

Area 9 Asset Support Contract

Service Information

Annex 12

National Traffic Information Service (NTIS) and Regional Control Centres (RCC)

SERVICE INFORMATION FOR ASC
ANNEX 12
CONTENTS AMENDMENT SHEET

Amend. No.	Issue Date	Amendments	Initials	Date
0	March 2013	First Issue	SOS	22/3/13

12 Purpose

The purpose of this document is to describe the general function of the National Traffic Information Service (NTIS) and the Regional Control Centres (RCC's). In addition, the document outlines the information to be provided by the Provider to NTIS and the RCC's.

12.1 Introduction

12.1.1 On 1 September 2011, the new National Traffic Information Service (NTIS) went live in Quinton. It builds on the successes delivered under the previous 10-year National Traffic Control Centre (NTCC) PFI contract.

NTIS will be delivered under a seven year contract by Network Information Services (NIS) Ltd, a joint venture between Mouchel and Thales, as part of the Agency's commitment to provide real-time traffic information to help road users plan their journeys and avoid delays.

NTIS will deliver the core traffic information services, as before, but responsibility for the delivery of non-core elements are being undertaken by other existing specialist service providers, specifically:

- Facilities management for the NTCC building at Quinton (to be known as the National Traffic Operations Centre (NTOC)) will be delivered by Amey
- Maintenance of Roadside Assets will be undertaken by existing Regional Technology Maintenance Contract (RTMC) contractors
- Communication of data from Roadside Assets will be delivered through the National Roads Telecommunications Service (NRTS) contract.

12.1.2 The NTIS has the prime function of collecting and distributing real-time traffic information on the Highways Agency's Strategic Road Network (SRN) to:-

- Support the Agency and its operational partners in optimising the use, management and operation of the SRN for the benefit of the travelling public, and
- reduce the effects of congestion on the SRN.

12.1.3.1 The seven RCC's are operated by the Agency's Traffic Officer Service (TOS). Each RCC has the prime function to assess, plan and manage traffic flow consequences and scene clear up following an incident and to minimise danger to others. The TOS will achieve this by undertaking activities themselves and/or by coordinating the activities of others.

12.2 Working Arrangements

12.2.1 The functions and operations described above are achieved through the accurate and timely exchange of information between the several organisations including the Provider, NTIS, RCC's, the Police and highway authorities relating to:-

- All occupancies on the SRN and all activities that adversely impact on road users of the SRN as detailed in the Managing Network Occupancy Operational Requirement of the Asset Maintenance and Operational Requirements (AMOR).
- All Incidents on the SRN as detailed in the Incident Response Operational Requirement of the AMOR.

12.2.2 Information is freely exchanged between the Provider and NTIS for operational purposes to assist each partner to meet their obligations to the Agency. However, the recipient considers all data as 'commercial-in-confidence'.

12.2.3 NTIS will not supply any Provider information to Value Added Service Providers (VASP's) without the prior agreement of the Provider. The Provider will not supply any NTIS information to VASPs without the prior agreement of NTIS.

12.3 Information to be provided by the Provider

12.3.1 The information required by NTIS and the RCC from the Provider will be in accordance with the Operational Requirements in the AMOR.