

+Organizations /	TMP reference: ASM Emergency Traffic	Contractor: Auckland System Management	Principal (Client): Waka Kotahi - NZ Transport Agency					
TMP reference	Management TMP -		RCA: NZ	Transport Agency / A	uckland System	n Management		
Location details	Road names and suburb			House No./ RPs	Road level	Perm. speed		
and road characteristics	State Highways/Motorway Northern Busway	rs: 1, 2, 16, 18, 20, 20A, 2	0B, 22,	Start to End	L1/L2 & L3	50-110km/h		
Traffic details	AADT – Refer to Highway		Peak flows: 06h00 - 09h00 & 15h00 - 19h00					
Work Program	Start: May 2024			End: 31 May 2025				
Description of work activity	Traffic Response vehicles	travelling to and managin	g incidents on	the Auckland System	n Management i	network.		
	<ul> <li>Preparation prior to prior all branded vehicle</li> <li>Ensure all vehicle of and safely stowed.</li> <li>All equipment is on</li> <li>Personal Protective</li> </ul>	roceeding to incident. es: checks have been carrie board, and all fixed ass e Equipment - Hi-Vis ve	ed out at the b ets are workir st or jacket ar	eginning of all shift ng a required. id lace-up safety fo	s, that all equi	pment is onboar e worn prior to		
	Respond to incidents, with urgency. Verification of Inciden	in accordance with al	I Health & Sa	afety protocols, tro	eating all call	outs to incident		
Positive Traffic Management Measures	<ul> <li>It is imperative to establish accurate and relevant information as early as possible in order to provide thappropriate level of response.</li> <li>The road name, correct location, correct direction, other distinguishing details such as geographical features, intersecting roads, that can assist to correctly identify the location.</li> <li>The nature of the incident, how many vehicles are involved, how many people are injured and the nature of their injuries.</li> <li>Other key characteristics which should be known from the outset, such as hazardous goods, environmental contamination, nature and extent of asset damage etc., to enable mobilisation of the appropriate resources.</li> </ul>							
ASE	<ul> <li>Effective sharing of verified information can:</li> <li>Provide direction or access options for First Responders and other parties to the incident site.</li> <li>Reduce the risk of poor decisions being made under pressure.</li> <li>Encourage timely/effective decisions to be made.</li> <li>Enable vehicle recovery operators to activate their response with the best possible information, e.g., how many tow trucks required and the type of tow truck required for effective operations.</li> </ul>							
	<ul> <li>Travelling on local</li> <li>Travelling on State driving and road us</li> <li>Travelling on State traffic conditions.         <ul> <li>Notify ATC or the ope</li> </ul> </li> </ul>	cident: roads - Normal Road us highway or motorway to e only, no lights activato highway or Motorway to DC-Smales that you will rrating speed is below 3	se only, no lig o incident sce ed. o incident sce be driving on 0km/h.	hts activated. ne in smooth flowir ne in congested an the shoulder or Bu	ng traffic condi nd slow moving usway when tra	tions - Normal g or stationary affic is stationary		







### **Entering Incident Scene:**

- Activate flashing amber beacons and indicate well in advance prior to slowing down to enter cordon.
- When approaching the incident scene, park before the incident, or as directed by the Incident Controller.

#### IR vehicles arriving onscene into the inner cordon:

- Ensure that public vehicles do not follow you into the closure.
- Report to the Incident Controller (OIC), obtain situation report and discuss who will liaise with ATOC-Smales.
- Advise ATOC-Smales when you have arrived at the incident scene and provide SitRep or advise ATOC that OIC will provide SitRep updates.
- If first on scene provide incident information to ATOC-Smales ASAP so that they can update other emergency responders.

#### Securing the Scene:

In most cases, the emergency services have the incident scene under emergency traffic control by the time the RCA Contractor responders arrive, however sometimes the RCA Contractor staff may be first on scene. In either situation, the priority is to protect the incident scene from approaching traffic, as well as to prevent further vehicles from becoming involved.

- When installing emergency traffic control this should follow the NZGTTM guidelines as much as
  practically possible, address the operating speed and the risks, and include positive traffic management if
  possible.
- The incident scene may also contain evidence that needs to be protected, so unnecessary personnel should be kept out of the scene, only those required to provide support to the injured should be allowed into the scene. The Police generally isolates, controls, and contains the incident scene.
- Site safety is paramount and must be maintained from the start until the finish when the last person leaves the site. The Health and Safety at Work Act 2015 requires Employers to take every precaution to ensure the safety of their employees and other parties who may be engaged in work activities.
- Despite a significant amount of pre-planning for road incidents, including the identification of hazards and provision of training and PPE, the nature of road incidents and response operations are extremely variable, and each incident scene can present many additional hazards that need to be eliminated, reduced, or safe work methodologies implemented.
- All first responders are responsible for carefully assessing the scene and taking the necessary steps to
  ensure that people are able to work the scene safely.

### Common risks associated with incident management on site can include, but are not limited to:

### Live traffic

- Electrical hazards
- Hazardous substances (labelled or not labelled)
- o Damaged vehicles and vehicle recovery operations
- o Bio-hazardous materials from injuries sustained by others
- $\,\circ\,$  Un-attended vehicles risk of poisonous substances inside the vehicle
- Sharp objects
- Uneven surfaces
- Unstable assets or objects
- o Frustrated members of public or staff
- Dehydration
- o Darkness, Glare
- $\,\circ\,$  Stress your own and others
- o Complacency, Fatigue, Frustration, Rushing
- Hot/ Cold and other adverse weather conditions



### If you are first on scene:

- Determine what type of vehicles are involved and how badly damaged they are; whether there are any hazardous materials involved and what they are.
- Advise TOC of all the incident details, this will assist TOC with mobilising the correct responder resources and providing appropriate motorist information via VMS and media.
- Determine the nature and status of the injuries and how many injured; contact emergency services and confirm that they have been mobilised.

#### Attending to the Injured:

- The priority for Emergency Services and First Responders is the preservation of life, including the
  protection of the scene from traffic, extraction of injured from vehicles, control of fire and hazardous
  substances.
- Patients suffering serious injuries are transported to hospital as soon as they are stable enough to move. When attending incidents, first responders should remember to make allowance for the access requirements of ambulances and ambulance staff.
- Provide Triage and first aid (if required).

#### IR Vehicles entering the scene to protect the outer cordon;

- Activate flashing amber beacons and indicate well in advance prior to slowing down to provide the outer cordon.
- When approaching the incident scene, park before the incident, or as directed by the Incident Controller, or TIM managing the scene.

#### Site Traffic Management Specialist (STMS);

- The STMS is responsible for the initial installation of emergency traffic control at the incident scene (for partial carriageway closures) or outer cordon including detour routes (for full carriageway closures).
- This includes the placement of vehicles, cones, and signs to direct traffic and protect staff working within the incident scene. The STMS should liaise with the TIM (if present) as soon as practicable to confirm work methods and road restoration strategy.

### Outer Cordon

- The Outer Cordon is the Primary Control Point for Road Closures and Traffic Control.
- Initial emergency traffic control measures are usually installed by Police / FENZ by using their vehicles or traffic cones.
- On arrival, the Incident Response STMS takes over the outer cordon and reinforces the initial traffic control with signs, cones and or attenuators to prevent unauthorised entry in order to ensure a safe working environment for the first responders on site, and to protect crash scene evidence.
- All personnel shall note the following:
  - Site Control & Entry procedures must be complied with, politely but firmly.
  - Personnel must identify themselves to the traffic control providers when seeking access and state their role.
  - Traffic controllers must provide advice on possible hazards which may be encountered, and advise all personnel to proceed with caution (vehicles could be coming in opposite direction).
  - Unauthorised vehicles or vehicles failing to stop must be reported immediately with registration and vehicle details to the Officer in Charge.
  - Issues must be escalated immediately to the TIM or TOC.

#### Parking and Working within Incident Scene:

• When a site is established with cones delineating the edge of live lanes, responder personnel must always maintain a minimum of 1m separation between themselves and the traffic cones.



- When a site is established without cones, responder personnel must maintain 2m separation between themselves and the adjacent live lane.
- In order to enter/exit a vehicle, responders must observe the traffic conditions and enter/exit the vehicle when it is safe to do so, the responder must maintain the 1m lateral clear zone during this maneuver.
- Park as far as possible from the live traffic lanes.
- Switch off front facing amber beacons when on divided carriageway.
- If a TRU vehicle needs to block a lane then park in the "fend" position so the vehicle directs traffic to merge into the adjacent lane, activate the roof mounted VMS with appropriate message, and leave rear facing beacons and hazard lights on.
- If parked more than 5 metres from the live lane or within a controlled closure then switch beacons and hazard lights off.

## Onsite Communication:

Clearly understood communication at the scene of an incident is critical. The Chain of Command must be observed, and communication protocols followed. Failure to do so can lead to misunderstood instructions resulting in incorrect actions by staff leading to unsafe work environments.

- All communications to and from the incident scene to TOC or EOC shall go through one person only, otherwise the person in charge at the scene can lose control.
- The Traffic Incident Manager (TIM) is to maintain liaison with the IMT and TOC to support the response action and provide asset intelligence on the road network for Level 3 incidents,
- For level 4 and 5 incidents the Traffic Incident Manager (TIM) is to maintain liaison with the TOC which liaises with CDEM to support the response action and provide asset intelligence on the road network.
- During a significant event, varying methods of communication will be utilised by internal and external key stakeholders.
- In the event that mainstream communication networks are disabled (e.g., mobile, landline), the RCA Contractor shall rely on VHF radio communications with the TOC, thus integration of radio communication devices with the TOC and the first responders is recommended to facilitate efficient communications.
- Incident information must be provided to TOC who will update the relevant RCA appointed media officer via the approved channels.
- The delegated media liaison person in the RCA shall provide regular updates with factual key messages to the media. Breach of this could be deemed as serious misconduct.
- Staff must not provide comments to media (even off the record), or communicate non-official facts to
  external stakeholders, including external colleagues, families and friends, or utilise social media (e.g.,
  Facebook, YouTube, etc.) to post unauthorised material.

# Asset Damage Assessment:

- Detailed inspection of the assets should be undertaken by an appropriate experienced person to determine the nature and extent of the damage sustained, what emergency repairs are required before the road can be reopened, the repair methodology, the resources (plant, equipment, skilled personnel) that are required to undertake the repairs, and what repairs can be prioritised for a later date when traffic volumes are low (e.g., at night).
- In most situations, the objective is to enable the opening of the road to traffic as soon as possible.
   Therefore, effecting temporary repairs to make the road practically safe for opening and scheduling full repairs afterwards is generally the appropriate way forward.

### Following inspection of the asset damage:

- Undertake a risk assessment to determine whether the repairs need to be done immediately or whether the road can be reopened in a safe but degraded mode, and if so for how long?
- Will the repairs be temporary or permanent?
- If circumstances permit, it is preferable to restore traffic flow as quickly as possible and return later to
  effect repairs when traffic volumes are low.
- For incidents that occur outside of peak traffic flows, can the asset repairs be completed before the traffic



volumes increase? Identify what resources will be required to restore the road asset to a safe operational condition. Ensure that all required resources are mobilised ASAP. It is better to have the restoration resources standing by on site waiting for the opportunity to commence work than to have the site waiting for the resources to arrive. **Exiting Incident Scene:** Activate flashing amber beacons, look for safe gap in traffic, indicate and accelerate to traffic speed and merge safely, then turn off beacon. Request Police / STMS to assist with re-entering the live lanes if necessary. Responsibility for Reopening the Road: When a Police operation has been in progress and the road asset has not been affected the decision to open the road to traffic rests with the Police. Once Police have advised that the site is clear, the RCA Contractor must drive through the site to confirm it is safe to open. When road asset damage has occurred the RCA Contractor is responsible for determining when the road asset has been restored to a safe operational condition and traffic control can be uplifted. Planning to Reopen the Road: When planning to open a multi lane road, consideration must be given to the length of traffic queues and congestion on the detour route. It may be better to stack traffic on the mainline for a period prior to reopening the road to reduce the impact on the detour route and thus the motorists overall travel time. It is also necessary to check with TOC to determine if there are pedestrians on the road prior to reopening. Experience has shown that drivers and passengers that are stopped on the road for extended periods will get out of their vehicles and wait in the shade on the roadside during summer. Re-opening of intersections, traffic lanes, carriageways and ramps may occur progressively during the incident. Clear communication between the Police Incident Controller, RCA Contractor, and TOC is essential to ensure that the changes in traffic control are undertaken in a coordinated and safe manner. If this is not done correctly then staff can suddenly be exposed to traffic travelling at high speed. Consider reopening Main line traffic in a controlled fashion using Rolling Block techniques to bring traffic slowly up to operating speeds. **Uplifting Traffic Control:** Secondary incidents can often occur when queues form and a road has been congested for a while due to an incident; these range from rear end crashes, overheating, out of fuel, and flat battery. Stationery vehicles may be encountered upstream and downstream from the incident site, so once the carriageway is cleared of debris and the surface is safe for traffic, traffic control must be uplifted, and the road reopened in a coordinated manner. This is particularly important on roads with multiple lanes in the same direction. Motorists will be frustrated by the delay and in a rush to get to their destination: the objective is to allow traffic to have access to the road in an orderly manner to prevent traffic surges, high speeds, and other unsafe driver behaviour. Traffic behaviour can be controlled by the staged opening of lanes, motorway on-ramps, or a rolling block that slowly increases speed until normal operating speed is achieved. Debrief: Debriefs have two industry variants, hot and cold debriefs. They occur at different times.



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## Hot Debrief:

- The Hot Debrief is undertaken immediately after the incident as soon as operational staff are able to meet at a common location.
- These debriefs are extremely important and must address the following:
- Gather intelligence and Identify areas of improvement.
  - Potential network enhancements
  - Potential equipment enhancements
  - Potential practice enhancements
  - Identify challenges
  - o Identify things that worked well or not so well
  - Determine best practice
  - Supply updated situation reports
  - Acknowledge the good effort by the crews.

The Personal or Critical Incident debriefing should be managed with the help of an Occupational Health Advisor and allow for the following:

- Vent thoughts and feelings
- Identify stress related reactions
- Help people to understand reactions
- o Discuss ways of coping, e.g., EAP Services.

If immediately after an incident it is the view of the RCA Contractor that either improvements can be made to the RCA / Contractor / or other operational procedures, then this information should be passed onto the appropriate manager and fed back to the RCA if appropriate.

Minutes must be taken for the operational debrief, clearly identifying further actions required and all relevant records (e.g., Incident Log, Spill Sheets, etc.) must be attached to the minutes.

#### Cold Debrief:

- The Cold Debrief is undertaken at a later date when all participants are in possession of the relevant information relating to the incident.
- Each participating stakeholder should bring all appropriate additional evidence to the meeting such as CCTV, video, photographic records, and be prepared to contribute actively to the process.
- Stakeholders should only bring information to the debrief meeting which they are willing to disclose, taking into account their responsibilities under the Privacy Act 1993, and that which does not compromise any current or intended judicial proceedings.
- The facilitator must ensure the process remains appropriately managed and focused.

A Cold Debrief should be considered for:

- All level 3, 4 and 5 incidents (Headline Events)
- Significant number of vehicles involved
- Road users (or others) have experienced significant disruption
- There has been multiple stakeholder involvement
- There was significant environmental impact or potential impact
- o Significant damage has occurred to infrastructure

When attending a cold debrief at TOC, the RCA Contractor will be required to furnish key information from the RCA perspective, such as the time when resources arrived, who they were, when key activities occurred and what the response was to each request. Therefore, RCA representatives must take the Incident Log to the debrief.















































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Prepared	section 9(2)(a)	section 9(2)(a)	STMS L2/3 NP	107216	
	Name (STMS qualified)	Signature	Qualification	ID Number	Expiry Date
					C
Engineer/TMC to	o complete following secti	on when approval or acc	eptance required		
Approved by TMC:		section 9(2)(a)	STMS L2/3 NP		
	section 9(2)(a)		CAT ABC	37140	03/04/2026
	Name	Signature	Qualification	ID Number	Expiry Date
Qualifier for enginee	er or TMC approval				
<ol> <li>This plan is approved of information is the response The STMS for the active safety of this site.</li> </ol>	on the basis that the <i>activity, the location a</i> onsibility of the applicant. /ity is reminded that it is the STMS's duty f	and the road environment have been conton to "postpone, cancel or modify operation	s due to the adverse traffic	pplicant. Any inac	conditions that affect the
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