

Crisis Management During Extreme Weather Events

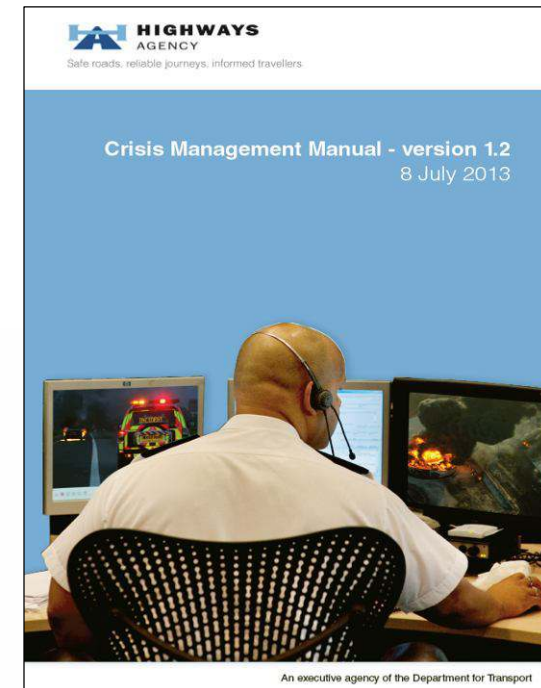
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Safe roads, reliable journeys, informed travellers

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1. INTRODUCTION



2. HIGHWAYS AGENCY'S RESPONSIBILITIES



- Trunk road network in England (UK)
 - Motorways
 - Major 'A' Roads
- 6,900km
 - 2% road network
 - 66% Heavy Good Vehicle (HGV) mileage
- Economic 'backbone'

2. HIGHWAYS AGENCY'S RESOURCES

- Traffic Officer and vehicle recovery services
- Winter service delivery and incident support contractors
- Regional Control Centres with links to emergency services/responders
- National Traffic Operations Centre



3. DEVELOPMENT OF CRISIS MANAGEMENT MANUAL

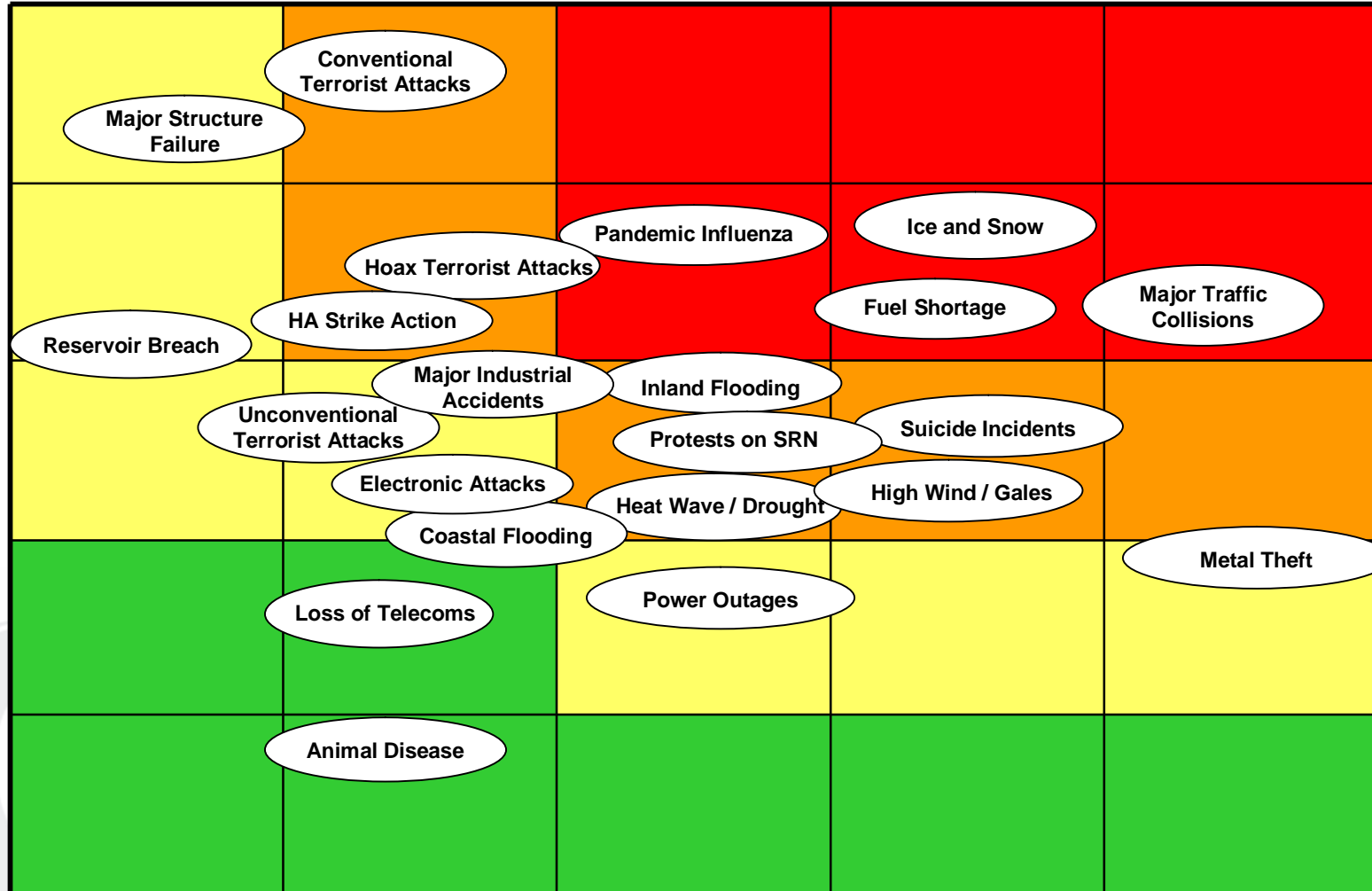
Treats to Resilience

- Major organised events
- Serious traffic collisions
- Natural hazards - severe weather, flooding, ash, fire
- Serious crime – metal theft
- Acts of terrorism – including cyber attack
- Protest action, pandemic flu, fuel/salt shortage



LIKELIHOOD

IMPACT



4. CRISIS MANAGEMENT APPROACH

Types of Crisis

- Immediate – sudden event such as major road traffic collision
- ‘Rising Tide’ event – severe weather, salt shortage

Command and Control Approach

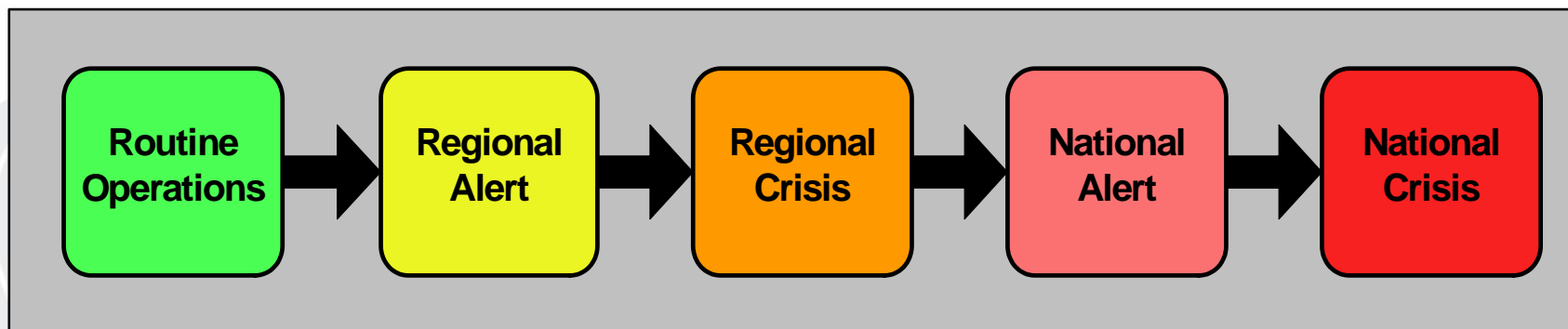
- Gold – Strategic
- Silver – Tactical
- Bronze – Operational

All levels cover coordination and planning of response

5. INCIDENT ESCALATION - OVERVIEW

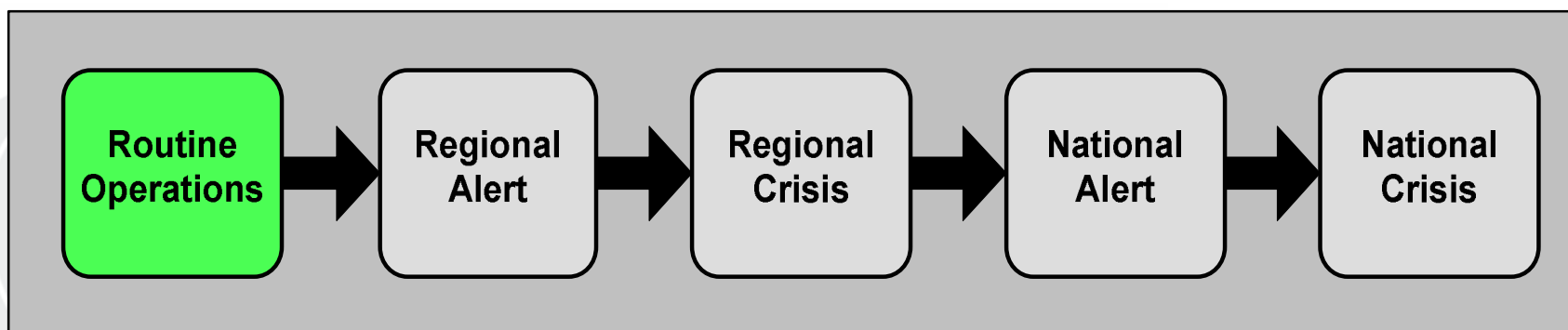
Five levels of Escalation

- Ensures appropriate coordination for different situations
- Shows who has overall responsibility at each level
- Gives trigger points for proportionate escalation of reporting
- Ensures clarity and avoids duplication at busy times
- Training, briefing and exercising



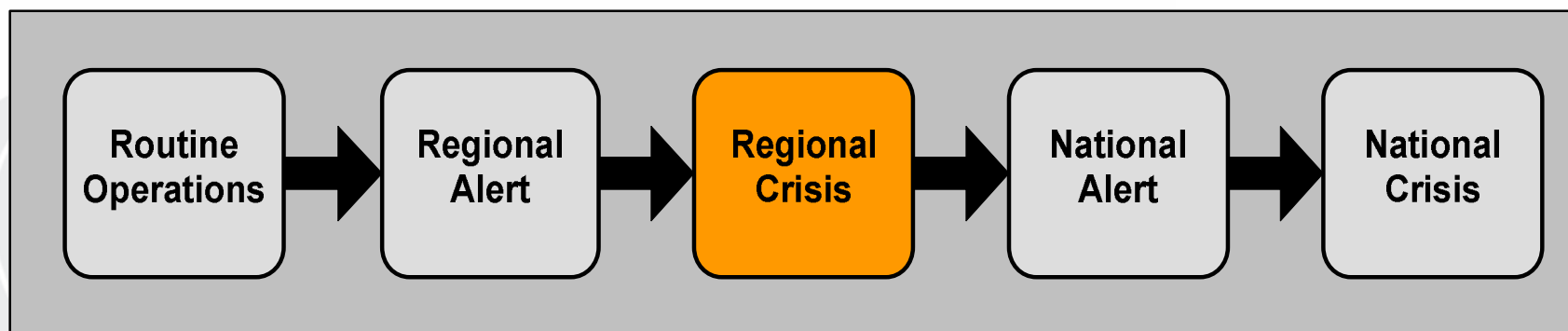
5. INCIDENT ESCALATION – ROUTINE OPERATIONS

- Covers almost all critical incidents, including full closures and localised severe weather
- Incidents managed at bronze and/or silver level
- Response provided using existing guidance and procedures – Traffic Officers, vehicle recovery providers, service providers and emergency services working together to resolve situation



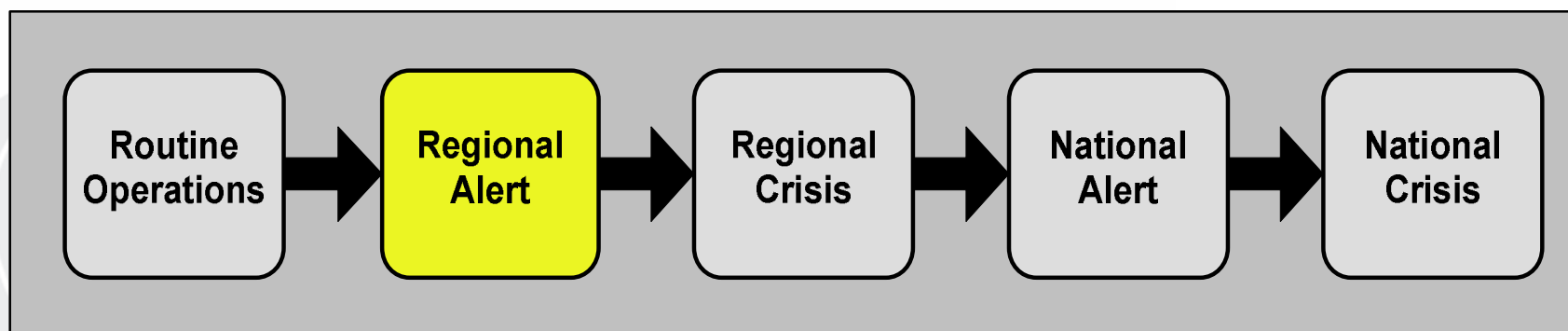
5. INCIDENT ESCALATION – REGIONAL CRISIS

- Incidents or situations with significant widespread impact – such as severe weather or flooding across region
- Or major incident with impact on large numbers of people
- Managed at Bronze, Silver and Gold command levels
- Regional Crisis Management Team established chaired by a director or senior manager



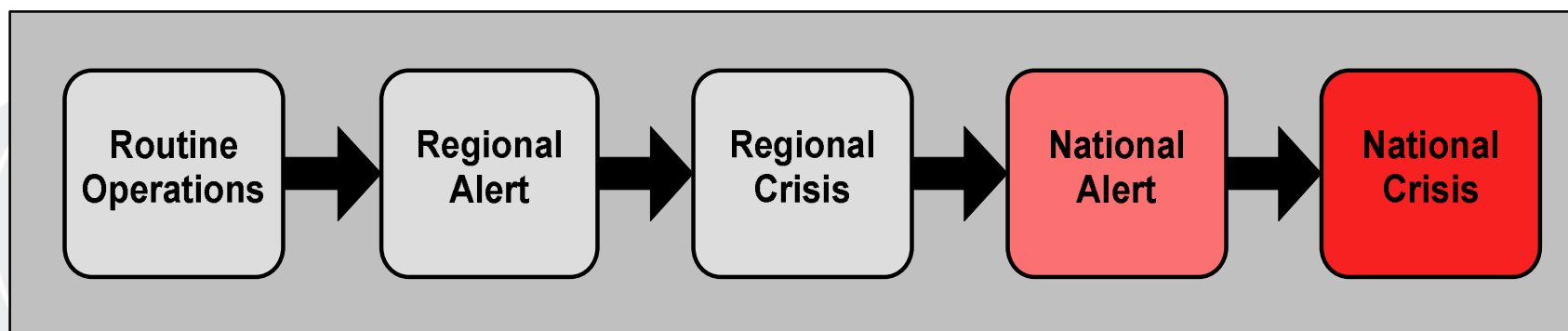
5. INCIDENT ESCALATION – REGIONAL ALERT

- Declared in situations where the likelihood of a Regional Crisis is significantly increased
- Heightened state of readiness and monitoring
- Coordinated planning activity between teams and organisations
- Could be short term risks (few days) - severe weather or long term risk (weeks or months) - unstable structure



5. INCIDENT ESCALATION – NATIONAL ALERT/CRISIS

- Incidents or situations significantly affecting more than one region or with national implications
- Threat or occurrence of terrorist activity
- National and/or international media
- Ministerial/political interest



6. SITUATIONAL AWARENESS AND REPORTING

- Overview
- National Network Overview Reports
- Regional Commonly Recognised Information Picture (CRIP)
- National CRIP
- Battle Rhythm

Standard Template for National CRIP

HIGHWAYS AGENCY

NATIONAL COMMONLY RECOGNISED INFORMATION PICTURE

National CRIP Issue Number:
Date:
Time:
Prepared by:
SOoC:

National Overview of Network Stress (as assessed by each region)

Example colours only – change these to match regional network stress assessment

Key:
Red – Highly stressed.
Amber – Stressed.
Green – Routine.

Crisis Management Manual

6-8

Part 1 – Generic Guidance

7. MISCELLANEOUS ASPECTS

- Mutual Aid and Staff Welfare
- Dealing with the Media
- Stand Down Process



8. BENEFITS AND CONCLUSIONS

- Crisis management approach available in advance of and during any threat/event
- Facilitates a very effective response
- Common understanding across organisation

Resulting outcome:-

- Improved network resilience
- Keeps traffic flowing freely
- Better informed customers



Thank you for listening

