



BEAR Scotland

M80 Stepps to Haggs DBFO Contract
M80 Motorway and M80-M73 Link Road

TRISS Plan



Ref No : M80DBFO-TRISS
Plan
Issue: 16R
Related to: NA
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M80 Stepps to Haggs O and M Works Site

TRISS Plan



M80 STEPPS TO HAGGS DBFO CONTRACT

M80 MOTORWAY AND THE M80-M73 LINK ROAD

INCIDENT SUPPORT SERVICE PLAN

October 2017

Client:
HMG
Highway Management (Scotland) Limited
c/o Bilfinger RE Asset Management Ltd,
Pavilion 2, Buchanan Park Stepps
GLASGOW, G33 6HZ.

O & M Contractor:
BEAR Scotland Ltd
Chryston Depot
Auchengeich Road
Chryston

DOCUMENT APPROVAL/ AUTHORISATION

	Name	Date
Document originally Prepared By	██████████	June 2011
Document originally Checked By	██████████	June 2011
Document originally Authorised By	██████████	June 2011

REVISION STATUS

REVISION STATUS					
REV.	Date	Revision Details	Update	Check	Authorised
11	Nov 2015	Update	█	█	█
12	May 2016	Yearly update	█	█	█
13	Mar 2017	Update to include name changes	█	█	█
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15	Oct 2017	Name changes and updated Response form and text	█	█	█
16	Oct 2017	Text updates Par 4.2.3	█	█	█



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Distribution List

Number	Distributed To	Organisation/Address
1	[REDACTED]	BEAR Scotland BEAR House Inveralmond road Perth PH1 3TW
2	[REDACTED]	BEAR Scotland BEAR House Inveralmond road Perth PH1 3TW
3.	[REDACTED]	BEAR Scotland Chryston Depot Auchengeich Road Chryston Glasgow G69 0JL
4.	Duty Manager M80DBFO Various per roster	BEAR Scotland BEAR House Inveralmond road Perth PH1 3TW
5.	[REDACTED]	BEAR Scotland BEAR House Inveralmond road Perth PH1 3TW
6.	[REDACTED]	BEAR Scotland Chryston Depot Auchengeich Road Chryston Glasgow G69 0JL
7.	[REDACTED]	HMG Highway Management (Scotland) Limited c/o Bilfinger RE Asset Management Ltd, Pavilion 2, Buchanan Park Steps GLASGOW G33 6HZ
8.	[REDACTED]	PAG



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Number	Distributed To	Organisation/Address
9.	[REDACTED]	Traffic Scotland Queensferry Edinburgh
10.	[REDACTED]	Trunk Road: Network Management Transport Scotland Buchanan House 58 Port Dundas Road Glasgow G4 0HF
11.	Roads Policing Team	Police Scotland Trunk Roads Traffic Management (South West Area)
12.	M8DBFO	[REDACTED]
13.	South West Trunk Road Unit	[REDACTED]
14.	South East Trunk Road Unit	[REDACTED]



1. INTRODUCTION

1.1 Purpose of the Trunk Roads Incident Support Service

The purpose of the Trunk Road Incident Support Service is to patrol designated strategic routes of the network to detect and respond to Incidents and to assist in achieving reliable journey times for the travelling public.

BEAR shall provide a Trunk Road Incident Support Service (TRISS) on the M80DBFO for the duration of the Service period as detailed in section 2.3. BEAR deliver such service in a professional and efficient manner placing an emphasis on excellent;

- personnel training,
- communications, and
- customer service.

The route is operated by BEAR Scotland Ltd on behalf of Highway Management (Scotland) Ltd.



The provision of the TRISS will include an Operating Company Control Room and a TRISS vehicle.

1.2 Function of the Trunk Roads Incident Support Service

1.2.1 Trunk Roads Incident Support Service

The primary function of the TRISS vehicle will be to meet the requirements of Schedule 4 Part 1 Clause 32.2, including the following list which is not exhaustive:

- Make incident sites safe, under Police instruction, through the use of temporary traffic management
- Assess incident sites and call out additional or specialist resources as required
- Provide a communications link between incident sites and the control room
- Liaise with individual Police officers at incident sites as required
- Undertake immediate repairs, where possible, to damaged trunk road infrastructure at incident sites
- Relieve congestion by offering assistance to broken down vehicles and assisting in the removal of broken down vehicles to safe locations and the offer of fuel
- To relieve congestion by removing hazards to safety by clearing debris from traffic lanes and hard shoulders when it is safe to do so and a risk assessment has been carried out.
- Report abandoned or broken down vehicles to the control room
- Provide high visibility patrols on the routes
- Patrol the route and report on unusual or unexpected activity or disruption / congestion caused by incidents and special events on the routes to the control room

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- Undertake emergency response operations on the routes subject to support being available

The TRISS may also come to the assistance of any external company, working on the network who have been involved in an emergency situation. All such instances shall be actioned/ reported via the Control Room and shall include notification to the external companys offices/ contacts.



The TRISS vehicle will also undertake maintenance operations such as:

- Clearance of blocked drainage
- Litter picking
- Making safe or repairing Category 1 defects

1.3 Trunk Road Incident Support Service/ Emergency Response

While the Trunk Road Incident Support Service Plan is independent from the Emergency Response Plan, these two documents must be read in conjunction with each other to ensure the appropriate delivery of the Trunk Road Incident Support Service and Emergency Response.

This TRISS Plan and the associated documentation for this process eg Method Statements, Risk Assessments, Guidance documents and Forms shall be part of the BEAR Management System (Sharepoint 2013 – BEARnet)

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2. TRUNK ROAD INCIDENT SUPPORT SERVICE PROVISION

2.1 Management Structure

Removed

2.2 Company Control Room and Communications Systems

BEAR has a control room which shall be suitably staffed on a 24 hours a day, 7 days a week basis to ensure that suitable communication can be made with:

- (i) the TRISS teams;
- (ii) the Police; and
- (iii) the Traffic Scotland operator

to ensure that instructions can be passed to the TRISS teams and they can supply information related to:

- (i) incidents and unusual or unexpected activity;
- (ii) disruption and congestion caused by incidents and special events; and
- (iii) information can be received from and passed to the Police and the Traffic Scotland operator.

The primary function of the control room will be to:

- Instruct and co-ordinate the TRISS teams.
- Liaise with Traffic Scotland and Police operators.

The Company Control Room (CCR) will be located in the Central Office at Perth. It will be manned 24 hours a day, 7 days a week by trained staff.

Consultation certificates were utilised as per Schedule 4 Part 1 Clause 32.10.3

The Airwave communication system is used as the main means of communication between the Operating Company Control Room and the TRISS units. This system also connects to Traffic Scotland's control centre, M80 DBFO TRISS, SW OCR (Scotland Transerv's) control room, SW OCR (Scotland Transerv's) TRISS units and SE OCR (Ameys) TRISS units.

Mobile telephones will be utilised as a backup.



The contact telephone number for the CCR is: XXXXXXXXXX

¹This number is not for use by the public. All public enquiries relating to the trunk road network should be directed to: **08000281414**.

Contact numbers for use by the Control Room are given in Appendix 2.

A GPS system will be installed to allow the CCR staff to track the location and monitor the activities of the Incident Support Unit.

Computer terminals will be provided to monitor the closed circuit television images from the Traffic Scotland camera network and the current messages on the Traffic Scotland variable

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message signs on the trunk road network. These computers will also allow access to the Traffic Scotland web site to monitor the locations and details of incidents across the trunk road network.

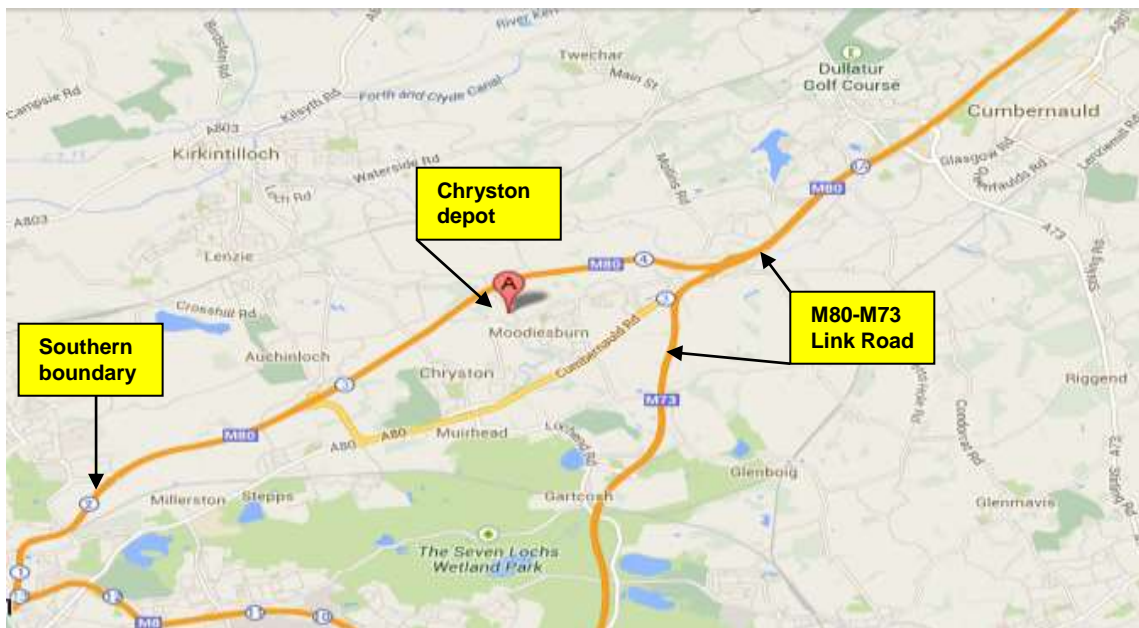


2.3 Teams and Routes

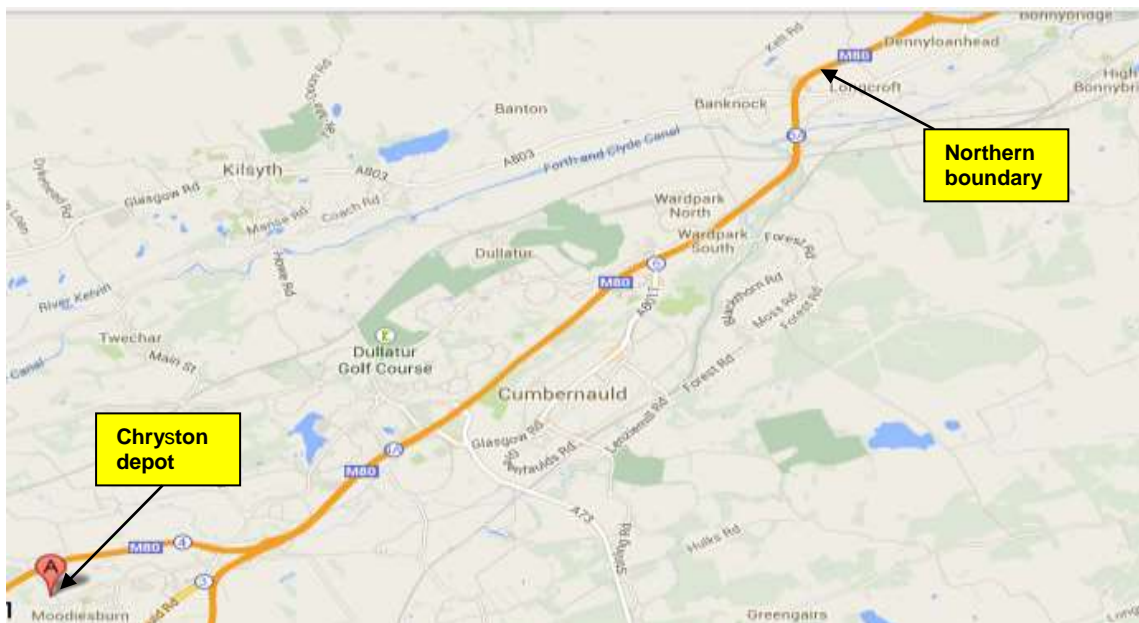
A TRISS vehicle with a two-man crew will be based at our Chryston Depot. There are 2 teams of 2 persons (T1 and T2) working from 06:00 hours to 18:30 hours on a 4 days on and 4 days off rotational basis.

TRISS Teams 1 and 2 will operate between the hours of 06:00 hours and 18:30 hours, 7 days a week, on the full length of the M80 Motorway between Robroyston & Hags and the M80-M73 Link Road between Mollinsburn & Westfield.



TRISS Route: M80 Motorway and the M80-M73 Link Road



Southern end of the route



Northern end of the route

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During weekday peak periods the TRISS Team will place themselves at junctions on the route to ensure that incidents can be reached in 20 minutes.

At all other times the Team will patrol the routes at 30 minute intervals and carry out the function of the Incident Support Service and undertake basic maintenance operations. This will allow them to attend an incident at short notice without causing a health and safety hazard.

The main aim of this strategy is to ensure that all incidents are attended in 20 minutes if they are not attending another incident.

2.4 Personnel

2.4.1 Company Control Room Staff

The Control Room staff will be trained to ensure that all communications between the Control Room and the TRISS vehicle is dealt with efficiently and effectively. Their training will also emphasise the need for close liaison with the Police and Traffic Scotland to ensure the consistent and reliable dissemination of information regarding incidents on the M80 O&M Works Site.

The control room staff shall liaise in particular with the Police and the Traffic Scotland operator in relaying information.



There are 5 teams of 2 working in the control room to ensure a 24hours a day, 7 days a week coverage. They work on a 12 hour Dayshift/ Nightshift rotation to cover the Control room requirements.

2.4.2 Trunk Road Incident Support Service Team Staff

As the Trunk Road Incident Support Service will be highly visible and will interact with the travelling public the personnel chosen for the TRISS Teams will be trained to perform their duties in a professional and efficient manner.

The main criteria for the selection of these personnel will be:

- Highway maintenance experience with a Scottish National Vocational Qualification or equivalent in road maintenance or traffic management
- Good driving skills
- Good communications skills
- Sound judgement under pressure
- Self-motivated
- Committed
- Flexibility

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2.4.3 TRAINING

Training for the TRISS Teams will emphasise the importance of the customer service aspect of the Trunk Road Incident Support Service with particular attention to the need for politeness and courtesy. Training will include:

- Roles and responsibilities
- Administrative procedures
- Driver assessment and development
- Vehicle care and maintenance of equipment
- Traffic management standards
- Health and safety on the network
- The role of the emergency services
- The role of Traffic Scotland
- Liaison with other agencies
- Incident scene management
- Communications and
- First aid awareness

The personnel shall wear appropriately BEAR badged appropriate hi viz clothing that will be appropriate for the tasks being undertaken. This attire and the photographic identification cards is as agreed with Transport Scotland.

Six members of staff will be fully trained to crew the TRISS vehicle. Four will work a shift pattern that will ensure the vehicle is on its route as specified. Two will act as backup for holidays and absence. Employee Feedback Sessions are carried out on the Operations personnel.

2.5 Vehicles and Equipment



The TRISS Vehicle will be a 3.5 tonne GVW high roof van fitted with a Global Positioning System to provide a real time locating and identification facility. The vehicle will be fitted with a hands free mobile telephone to enable the crews to communicate with the Operating Company Control Room and the Police as a backup to the Airwave system.

The vehicle will carry the required equipment listed in Appendix 2 of this Plan and as per Schedule 4 Appendix M. VMS boards will be utilised where appropriate.

Should for any reason the dedicated TRISS Vehicle require to be taken off the Network, i.e. for servicing or repairs, another vehicle will be provided which will meet the requirements of Sch. 4, Pt 1, Cl. 32.8 and Appendix M.

The vehicle liveries shall be as shown below:



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3. LIAISON

3.1 Traffic Scotland

Regular meetings will be held with Traffic Scotland to monitor the effectiveness of the Trunk Road Incident Support Service and to resolve any issue regarding communications.

3.2 Police

Regular meetings will be held with the Police to monitor the effectiveness of the Trunk Road Incident Support Service. De-briefing sessions will also be carried out following major incidents.



3.3 Media

All media enquiries resulting from incidents will be dealt with by forwarding them to the Scottish Ministers in accordance with the Media Enquiries Procedure.

A register of all media related issues shall be maintained by the Media and Communications officer in agreement with the Operational Manger.

3.4 TRISS Working Group

BEAR shall attend regular 6-weekly “TRISS Working Group” meetings with other TRISS providers and the Police as organised by the Scottish Ministers.

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4. REPORTING, RECORDS AND EVALUATION

4.1 Monthly Report

A monthly report will be submitted to the Scottish Ministers in accordance with Schedule 4 Part 7 detailing the incidents dealt with during the previous month. The monthly TRISS report shall take the form of the Monthly Summary as included in Appendix 3, and will include:

- The number of incidents attended
- Attendance times
- Overall clear-up times
- Defect identification
- Roadside assistance provided to the public
- Assistance rendered to Police (other than incident response)
- Safety Patrols undertaken
- Cyclic Maintenance activities undertaken
- Updates and information provided for Traffic Scotland and other agencies
- Letters of thanks or complaint

4.2 Records

4.2.1 Incident Support Unit

The TRISS Teams will record details of their daily activities in accordance with the hardcopy Daily Log records as shown in Appendix 3. These activities will be reviewed by the M80 DBFO team on a routine basis. It shall be confirmed if any responses are outwith the Operational timescales. Responses outwith the operational timescales shall be investigated and reported in the monthly report.

4.2.2 Company Control Room

The CCR staff will maintain and update a Control Room Log database detailing all of the incidents attended by the TRISS Teams and all communications with the TRISS Teams, the Police, Traffic Scotland and the Network team at Chryston depot. Response times recorded in the log shall be agreed with the TRISS teams

4.3 Evaluation

The Network Team shall use a Call Log Review spreadsheet to check the hardcopy records against the Control Room log to ensure consistency and to calculate response times. Control Room log will be amended if necessary to keep all data sources consistent. The records will be analysed on a monthly basis to monitor the effectiveness of the Trunk Road Incident Support Service. The results of the analysis will be reported in the monthly report.

Appendix 1: Control Room Contact Numbers

Contact	Telephone / Mobile	E-Mail/ Airwave
TRISS Team 1/2 Chryston Depot Various per roster	[REDACTED]	
[REDACTED] Operational Manager Winter Service Manager	[REDACTED]	
[REDACTED] Chryston Depot Supervisor	[REDACTED]	
Duty Supervisor / Emergency Liaison Officer BEAR Scotland Various per roster	[REDACTED]	secontrolroom@bearsotland.co.uk
Emergency Support Unit Chryston Various per roster	[REDACTED]	
Transport Scotland Call Centre Glasgow	[REDACTED]	
Traffic Scotland National Control Centre	Reception [REDACTED] Control Centre [REDACTED] Customer Care Line [REDACTED]	trafficscotland@amey.co.uk info@trafficscotland.org T.S. Tango Sierra
Police Scotland Headquarters PO Box 21184 Alloa FK10 9DE	101 for non emergencies 999 for emergencies	www.scotland.police.uk
Scotland Transerv: South West Unit	[REDACTED]	NA
Scotland TRANSERV TRISS	[REDACTED]	Tango 1 & Tango 2
Scottish Roads Partnership	[REDACTED]	NA
BEAR Scotland Ltd Control Room	[REDACTED]	B.C. Bravo Charlie
M80DBFO TRISS	[REDACTED]	B80 Bravo Eight Zero
AMEY: South East Unit	[REDACTED]	NA



Appendix 2: Trunk Road Incident Support Service Vehicle Equipment, as per Sch4 Part 1 App.M

Additional kit shall be carried as required eg Spill kits, litter grabs etc.

<u>Tools</u>	<u>Amount</u>	<u>Consumables</u>	<u>Amount</u>
Pruner	1no	Draw Cord	3m
Pickaxe	1no	2 Stroke oil	5no sachets
Bow Saw	1no	Lube Oil Spray	1no 400ml tin
Handsaw	1no	Diesel Fuel	5litres
Stihl Saw	1no	Petrol	5litres
14lb Sledge Hammer	1no	Fence Nails and Staples	1no box
Stilsons	1no set	Fence Rails	7no
Drain Rods	20no	Paper Towels	1no pack
Claw Hammer	1no	Chespaie Temporary Fence	1no roll
Pointing Trowel	1no	De-icer	1no tin
Manhole Lifting Keys	1no set	Fuel Container	2 x 5litres
Shovels	2no	Absorbent Granules	6no bags
Wire Brush	1no	Animal Carcass Bags	10no
Stiff Brush	1no	Stone Cutting Discs	6no
Floating Trowel	1no	Metal Cutting Discs	6no
Soft Brush	1no	Torches	2no
Spirit Level	1no	Batteries	24no
Digital Camera	1no		
<u>Traffic Management</u>	<u>Amount</u>	<u>PPE</u>	<u>Amount</u>
750mm cones	30no	Helmets	2no
Cone lights	30no	Paper Coveralls	4no pairs
Cone light batteries	24no	Rigger Gloves	5no pairs
Men at Work signs	2no	Face Dust Masks	12no
Road Narrows signs	2no	Safety Goggles	2no
610 Arrow signs	2no	Foam Ear Plugs	5no sets
Road Closed signs	4no	Reflective jackets for use by stranded motorists 2	2no
Flood signs	4no	First Aid Kit	1no
Diverted Traffic signs	5no	Handwipes	1no box
Traffic Light Inoperable signs	4no		

Appendix 3: TRISS Vehicle Daily Logs and Monthly Summary

TRISS Route:

Day:
Date:

TRISS Team Members:

Number of Incidents/Actions Attended (Line out for each attended)

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
31	32	33	34	35	36	37	38	39	40	41	42	43	44	45

Emergency Call Outs – Insert reference Number

1	6
2	7
3	8
4	9
5	10

Incidents of Note – Insert Reference Number

1	3
2	4

Defect Identification – Insert Reference Number

1	5
2	6
3	7
4	8

Roadside Assistance to Public

Route and Location	Nature	Time Spent (Minutes)
1		
2		
3		
4		

Assistance Rendered to Police (other than Emergency Call Outs)		
Route and Location	Nature	Time Spent (Minutes)
1		
2		
3		
4		

Safety Patrols

Route	Duration	Faults/Issues
1		
2		
3		
4		

Updates from Traffic Scotland/Other Agencies Via the Control Room (for example – lane closures required, severe weather or excess surface water)

Route and Location	Time	Nature of Update
1		
2		
3		
4		

Any Other Information Not Shown Previously (Continue overleaf if required)

Completed Daily Log sheets must be forwarded to the Control Room at the end of each shift

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M80 Stepps to Hagsgs O and M Works Site

TRISS Plan



Document: OPS-F10-M80DBFO		M80DBFO TRISS/ Emergency Response Team Report				
Issue: 2						
Related to: N/A						
Page No. 1 of 1						
Unit	M80DBFO	Date		OI Number		
Call Log ID			Police Incident Number			
Emergency Services in Attendance		Police / Fire & Rescue / Ambulance <i>*Circle as appropriate</i>		Police Officer No.		
ERT Vehicle Registration or TRISS Depot	Time ERT Called Out (Agree with Control Room)	Time ON Site (Agree with Control Room)	Time OFF Site (Agree with Control Room)			
Route	Location (Single / Dual / Motorway) <i>*Circle as appropriate</i>			Link / Section / Chainage		
Road Conditions: WET DRY DAMP <i>*Circle as appropriate</i>			Weather Conditions: SUNNY RAINING FAIR <i>*Circle as appropriate</i>			
Reason for Call Out						
Operations Undertaken						
Further Works Required						
Damage to Crown Property		Details (Verge / Fencing / Signs / Carriageway / Lighting Units / Bollards) <i>*Circle as appropriate</i>				
Registration No.'s / Names of Person(s) Involved		Photograph to be taken of Incident & damage - If possible				
Time site released by Police to BEAR (A)	Time all site obstructions removed including TM (B)	(B minus A in minutes)	Over 30minutes for breakdown ? or over 2 hours for an incident ? <i>*Circle as appropriate</i>			
			YES NO			
ADDITIONAL RESOURCES REQUIRED TO ATTEND SITE (List only those in addition to the Emergency Response Team)						
Name	On Site	Off Site	Vehicles / Plant Type	On Site	Off Site	Materials
I hereby certify that the details and resources stated above accurately represents the incident and the subsequent Emergency Team Response						
			Date			Date
Sign /Print Name/Date : Emergency Co-ordinator On Site			Sign / Print Name/Date : Operations Manager / Supervisor			
Details of Post Site Debriefing (If required - If not state NA)						
Sign /Print Name/Date : Operations Manager/ Supervisor						



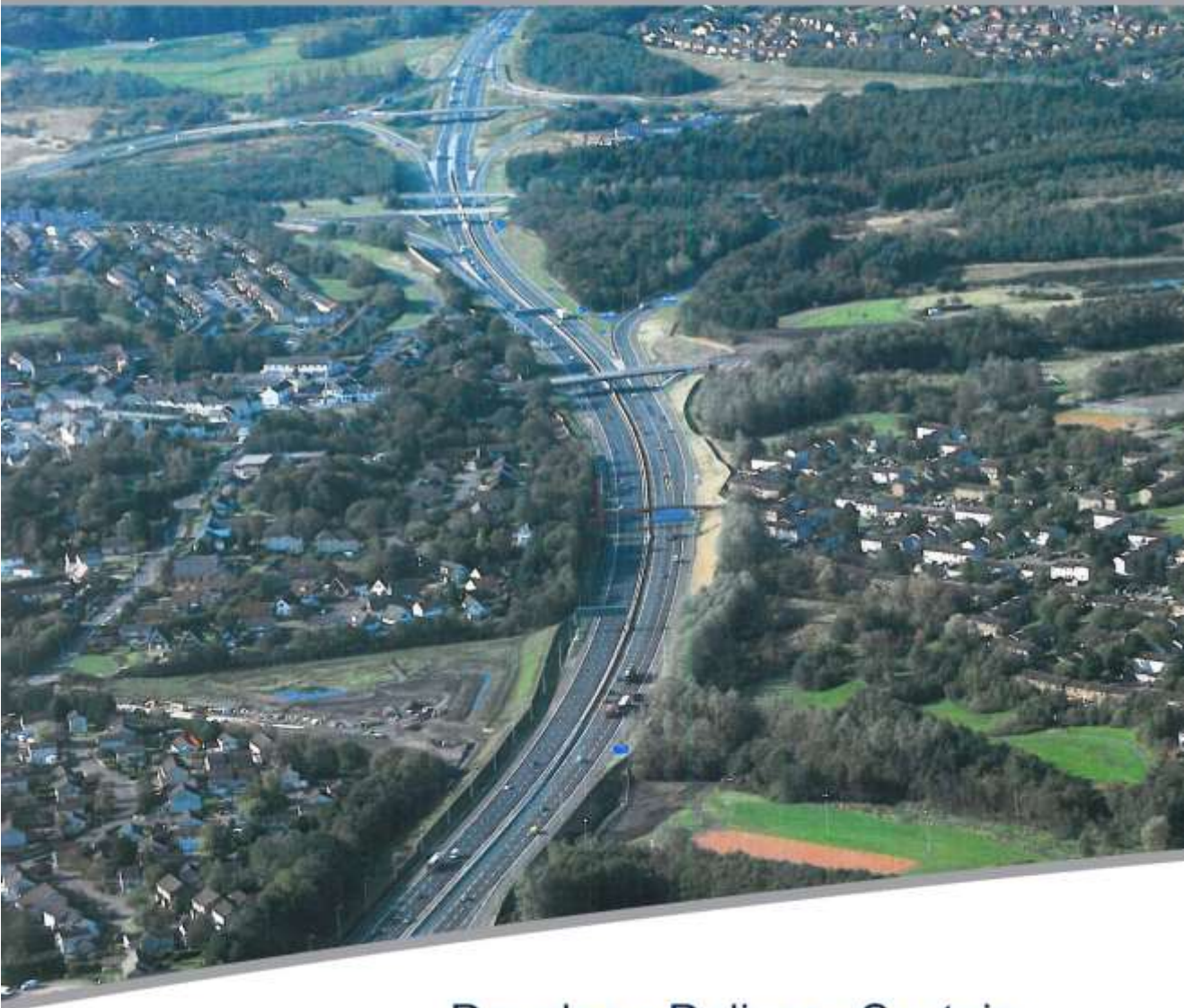
Example of Monthly TRISS Summary, provided in the Monthly Report:

Report Date	Vehicle	Total Incidents	Total Number of Calls	Required Response < 20 mins to Calls	Total Self Identified	Clear < 30mins Identified	Defects Identified	Debts	Breakdown Fuel	Breakdown Other	Breakdown and Tow	Traffic Scotland Calls	Media Communication	Police Assist - Calls	Police Assist - Other	Safety Patrol	Cyclic - Liter	Cyclic - Sign	Cyclic - Other	Update Scotland	Actioning Letters of Complaint
01/03/2012	M80 DBFO TRISS	6			6	5		4		2						2					
02/03/2012	M80 DBFO TRISS	4			4	2		2		2						3					
03/03/2012	M80 DBFO TRISS	8			8	7		6		2						3					
04/03/2012	M80 DBFO TRISS	3			3	3		3								4					
05/03/2012	M80 DBFO TRISS	4	1	1	3	2		2		1						1					1
06/03/2012	M80 DBFO TRISS	19	3	3	16	18		16		3		1				8					
07/03/2012	M80 DBFO TRISS	5			5	4		3	1	1						1					1
08/03/2012	M80 DBFO TRISS	7			7	2		1		1						1					1
09/03/2012	M80 DBFO TRISS	7			7	5		3		4						3					
10/03/2012	M80 DBFO TRISS	8	1	1	7	7		5		1						3					1
11/03/2012	M80 DBFO TRISS	5			5	5		5								3					
12/03/2012	M80 DBFO TRISS	4			4	3		2		2						2					
13/03/2012	M80 DBFO TRISS	8	1	1	7	7		2		4						6					1
14/03/2012	M80 DBFO TRISS	8	1	1	7	6		3		5						7					
15/03/2012	M80 DBFO TRISS	10			10	7		4		6						6					
16/03/2012	M80 DBFO TRISS	7	1	1	6	5		3	1	3						8					
17/03/2012	M80 DBFO TRISS	4			4	3		1		3						4					
18/03/2012	M80 DBFO TRISS	8	2	2	6	6		4		4		2				2					
19/03/2012	M80 DBFO TRISS	5	2	2	3	5		4							2	2					
20/03/2012	M80 DBFO TRISS	14			14	11		10		3						3					
21/03/2012	M80 DBFO TRISS	13			13	11		8		5						7					
22/03/2012	M80 DBFO TRISS	9	1	1	8	9		7		1		1				9					1
23/03/2012	M80 DBFO TRISS	8			8	7		6		2						9					
24/03/2012	M80 DBFO TRISS	5			5	3		3		2						6					3
25/03/2012	M80 DBFO TRISS	7			7	4		3		3						2					
26/03/2012	M80 DBFO TRISS	9			9	7		6		3						3					
27/03/2012	M80 DBFO TRISS	8			8	6		4		4						1					
28/03/2012	M80 DBFO TRISS	6			6	4		2		4						3					
29/03/2012	M80 DBFO TRISS	8	1	1	7	6		4	1	3		1				7					
30/03/2012	M80 DBFO TRISS	7			7	3		2		5						8					
31/03/2012	M80 DBFO TRISS	5			5	4		4		1						7					
TOTALS	M80 DBFO TRISS	229	14	14	215	177	0	132	3	80	0	5	0	5	6	148	21	0	0	6	0



TRISS Plan

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