_TIME < LANE_CLOSE_DATE_TIME	Flag raises if fields detailed are populated and if the time difference between lane opening and closure is more than 10 hours, or if the times indicate the lane was opened before it was closed.

DQ_FIRST_DATE_TIME	FIRST_RESTRICTION_ON_DATE_TIME > Reporting_Period Or < Reporting_Period – 1 day	Flag raises if the time the first restriction was applied to a lane is after the end of the reporting period, or more than 1 day prior to the start of the reporting period
DQ_LAST_DATE_TIME	LAST_RESTRICTION_OFF_DATE_TIME > Reporting_Period Or < Reporting_Period – DQ Time	Flag raises if the time the last restriction was lifted from a lane is after the end of the reporting period, or more than 1 day prior to the start of the reporting period
DQ_FIRST_LAST_RESTRICTION	FIRST_RESTRICTION_ON_DATE_TIME is populated & LAST_RESTRICTION_OFF_DATE_TIME is populated And Time Difference between FIRST_RESTRICTION_ON_DATE_TIME & LAST_RESTRICTION_OFF_DATE_TIME in minutes > 600 mins Or LAST_RESTRICTION_OFF_DATE_TIME < FIRST_RESTRICTION_ON_DATE_TIME	Flag raises if the fields detailed are populated and if the time difference between first restriction being applied and last restriction being lifted is more than 10 hours, or if the times indicate the last restriction was lifted before the first was applied.
DQ_NOTIFIED_ON_DATE_TIME	NOTIFIED_FIRST_ON_DATE_TIME > Reporting_Period Or < Reporting_Period – 1 day	Flag raises if the time Highways England is notified of a restriction being applied is after the end of the reporting period, or more than 1 day prior to the start of the reporting period
DQ_NOTIFIED_OFF_DATE_TIME	NOTIFIED_LAST_OFF_DATE_TIME > Reporting_Period Or < Reporting_Period – 1 day	Flag raises if the time Highways England is notified of a restriction being lifted is after the end of the reporting period, or more than 1 day prior to the start of the reporting period
DQ_NOTIFIED_ON_OFF	NOTIFIED_FIRST_ON_DATE_TIME is populated & NOTIFIED_LAST_OFF_DATE_TIME is populated And Time Difference between NOTIFIED_FIRST_ON_DATE_TIME & NOTIFIED_LAST_OFF_DATE_TIME in minutes > 600 mins Or NOTIFIED_LAST_OFF_DATE_TIME < NOTIFIED_FIRST_ON_DATE_TIME	Flag raises if fields detailed are populated and if the time difference between Highways England being notified on a restriction and being notified of its lifting is more than 10 hours, or if the times indicate the notification of the lifting was before the notification of the application.

DQ_CMD_HANDOVER_DATE_TIME	CMD_HANDOVER_DATE_TIME > Reporting_Period Or < Reporting_Period – 1 day	Flag raises if the time the incident was handed over by the Emergency Services is after the end of the reporting period, or more than 1 day prior to the start of the reporting period

Incident Table

In order to keep scoring of all ASC areas consistent the following Incident table is being used to measure incident response. This will be reviewed at each refresh period and more challenging requirements will be implemented when all ASC regions are required to perform to such standard.

Defined Terms / Notes

- The performance of the Service Provider in relation to incident response will be measured across the Strategic Road Network
- *1 The Service Provider's TIRP details the level of Service Provider response, planned actions to make safe and estimated time to clearance for each incident notified. It is recorded on the Service Provider's command and control system
- *2 'Lane Closure' is defined as the time when it is confirmed that there is an incident impacting a live lane on the carriageway and this is notified to the NCC.
- *3 Lane Opening' is defined as the time when the RCC records that the lane is no longer impacted by the incident and this is notified to the NCC.
- *4 Assumes TOS present at all motorway incidents.
- *5 'Day' is 0400 – 2000 hrs.
- *6 'Night' is 2000 – 0400 hrs.
- *7 Classification of 'Heavy' and 'Light' traffic levels across the Area Network are detailed in Annex 13 of the Service Information: Additional Performance Requirements to AMOR.
- *8 Can be the HE Traffic Officers or the ASC Contractor.

Table 3.1

Incident Response Performance Metrics and Performance Requirement Levels

Road type*0	Emergency Services present	Time of day	Road Traffic levels	Performance Metric 1 From Provider Incident identification / notification from TOS/Emergency Services through to production of Provider Tactical Incident Response Plan*1 100% compliance	Performance Metric 2 Monthly mean: For all Provider attended HA*8 led Incidents from Lane Closure*2 through to Lane Opening*3 100% compliance	Performance Metric 3 Monthly mean: From Incident command handover from the Emergency Services to the HA, through to Lane Opening 100% compliance
Motorway*4	No	Day*5	Heavy*7	30 minutes	70 minutes	n/a
Motorway	No	Day	Light*7	45 minutes	90 minutes	n/a
Motorway	No	Night*6	All	60 minutes	120 minutes	n/a
Motorway	Yes	Day	Heavy	30 minutes	n/a	70 minutes
Motorway	Yes	Day	Light	45 minutes	n/a	90 minutes
Motorway	Yes	Night	All	60 minutes	n/a	120 minutes
APTR – dual	No	Day	Heavy	30 minutes	70 minutes	n/a
APTR – dual	No	Day	Light	45 minutes	90 minutes	n/a
APTR – dual	No	Night	All	60 minutes	120 minutes	n/a
APTR – single	No	Day	Heavy	30 minutes	50 minutes	n/a
APTR – single	No	Day	Light	45 minutes	70 minutes	n/a
APTR – single	No	Night	All	60 minutes	100 minutes	n/a
APTR – dual	Yes	Day	Heavy	30 minutes	n/a	70 minutes
APTR – dual	Yes	Day	Light	45 minutes	n/a	90 minutes
APTR – dual	Yes	Night	All	60 minutes	n/a	120 minutes
APTR – single	Yes	Day	Heavy	30 minutes	n/a	50 minutes
APTR – single	Yes	Day	Light	45 minutes	n/a	70 minutes
APTR – single	Yes	Night	All	60 minutes	n/a	100 minutes

Glossary

Term	Meaning
AMOR	Asset Management and Operational Requirements
APTR	All Purpose Trunk Road
ASC	Asset Support Contract
CMD	Command
CPF	Collaborative Performance Framework
DFT	Department for Transport
DQ	Data Quality
EMS	Emergency Management System
ES	Emergency Services
ETM	Earned Traffic Management
HAPMS	Highways England Performance Management System
HATRIS	Highways England Traffic Response Information System
HE	Highways England
HS	Hard Shoulder
IDSA	Incident Data Standard Assessment
IMS	Incident Management System
NCC	National Control Centre
OPCG	Operations Performance Community Group
OPs	Operations
OSGR	Ordnance Survey Grid Reference
PM	Performance Metric
RCC	Regional Control Centre
RRB	Rolling Road Blocks
SP	Service Provider
TIRP	Traffic Incident Response Period
TOS	Traffic Officer Service
TTM	Time Traffic Management