Network Outcomes Contract
Governance & Management Group Clarification

Reference Number:	NOCC No.3
Subject Title:	OPM 6 Incident Management
Issue Date:	23rd November 2015
Clarification Purpose	Clarification is provided to ensure the NOC is being interpreted consistently. The clarification does not remove or supersede the Network Outcomes Contract documentation.

SUBJECT

Clarification is sought as to an agreed meaning for "updates not provided to TOC/TREIS" as required for under OPM 6.

Is the requirement of the OPM satisfied if the supplier:

Calls TOC and verbally updates TOC, but TOC fail to update TREIS and this happens more than 5% of the time?

OPM 6, states.

OPM GROUP 5.3.1: INCIDENT RESPONSE MANAGEMENT (100% SAMPLE SIZE, MEASURED MONTHLY)				
OPM	ROAD CLASS	CONTRACT STANDARD	DEFECT	PIP
6	All Roads	<5% defects.	Updates not provided to TOC/TREIS within 15 minutes of an event condition change.	N/A

Section 5.3.5 Incident Management goes on to say:

"The Contractor is required to operate the Principal's incident management system known as the Traffic Road Event Information System (TREIS). The Principal's overarching national philosophy with respect to control, design and display of road event messages is described in the TREIS National Operating Policy and Procedures."

RESPONSE

OPM non-compliance will be attributed to OPM 6 if TREIS is not updated to reflect changes to the road condition even if the Contractor has phoned the TOC of a change to the road condition.

Why?

MS Section 5.3.5 (Incident Response Management) has a number of actions, specific to this clarification are the requirements that the Contractor is to;

- Provide advice to the Traffic Operations Centre (TOC), and
- Operate TREIS.

Furthermore it clearly states that the Contractors team is responsible for the management of TREIS and must have suitable trained personnel to operate the system. That is the Contractors team is responsible for managing TREIS 24/7 year round.

The Contractors accepted EPPP and/or CSMP may provide further detailed processes in line with the MS requirements which specify other criteria for updating TOC, Agency and third party personnel, as well as how they will manage TRIES.

OPM 6 of Group 5.3.1 requires the Contractor to confirm compliance with two tasks, being;

1. To ensure that the TOC have been informed of the latest status to the road condition if it is different from that previously advised or a progress update, and
2. To ensure that the information being reported on TREIS is accurate and current.

The question as to a change in road condition is quite straight forward and an example is best used to describe this.

1. The road is closed due to a slip no detour in place = change in road condition
2. The road is still closed but a detour has now been established and this is the detour route = change in road condition
3. The road condition status has changed, such as road closed to towing vehicles or chains required = change in road condition
4. The road has been opened to single lane traffic in one direction = change in road condition
5. The road has been opened to single lane traffic in two directions = change in road condition
6. The road is fully opened = change in road condition, event closed.

If during this time the Contractor has advised that a progress update will be provided to the TOC in say two hours or in line with processes as detailed in their EPPP, but there is no change in road condition, then for the Contractor to comply in part with OPM 6 they need only advise TOC.

To comply with the second part of OPM 6, the Contractor is **not** absolved of their responsibility to manage TREIS by simply making a phone call to the TOC.

The Contractor must ensure currency of information, the Contractor may have elected to engage a third party being a 24/7 call centre or have a rotating roster of staff on call, irrespective of the approach all personnel managing TREIS must be suitably trained. This therefore ensures the Contractor can maintain currency of information with TREIS and is not solely reliant on the TOC.