

9

Incident Response

9.1 Scope

This Section sets out the minimum level of service for responding to **incidents**.

Dealing with live animals will be treated as **Incident** Response.

The Contractor is required to attend to all **incidents** on the **network** promptly and establish emergency **patrols** during periods when **damage** is expected to facilities or the safety or availability for road users may be compromised, or the integrity of access may be affected, and shall:

- respond to all **incidents** within the response times specified.
- protect road users by making the road and adjacent area safe to all road users.
- undertake emergency **patrols** as required and/or in response to a request by the Engineer.
- undertake repair work to re-establish safe access for all normal road users to at least single lane status, unless instructed otherwise by the Engineer.

9.2 Definitions

The terms defined in Table 3.2, Definitions, appear in **bold**.

9.3 Response Times

The Contractor must:

- a) respond to all **incidents** within the response times stated in Table 9.1 from the time of **notification**.
- b) provide completed **DJR**s for each day of each event and forward these to the Engineer within 24 hours.

Table 9.1: Incident Response	
Class	Response Time
M	Mobilise, establish and start work on Site within ½ hour
U and R1	Mobilise within ½ hour, establish and start work on Site within 1 hour
R2	Mobilise within ½ hour, establish and start work on Site within 2 hours
R3	Mobilise within ½ hour, establish and start work on Site within 2 hours
R4	Mobilise within ½ hour, establish and start work on Site within 2 hours

9.4 Specific Requirements

9.4.1. Level of Service

Incident Response

The Contractor must provide sufficient resources to attend to all **incidents** within the specified response times and if required:

- a) complete emergency **patrols** at the frequency agreed with the Engineer
- b) report regularly to the Engineer.

9.4.2. Supplementary Resources

The Engineer may engage additional resources to supplement those provided by the Contractor if the Contractor is unable to provide adequate resources.

9.4.3. Closures

The Contractor shall provide sufficient personnel and resources equipped with a vehicle and effective means of communication (e.g. cell phone or radio telephone) must attend all road closures.

9.4.4. Incident Response Vehicle

When responding to an **incident** the response vehicle shall be sufficiently equipped and the personnel adequately trained to deal with the range of **incidents** likely to be encountered to provide the agreed level of service.

The **incident** response vehicle will be fully equipped with the following minimum items:

- signage and cones (spare road flares) capable of providing control of 2 lane sites down to a single lane or complete closure to the standard required by the Code of Practice for Temporary Traffic Management. Some limited detour signage should also be included, but any extensive detour requirements or control would have to rely on additional signage being requested.
- normal array of hand tools, i.e. shovels, brooms, etc suitable for cleaning up debris and **debris**.
- truck mounted and operated spotlight system.
- a minimum of 100m of high visibility plastic netting, steel warratah standards and tow wire.
- a limited quantity of oil absorbent material capable of handling small oil/fuel spills typical at accident sites.
- a limited quantity of potable water, also useful for washing and cleaning.
- normal communications equipment - RT plus mobile phone.
- a comprehensive first aid kit.

9.4.5. Communications

The Contractor shall provide an adequate communication system (e.g. cell phone or radio telephone) that enables the Engineer, Police or Territorial Authority to contact the Contractor 24 hours a day.

Incident Response

The contractor shall ensure that accurate and current lists of people and contact numbers are maintained at all times.

The Contractor shall advise the Engineer of the scale of each **incident** with details of plant and labour despatched, as soon as practicable and within one hour of establishing on site.

9.4.6. Emergency Procedures Manual

The *Emergency Procedures Manual*, if available, outlines each party's roles' and lines of communication that must be used while responding to an **incident**.

9.4.7. Liaison With Adjacent Areas

During periods when conditions are such that the highway may require closing, the contractor shall establish and maintain a close liaison with the **adjacent highway operations and maintenance contractor**.

9.4.8. Progress Reports

The Contractor shall have available an adequate communication system (e.g. cell phone or radio telephone) to enable up to date verbal progress reports to be made from the **incident** site to the Engineer. Progress reports shall be at intervals requested by the Engineer.

The Contractor may also be requested by the Engineer to make reports and keep informed those organisations nominated in Operational Requirements Table 4.2 of any road closures.

9.4.9. Work Outside the Site Boundaries by the Contractor

In certain circumstances during an **incident** the Contractor may be required to undertake work in the adjacent **Network** (outside the Site Boundary). In any circumstance where the contractor is required to undertake work outside of the Site Boundary this will not constitute a breach of this Contract and the Conditions of this Contract apply.

If, in response to an **incident**, the Contractor attends at the scene, which is found to be outside the Site Boundaries, the Contractor shall act in accordance with the following:

- a) attend to the **incident** as if it was within the Site Boundaries until the **adjacent highway operations and maintenance contractor** arrives
- b) render all reasonable assistance that may be requested by the **adjacent highway operations and maintenance contractor**
- c) communicate promptly with the Engineer and advise that person of the circumstances and the action being taken.

9.4.10. Work Inside the Boundaries by a Neighbouring Contractor

If the **adjacent highway operations and maintenance contractor** is attending an **incident** within the Site Boundaries the Contractor shall co-operate fully with the **adjacent highway operations**

Incident Response

and maintenance contractor to ensure the prompt completion of the **incident** and the orderly taking over of that work by the Contractor.

9.4.11. Live Animal(s)

The Contractor is required to do whatever is necessary during an **incident** involving live animal(s) to make the road safe for the road users. Where possible the Contractor shall identify and notify the owner of the live animal(s). If the owner cannot be identified, live animal(s) removed must be treated, impounded and disposed of according to the requirements of each Local Authority.

9.5 Performance Criteria

The performance of the Contractor during the Contract period will be measured by the following criteria:

- a) that the Contractor always attends to all **incidents** within the response times specified.
- b) inspections are completed on time and inspection records are available when requested by the engineer.
- c) communications are such that the Engineer is always aware of the event and progress being made towards rectifying it.
- d) that the requirements of the *Emergency Procedures Manual* are met.
- e) that inconvenience to road users is minimised, that the safety of road users is always assured and that the agreed service level is restored as quickly as possible.
- f) that an accurately completed **DJR** record is always submitted to the Engineer.
- g) that the response vehicle shall be sufficiently equipped and the personnel adequately trained to deal with the range of **incidents** likely to be encountered to provide the agreed level of service.