Bonneagar Iompair Éireann
Transport Infrastructure Ireland

Protocol for the management of major incidents on motorways

April 2016

Interagency Incident Coordination Group

An Garda Síochána
Dublin Fire Brigade
Dublin City Council
Dún Laoghaire-Rathdown County Council
Fingal County Council
South Dublin County Council
Transport Infrastructure Ireland
Motorway Traffic Control Centre

ATKINS

1 Introduction

The purpose of the Interagency Incident Coordination Group (IICG) is to ensure a coordinated approach to the management of incidents that occur on motorways in the Greater Dublin Area (GDA).

The IICG is comprised of a number of agencies involved in the management of such incidents and this protocol has been developed by the IICG to describe the roles and responsibilities of each of these Member Agencies.

The IICG will hold regular scheduled meetings to discuss ongoing issues and shall also be convened in the event of a major incident, as described in this protocol.

Note that where a Major Emergency has been declared, the requirements of the Major Emergency Management Framework will always take precedence over this protocol.

The document owner is TII and they shall carry out regular reviews as described below in section 4.

2 Interagency Incident Coordination Group Protocol

2.1 Membership

Each Member Agency shall be represented at the IICG by a Nominated Person who shall be contactable on a 24/7/365 basis. In order to ensure system redundancy, Member Agencies shall also nominate a secondary contact who shall fulfil the role of Nominated Person in the event that the primary contact is unavailable.

Each Member Agency shall ensure that their Nominated Person is a senior person with experience in the management of major incidents and the authority to make autonomous decisions in respect of incident management.

Details of the Member Agencies and their respective primary and secondary contacts for the role of Nominated Person are listed in the table below.

Organisation	Primary / Secondary	Name / Role	24 hr Contact Number
Transport Infrastructure Ireland (TII)	Primary	Kevin O'Rourke Head of Network Operations Transport Infrastructure Ireland	
TII Transport Infrastructure Ireland (TII)	Secondary	David Kelly Senior Project Manager Atkins Consulting	
An Garda Síochána (AGS)	Primary	Inspector In Charge Command and Control	
An Garda Síochána (AGS)	Secondary	Inspector In Charge Command and Control	
Dublin City Council (DCC)	Primary	Brendan O Brien Head of Technical Services (Traffic)	
Dublin City Council (DCC)	Secondary	Andy Walsh Senior Engineer	

Fingal County Council (FCC)	Primary	Paul Keane Acting Senior Executive Engineer
Fingal County Council (FCC)	Secondary	Liam Coughlan Senior Engineer
South Dublin County Council (SDCC)	Primary	7am – 7pm Traffic Centre Evenings After 7: Mick Murphy Weekends Mick Murphy
South Dublin County Council (SDCC)	Secondary	Evenings After 7: John Kavanagh Weekends: John Kavanagh
Dún Laoghaire-Rathdown County Council (DLRCC)	Primary	Fergal Kelly Senior Executive Engineer
Dún Laoghaire-Rathdown County Council (DLRCC)	Secondary	John Broderick A/Senior Engineer
Dublin Fire Brigade (DFB)	Primary	Mobilisation Officer ("Mobi")
Dublin Fire Brigade (DFB)	Secondary	DFB HQ
Motorway Traffic Control Centre (MTCC)	Primary	MTCC Control Room
Motorway Traffic Control Centre (MTCC)	Secondary	Barry Moore MTCC Manager ERTO

2.2 Initiation Procedure

The primary consideration for launching the IICG shall be the anticipated level of traffic disruption. The IICG shall only be initiated for incidents on motorways which are expected to cause significant traffic disruption in the Greater Dublin Area.

Any Member Agency can make a request for the initiation of the IICG by contacting the MTCC who shall then be responsible for contacting the Nominated Person from each other Member Agency.

An off-site coordination centre will be selected as the meeting point for the IICG. This will be either the MTTC Control Room or other suitable location, to be agreed depending on the circumstances of the incident. In choosing the meeting point, the IICG will take cognisance of the accessibility of the meeting point for participating members, and the requirement for the IICG members to receive direct information on the incident.

In certain instances, a Member Agency may judge that its participation in the incident is not necessary or that their management of the incident would be better served by not attending at the meeting point.

In such circumstances, Member Agencies may decline to attend at the meeting point after consultation with the other members, but they shall provide a single point of contact by telephone in case developments or unanticipated events precipitate the need for their increased involvement.

The MTCC shall retain records on the Incident Management System (IMS) of details of the initiation of the IICG including the times at which initiation was requested and achieved. These details shall form part of the overall incident log maintained by the MTCC for the incident.

The MTCC shall issue an incident update email using the IMS system confirming that the ICCG has been established.

2.3 Facilities

The selected meeting point will comprise a dedicated meeting room for the IICG members which is fully equipped and fit for purpose including appropriate welfare, catering and office facilities.

The IICG will need to have access to the following information.

Information	Source	Medium
CCTV of the incident and surrounding areas	DCC, MTCC	Desktop sharing, joint access to cameras
Updates from the scene	ISUs, AGS, DFB, civilians	Phone, AGS & DFB Tetra radio systems to contact personnel at the scene and at AGS, DCC and DFB control centres.
Traffic flow data	TMU's, CCTV footage from DCC/MTCC, ISUs	Phone, internet, desktop sharing, joint access to cameras
VMS messages displaying	MTCC	Directly from the ATMS at the MTCC or limited access via the NRA Traffic website
Media (including social media)	AGS, MTCC, Twitter accounts, radio	Television, radio, internet,

As far as possible, each Member Agency shall facilitate remote access to information within its control in order to facilitate effective information sharing.

In order to achieve this, consideration should be given to the use of conference call facilities, desktop sharing and remote access arrangements.

2.4 Decision-Making

The sole purpose of the IICG is to ensure that each Member Agency is fully aware of the latest information relating to an incident and can discuss the wider impact of decisions with other agencies in advance. The aim is to ensure that each member can make informed decisions for the most efficient management and earliest possible resolution of incidents.

The responsibility and authority of each agency shall not be changed by the existence of the IICG or by it being convened.

The decision making process will be dynamic, involving on-going monitoring of the scene and varying responses may be applied throughout the lifecycle of the incident as appropriate.

Road Closures
The decision to fully or partially close the M50 carriageway will remain with the emergency services. Once the emergency services have completed their work at the scene, they shall hand the area over the road operator (M50 Concession Ltd or GSJ Ltd) who shall remove debris and clean the road surface prior to reopening. The road operator shall be responsible for the decision to reopen the road.

Diversion Routes
The decision to implement a diversion route may be taken by either AGS or TII in consultation with the other Member Agencies.

A suite of diversion routes for the M50 has been agreed by the Member Agencies. For each diversion route, a corresponding diversion action plan has also been developed detailing supplementary actions to be taken to support the diversion e.g. AGS presence at critical junctions, changes to traffic lights sequence etc.

Any decision to implement diversion routes as a result of an incident on the M50 will require reference to these diversion documents and selection of the most appropriate route or routes. The decision to implement a diversion route shall be taken having cognisance of the time taken to implement, the likely incident duration, and the traffic flow patterns that will ensue as a result.

It should be noted that diversion routes are unlikely to be able to accommodate the volumes of diverted traffic for any closure of the M50 during busy periods.

A programme of works is currently underway to erect permanent diversion symbols to existing road signs along the diversion routes which will reduce the time required to bring diversions into effect.

Variable Message Signs (VMS)
The MTCC shall control messages to be displayed on the Variable Message Sign system. A library of approved VMS messages has been compiled and will form the basis for deciding which messages to display to motorists. Where extenuating circumstances require the use of messages not contained within the approved library, TII shall have the authority to use alternatives in consultation with the MTCC Manager.

Motorist Welfare
The IICG shall take cognisance of the requirement to provide welfare facilities for confined and delayed traffic. Where incidents last several hours and diversions are not practicable, motorists may become immovable on the carriageway. In the first instance, each Member Agency will undertake to manage incidents such that the occurrence of trapped traffic is avoided where possible.

Where this issue arises, the Member Agencies shall undertake to facilitate the provision of water, food, fuel, blankets, first aid etc. as necessary in order to ensure the well-being of trapped motorists.

Records
Records of all IICG decisions made will be logged on the IMS system by the MTCC.

2.5 External Communications Procedure

Throughout the duration of the incident, regular updates shall be given to the general public. Information will be disseminated through various different channels, including but not limited to VMS signs, social media, AA Road Watch, local/national radio stations and other media.

To avoid the transmission of conflicting information to these various different media channels, the IICG will agree what information is to be issued to the public relating to the incident in advance so that a single co-ordinated message will be communicated by all avenues. The IICG shall consider confirming to the media where a fatality has been involved where this would help explain the requirement for forensic investigations.

In terms of intra agency communications, each Nominated Person shall issue instructions to their own on-site and off-site staff only and the existing lines of communications within all agencies shall be preserved.

2.6 Stand-Down Procedure

It is acknowledged that the nature of the work of each of the agencies is distinct. The IICG will therefore work on the assumption that each agency may not be involved for the entire duration of the incident, if at all. Agencies whose involvement concludes early in the incident may stand down individually after consultation with the other agencies but they shall provide a single point of contact by telephone in case they are needed.

When all member agencies agree that the incident has concluded and normal traffic flows have been restored, confirmation that the road has re-opened shall be issued via the agreed communications channels.

Depending on the circumstances, a hot debrief may be held. Records of the incident held on the IMS will inform this debrief.

If one is required, a date shall be agreed for a cold debrief. This shall be held as soon as practicable and in any case within 7 days of the incident.

The IICG shall then be stood down and the stand-down time recorded on the MTCC IMS.

3 Validity of the Protocol

It is not intended that this protocol will create binding obligations on any of the agencies or that it will vary their current level of responsibility or authority. It is a statement by the various agencies that they will use their best endeavours to provide all available resources to carry out the steps described herein. If circumstances are encountered which are not anticipated by the measures described herein, the member agencies are free to deviate from these requirements after notifying the other agencies.

4 Ongoing Development

This document is an initial draft and will be subject to trial and approval. The protocol will be tested initially in a desktop exercise and thereafter in live incident scenarios over a period of 12 months.

During this initial period, this protocol and its effectiveness will be reviewed after each use and revised as appropriate.

Once approved and operational, the protocol shall be reviewed and if necessary updated every 12 months.

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