

This is Document “Schedule 7 Part 10” referred to in this Contract

SCOTTISH MINISTERS’ REQUIREMENTS

SCHEDULE 7 PART 10

INCIDENT SUPPORT SERVICE

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SCOTTISH MINISTERS' REQUIREMENTS

SCHEDULE 7 PART 10

INCIDENT SUPPORT SERVICE

1 GENERAL

1.1 Introduction

1.1.1 During 2004 the Scottish Executive and the Association of Chief Police Officers in Scotland carried out a review of the split of functions undertaken by the Police and the Scottish Executive in relation to the operation of Trunk Roads.

1.1.2 The result of the review was to pass some central and on-road functions to the Scottish Ministers. Most of the central functions were passed to the Director or the NADICS operator.

The main outcome in relation to on-road functions was the decision that the Scottish Ministers undertake a trial for a Trunk Road incident support service. A 6-month trial will be undertaken by an existing operating company commencing in May 2005.

1.1.3 The overall aim of the incident support service shall be to

- (i) provide an improved service to the travelling public in clearing up incidents more quickly
- (ii) reduce congestion
- (iii) free up Police time.

1.1.4 Subject to the findings of the trial the Scottish Ministers may wish the Operating Company to provide such a service.

Should the Scottish Ministers require such a service the Director shall issue an Order to the Operating Company during the Mobilisation Period requiring the Operating Company to provide a Trunk Road incident support service.

The Director expects the Operating Company to deliver this aim in a professional and efficient manner and that it will place an emphasis on excellent

- (i) personnel training
- (ii) communications and
- (iii) customer service.

2 SERVICE TO BE PROVIDED

2.1 Number of Teams

2.1.1 Should the Director issue an Order for the provision of a Trunk Road incident support service this shall be for two incident support teams to be provided.

The requirement for additional incident support teams shall be subject to a separate Order

2.2 Trunk Road Incident Support Service Requirements

2.2.1 It is envisaged that each Trunk Road incident support vehicle and its team shall cover a section of the Trunk Roads within the Unit of between 80 to 100 kilometres.

The exact detail of the routes to be covered shall be agreed between the Director and the Operating Company during the Mobilisation Period with a view to ensuring that the majority of incidents shall be reached within 20 minutes of a request being received.

2.2.2 The primary functions which shall be undertaken by the Trunk Road incident support teams shall be

- (i) under Police instruction, make incidents safe through the application of emergency traffic management
- (ii) relieve congestion and remove hazards to safety by clearance of debris from traffic lanes and hard shoulders
- (iii) where Trunk Road infrastructure shall be damaged as a result of an incident undertake immediate repairs in accordance with Part 1 of Schedule 7
- (iv) assess the scene and secure the attendance of additional or specialist resources where the task is beyond the Trunk Road incident support team capabilities
- (v) provide a communications link between the incident site and the Operating Company's control room
- (vi) report to the Operating Company's control room abandoned or broken down vehicles
- (vii) offer assistance to broken down vehicles including assisting in removing broken down vehicles to safe locations and offer of fuel
- (viii) provide high visibility patrols on the routes and monitor and report on the network to the Operating Company's control room on unusual or unexpected activity or disruption / congestion caused by incidents and special events
- (ix) subject to support being available the Emergency Response Operations as referred to in Part 3 of Schedule 7 to Emergencies on the routes agreed in accordance with the provisions of paragraph 2.2.1 of this Part 10 of this Schedule 7
- (x) liaise fully at all times with
 - (a) the Operating Company's control room and via them with Police control rooms and the NADICS operator
 - (b) individual Police officers at incidents as required and
- (xi) provide such additional services as required by the Director as detailed in an Order.

2.2.3 The secondary functions which could be undertaken by the Trunk Road incident support teams when there shall be no primary functions to be undertaken shall include but shall not be limited to

- (i) Safety Patrols and Safety Inspections as referred to in Part 1 of Schedule 7

- (ii) maintenance Operations such as
 - (a) cleaning signs
 - (b) drainage clearance
 - (c) litter picking and
 - (d) the like and
- (iii) make safe or repair Category 1 Defects in accordance with Part 1 of Schedule 7.

2.2.4 The Trunk Road incident support service shall be in place and operational either within 90 days of the issue of an Order or on the Contract Commencement Date whichever is the later.

2.2.5 The Trunk Road incident vehicles and teams shall patrol the routes agreed in accordance with the provisions of paragraph 2.2.1 of this Part 10 of this Schedule 7 as follows

- (i) Vehicle 1 - between 0600 hours and 1800 hours 7 days a week
- (ii) Vehicle 2 - between 0630 hours and 1830 hours 7 days a week.

Shift patterns shall allow for

- (i) handover time between shifts
- (ii) appropriate time for breaks and
- (iii) appropriate time for administration tasks at either end of the operational day.

The shift patterns shall ensure that at least one out of every two vehicles shall be operational during the period 0600 and 1830 hours each day.

Should the Director issue an Order which shall require more than two vehicles such additional vehicles shall also operate for 12 hours with the exact times determined by the Director in writing.

2.2.6 Outwith the hours referred to in paragraph 2.2.5 of this Part 10 of this Schedule 7 the Operating Company shall deal with incidents in accordance with the other provisions of this Contract.

2.3 Personnel

2.3.1 The Operating Company shall ensure that sufficient suitably qualified and trained personnel shall be available on a seven-days a week basis between the hours stated in paragraph 2.2.5 of this Part 10 of this Schedule 7 to undertake the requirements set out at paragraph 2.2.1 to 2.2.6 of this Part 10 of this Schedule 7.

2.3.2 Given the high public profile of these posts and their potential for representing both the Director and the Operating Company it shall be extremely important that the Operating Company shall select suitable personnel.

The Operating Company shall ensure that in addition to individual driving skills and road maintenance experience candidates shall also be expected to possess good levels of

- (i) judgement
- (ii) self motivation
- (iii) commitment and

(iv) flexibility.

Trunk Road incident support personnel shall have a Scottish National Vocational Qualifications or equivalent qualification in road maintenance and/or including traffic management prior to commencement of incident support service Operations.

2.3.3 Prior to commencing any incident support service Operations the Operating Company shall ensure that all Trunk Road incident support personnel shall be suitably trained in a range of areas including but not be limited to

- (i) roles and responsibilities
- (ii) administrative procedures
- (iii) driver assessment and development
- (iv) vehicle care and maintenance of equipment
- (v) traffic management standards
- (vi) Health and Safety on the network
- (vii) the role of the emergency services
- (viii) the role of NADICS
- (ix) liaison with other agencies
- (x) incident scene management
- (xi) communications and
- (xii) first aid awareness.

The scope and provision of such training shall be consented to in writing by the Director prior to commencement of incident support service Operations.

2.3.4 All Trunk Road incident support personnel shall carry at all times photographic identification cards provided by the Operating Company the details of which shall be subject to the written consent of the Director.

2.3.5 Personnel shall be professionally attired including but not limited to the wearing of appropriately badged uniform style clothing which shall be subject to the written consent of the Director.

Personnel shall also be provided with suitable personal protection equipment.

2.4 Vehicles and Equipment

2.4.1 The type of vehicles and the equipment to be provided within them by the Operating Company shall be as referred to in Annex 7.10/A of this Part 10 of this Schedule 7.

2.5 Operating Company Control Room

2.5.1 The Operating Company shall provide a control room within the Central Office which shall be suitably staffed between 0600 hours and 1830 hours 7 days a week to ensure that suitable communication can be made with

- (i) the Trunk Road incident support teams
- (ii) the Police and
- (iii) the NADICS operator

to ensure that

- (iv) instructions can be passed to the Trunk Road incident support teams
- (v) the Trunk Road incident support teams can supply information related to
 - (a) incidents and
 - (b) unusual or unexpected activity and disruption and congestion caused by incidents and special events
- (vi) information can be received from and passed to the Police and the NADICS operator.

2.5.2 The control room staff shall liaise in particular with the Police and the NADICS operator in relaying information.

3 INCIDENT SUPPORT PLAN

3.1 Incident Support Plan

3.1.1 Within 60 days of receipt of an Order to provide a Trunk Road incident support service the Operating Company shall prepare and submit to the Director for his written consent an incident support plan.

3.1.2 The incident support plan shall comprise but shall not be limited to the following headings

- (i) Operating Company management structure
- (ii) communication systems
- (iii) Police and NADICS operator liaison and key contacts
- (iv) schedule of resources and staff rotas
- (v) vehicle and equipment log including locations
- (vi) personnel training and performance appraisal and
- (vii) reporting and evaluation.

The incident support plan shall be

- (i) separate from the Emergency Response Plan as referred to in Part 3 of Schedule 7
- (ii) suitably integrated with it and
- (iii) cross referenced where required with the procedures contained in the Emergency Response Plan.

3.1.3 The incident support plan shall be

- (i) subject to continuous review
- (ii) updated by the Operating Company as required and
- (iii) as a minimum be updated annually by the Operating Company and
- (iv) submitted to the Director for written consent by the 15 May of each Annual Period.

3.2 Procedures

3.2.1 Within 60 days of receipt of an Order to provide a Trunk Road incident support service the Operating Company shall develop and implement where required suitably detailed procedures and/or method statements forming part of the Quality Management System and Quality Plan covering all Operations associated with the incident support service.

The procedures and method statements shall include but not be limited to

- (i) traffic management methods
- (ii) traffic delay monitoring and reduction methods
- (iii) assistance in the removal of vehicles and provision of fuel
- (iv) all other procedures/method statements as required in accordance with any other provision of this Contract including but not limited to
 - (a) the repair of Defects and
 - (b) removal of objects/debris.

4 REPORTING

4.1 General

4.1.1 The Operating Company shall maintain a register at the Central Office of incidents attended to by the incident support service and communications with

- (i) the Trunk Road incident support team
- (ii) the Police
- (iii) the NADICS operator and
- (iv) the media.

The register shall be updated immediately by the Operating Company when any

- (v) incident
- (vi) details
- (vii) events and
- (viii) the like

shall be reported to the Operating Company's control room.

4.1.2 The Trunk Road incident support teams shall keep a record of the work undertaken each day in a format similar to that set out at Annex 7.10/B of this Part 10 of this Schedule 7.

The Operating Company shall analyse these records and the register described at paragraph 4.1.1 of this Part 10 of this Schedule 7 on a monthly basis and shall produce a report which shall include but not be limited to

- (i) attendance times
- (ii) number of incidents attended
- (iii) overall clear-up times
- (iv) Defect identification

- (v) roadside assistance provided to the public
- (vi) assistance rendered to police (other than incident response)
- (vii) Safety Patrols undertaken
- (viii) Cyclic Maintenance activities undertaken
- (ix) updates and information provided for NADICS and other agencies and
- (x) letters of thanks or complaint.

The Operating Company shall provide the monthly report to the Director in Electronic Copy prior to the 15 day of each month.

5 OTHER OBLIGATIONS WITHIN THIS CONTRACT

5.1 General

5.1.1 Should the Director issue an Order to the Operating Company requiring the Operating Company to provide a Trunk Road incident support service then there are a number of other obligations within this Contract which could be provided by the Trunk Road incident support service.

The Director is content for such other obligations to be undertaken by the Trunk Road incident support service provided that this does not impinge on the level of service provided.

The Director would wish to see the ability for other obligations to be undertaken by the Trunk Road incident support service to be reflected in the pricing of these Trunk Road incident support service Operations in Part 2 of Schedule 2.

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SCOTTISH MINISTERS' REQUIREMENTS

SCHEDULE 7 PART 10

INCIDENT SUPPORT UNIT

ANNEX 7.10/A – VEHICLE AND EQUIPMENT REQUIREMENTS

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SCOTTISH MINISTERS' REQUIREMENTS

SCHEDULE 7 PART 10

INCIDENT SUPPORT UNIT

ANNEX 7.10/A – VEHICLE AND EQUIPMENT REQUIREMENTS

1 Vehicles

The vehicles to be used shall be of a type similar to a Ford Transit High Roof Van.

2 Communications System

Each Trunk Road incident support vehicle shall include a mobile communication system as referred to in Part 4 of Schedule 5. The system shall be available at all times and shall be linked directly to the Operating Company control room.

In addition the Operating Company shall make arrangements to have continuous communication capability with the Police. The Operating shall liaise with the Police and develop and implement such a system required by the Police subject to the written consent of the Director.

3 Global Positioning System (GPS)

Each Trunk Road incident support vehicle shall have a continually available and functioning on-board global positioning system (GPS) that shall provide the Operating Company's control room staff with a "live" locating and identification facility.

The Operating Company shall maintain all records and registers in such a way that includes but is not limited to

- (i) details of GPS co-ordinates
- (ii) written location and
- (iii) link and section details.

4 Incident Support Equipment to be Carried in Each Incident Support Vehicle

Each Trunk Road incident support vehicle shall carry as a minimum but not limited to the equipment referred to in Table 4.A.

Description	Minimum Quantity	Description	Minimum Quantity
CONSUMABLES		Prunner	1
Draw Cord	3 m	Pickaxe	1
2 Stroke oil	5 sachets	Bow Saw	1
Rigger Gloves	5 pairs	Foam Ear Plugs	5 sets
Lube Oil Spray	1 no. 400 ml tin	Safety Goggles	2
Helmets	2	Paper Coveralls	4 pairs
Fuel Container	2 no x 5 litre	Torches	2
Diesel Fuel	5 litres	Batteries	24
Petrol	5 litres	14lb Sledge hammer	1
Fence Nails & Staples	1 box	Stilsons	1 set
Face Dust Masks	12	Fence Rails	7 no.
Paper Towels	1 pk	Chespale Temporary Fence	1 roll
De-icer	1 tin	Traffic Management EQUIPMENT	
Animal Carcass Bags	10	750 mm Cones	30
Handwipes	1 box	Cone Lights	30
Absorbent Granules	6 no. bags	Cone Light Batteries	24
TOOLS & PPE		Men at Work Signs	2
Digital Camera	1	Road Narrows Signs	2
Drain Rods	20	610 Arrows Signs	2
Claw hammer	1	Road Closed Signs	4
Pointing Trowel	1	Floods Signs	4
Manhole Lifting Keys	1 set	Diverted Traffic Signs	5
Handsaw	1	Traffic Lights Inoperable Signs	4
Wire Brush	1		
Floating Trowel	1		
Stihl Saw	1		
Stone Cutting Discs	6		
Metal Cutting Discs	6		
Shovels	2		
Stiff Brush	1		
Soft Brush	1		
Spirit Level	1		
First Aid Kit	1		

Schedule 7 Part 10 Table 4.A – Incident Support Equipment to be Carried in Each Incident Support Vehicle

SCOTTISH MINISTERS' REQUIREMENTS

SCHEDULE 7 PART 10

INCIDENT SUPPORT UNIT

ANNEX 7.10/B – INCIDENT SUPPORT TEAM DAILY RECORD

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ANNEX 7.10/B

INCIDENT SUPPORT TEAM DAILY RECORD

Patrol Routes

Date:..... Day:

Operative Names :

1. No. of Incidents/Actions attended (Line out for each attended)

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
31	32	33	34	35	36	37	38	39	40	41	42	43	44	45

2. Emergency Call Outs - Insert Reference No.

1.	6.
2.	7.
3.	8.
4.	9.
5.	10.

3. Incident(s) of Note - Insert Reference No.

1.	2.
3.	4.

4. Defect Identification - Insert Reference No.

1.	5.
2.	6.
3.	7.
4.	8.

5. Roadside Assistance to Public

Route and Location	Nature	Time Spent (Mins)
1.		
2.		
3.		
4.		

6. Assistance Rendered to Police (other than Emergency Call Outs)

Route and Location	Nature	Time Spent (Mins)
1.		
2.		
3.		
4.		

7. Safety Patrol(s)

Route	Duration	No. of Faults/Issues
1.		
2.		
3.		
4.		

**8. Updates for NADICS and other Agencies via Control Room
(eg - required lane closures, Severe Weather, excess surface water)**

Time(s)	Route and Location	Nature
1.		
2.		
3.		
4.		

9. Any other information not shown previously (continue overleaf if required).

Completed Daily Logs shall be forwarded to the Operating Company's control room at the end of each shift.