

# Multi-Agency Response Team (MART) Approach to Severe Weather Events

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## Introduction

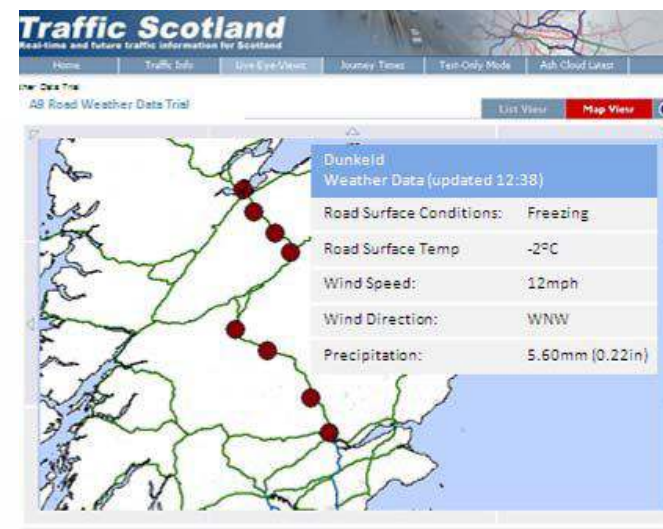
- December 2010 was the coldest since records began
- Early actions progressed from 2009-10 Lessons Learned exercise
- Tested Scotland's preparedness
- Following heavy snow fall and very low temperatures many motorists were trapped in their cars and lorries



## Improving Resilience

Transport Scotland took forward additional work to further increase resilience of the Scottish Trunk Road Network to the impacts of severe weather. We investigated what we saw as the three key areas of winter maintenance:

- a. Treatment;
- b. Management and decision making; and,
- c. Communication with Road users.



## Communications Issues Recognised

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- Agencies working in isolation;
- Warning messages not clearly understood by the public;
- Limited situation reports from responders about actual conditions on the road;
- No prior agreement of mutual aid;
- The lack of an effective mobile information platform to get information to users “on the move”;
- Speed of information to the general public was slow and not comprehended; and
- Robustness of the traffic and travel information website to handle high volumes of visitors.



## Formation of the Multi-Agency Response Team

The MART co-ordinates the flow of information both between agencies and to the public.



# Multi-Agency Response Team

## How does the MART work?

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- Brings together those responsible for managing the response to severe weather on the key transport networks in one location;
- Shares a common informative picture of incidents;
- Improves the decision making of each partner;
- Supports mutual aid provision; and,
- Provides accurate and timely information to the travelling public and businesses.

## What does the MART activate for?

The MART can be activated for both planned and unplanned reasons:



## Weather Warnings & Police Travel Advice?



Transport Scotland working in partnership with the Police Scotland has redeveloped a severe weather information strategy to warn and inform road users when significant disruption to the road network is expected during extreme weather.

Following advice from the Met Office through the National Severe Weather Warning Service we work with the Police issue travel advice and this is communicated by Traffic Scotland.

- Normal operations
- Travel with caution
- High risk of disruption for road journeys
- Avoid travelling on the roads

No Severe Weather	Be Aware	Be Prepared	Take Action



## Escalation of Response



Our response to severe weather escalates from daily action plans to MART activations in the following manner:

- Winter Action Plans published daily on the Traffic Scotland website.
- Routine weekly winter teleconferences chaired by Transport Scotland
- Escalation to daily calls ahead of more severe weather
- With advice from the Met Office, Transport Scotland and Police Scotland agree activation of MART arrangements.
- Transport Scotland Resilience Room is operated adjacent to the MART to give direction and to provide Situation Reports to the Scottish Government Ministers

## Location of MART

- Traffic Scotland National Control Centre (TSNCC)
- Officially opened on 18<sup>th</sup> April 2013 by Deputy First Minister.
- Primary aim of the TSNCC is for closer working with other agencies such as Police Scotland and the Meteorological (MET) Office in a MART.
- Designated MET Office presence within the Control Room of the new TSNCC for the 2013/14 winter season.



## Transport Scotland Resilience Room

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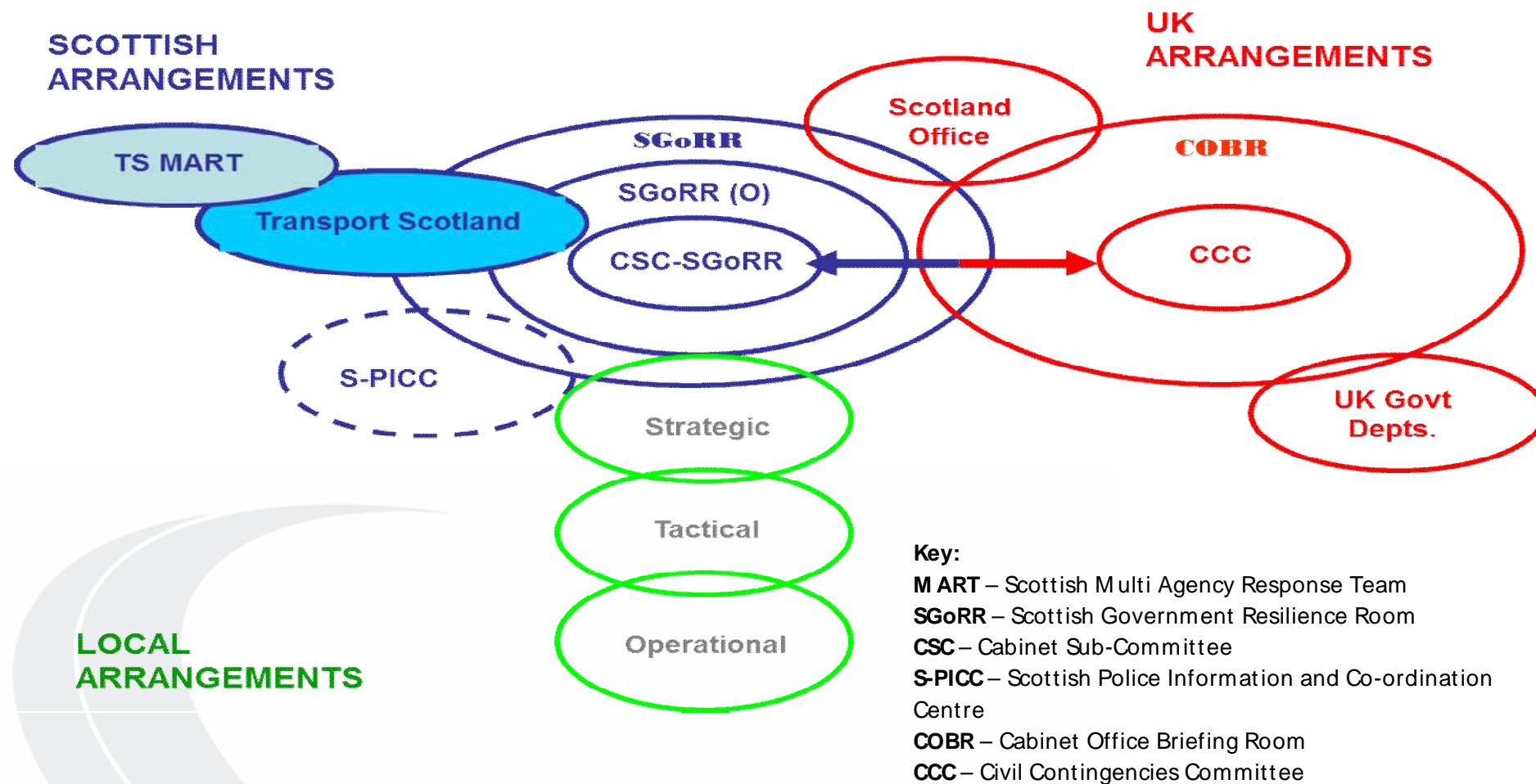
The aim of the resilience room within the Traffic Scotland Nation Control Centre is to keep the Transport Minister, Cabinet Secretary & Scottish Government Resilience Room (SGoRR) (Officials) informed of issues, their nature and mitigation.

The TS resilience room structure :

- Strategic Lead
- Operational Support
- Briefing Manager
- Rail Support
- Admin Support



# Response Structure





## Communication with the Road User

Effective communication becomes more challenging in a dynamic situation but at the same time, must remain effective. The MART allows for better and more efficient communication between responders but we also need to get that information to those travelling or preparing to travel.

Being co-located with the new TSNCC it is best placed to get accurate and live travel information broadcast to the public. Traffic Scotland has deployed multiple platforms to inform users including:





## MART Case Study – March 2013

A Multi-Agency Response was activated ahead of a severe weather event which affected parts of the west of Scotland in March 2013. It left parts of the country without power and with snow drifts of up to 20 feet in places. The affected areas were parts of Dumfries & Galloway, Kintyre and the island of Arran.



## Improved Resilience

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The MART has allowed partners' communication, response and recovery processes to be more effective and efficient.

A close, collaborative environment has supported the development of road travel weather messages, coordinated press releases ahead of severe events and the provision of mutual aid.

Crucially the main beneficiary is the travelling public in Scotland as a result of improved service provision.

The MART has improved Scotland's collective resilience to severe winter weather and could act as a model structure for resilience arrangements in other countries.



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