



**Stockton-on-Tees**  
BOROUGH COUNCIL

# **Network Management Plan**

**Annual Report  
2009**





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# Section 1

## Introduction

**1.1** A Network Management Duty was imposed on Highway Authorities in 2008 by the Traffic Management Act 2004. This is summarised as:-

It is the duty of a local traffic authority to manage their road network with a view to achieving the following objectives:

- securing the expeditious movement of traffic on the authorities road network; and
- facilitating the expeditious movement of traffic on road networks for which another authority is the traffic authority.

**1.2** The action which the authority may take in performing that duty any action they consider will contribute to securing:

- the more efficient use of their road network; or
- the avoidance, elimination or reduction of road congestion or other disruption to the movement of traffic on their road network or a road network for which another authority is the traffic authority.

**1.3** In order to help meet the Network Management Duty, Stockton-on-Tees produced a Network Management Plan (NMP) in December 2008. This set out the arrangements that the authority had put in place to meet the Duty. It covered all the Intervention Criteria with tables of “Key Activities/Initiatives” for each criterion. A set of national and Local Transport Plan (LTP) performance indicators were compiled to assess the performance of the authority. The NMP also committed the authority to

producing an Annual Report. The NMP was submitted and accepted by GO-Ne in January 2009.

**1.4** The Annual Report considers the Intervention Criteria in turn and updates the table of “Key Activities/Initiatives”. All Performance Indicators are covered and the data used as baselines to benchmark activity in the Network Management Duty. New tables of “Key Activity/Initiatives” are prepared for the 2010 Network Management Duty. These are summarised to show how the authority is “Monitoring, Managing and Improving” its performance of the Network Management Duty.



# Section 2

## National Highways and Transportation Survey

**2.1** The National Highways & Transport Network has been created to allow its members to measure and compare their performance on highway and transport services. It seeks to provide a framework that will evaluate:-

- Satisfied customers
- Cost effective delivery, and
- Technical quality.

The Network also incorporates the National Highway Best Value Benchmarking Club (NHBVBC), with its focus on effective service delivery, evaluating performance of delivery partners and the comparison of alternate procurement strategies. The NHBVBC has been in existence since 2000 and includes specialist divisions for both Design and Works (New Build & Maintenance). The NHBVBC members include most of the leading private sector consultants and contractors that undertake work in the highways sector.

In 2008 the NHT Network developed and undertook the first standardised public satisfaction survey for Highways and Transport Service. The NHT Survey is a postal survey, carried out by Ipsos MORI, and involving 76 English authorities (31 of them Unitary). The survey, which runs to 12 pages, starts with questions asking how important, if at all, members of the public regard different aspects of Roads and Transport Services and how satisfied or dissatisfied they are with each one. It then goes on to ask detailed questions on: Pavements and Pedestrian Facilities, Cycling, Rights of Way, Buses, Public Transport Information,

Taxis, Minicabs and Community Transport, Road Safety, Road works, Traffic Management, Causes of Congestion (Traffic Queues) and Condition of Roads and Pavements. It also includes questions on: 'your use of transport', 'using your car' and an 'about you' section. The results were presented as 26 Key Benchmark Indicators with each authority being given a satisfaction score, a ranking (of the full membership and of Unitary Authorities), and a measure of "Scope for Improvement".

In the "Overall Satisfaction with Highways and Transport categories, Stockton-on-Tees was ranked in the upper quartile at 10th (4th amongst Unitary Authorities). The authority scored particularly well in the "Tackling Congestion" categories. "Satisfaction with Management of Roadworks" was scored at 2nd (1st amongst Unitary Authorities), Satisfaction with Traffic Levels and Congestion" was scored at 9th (7th) and "Satisfaction with Traffic Management" was scored at 14th (6th). All these results are well within the upper quartile and the "Management of Roadworks" is an excellent result.

There were two areas that were within the lower quartile. "Ease of Access to Key Services (No Car Households)" was



marked at 60th (21st Unitary Authorities) and “Overall satisfaction with Community Transport” was marked at 63rd (27th). These are related to the performance of public transport. “Overall satisfaction with Local Bus Services” was scored in the lower median quartile at 46th (19th). A Major Bus Improvement Scheme across the Tees Valley Region has been granted funding by central government and will be implemented in three years commencing 2010. This will improve reliability and facilities for bus services and should raise satisfaction levels for passengers.

A table with the complete set of results for Stockton-on-Tees has been included as Appendix 5



# Section 3

## Intervention Criteria

As part of the guidance on the Network Management Plan, the department for Transport has issued Intervention Criteria. The criteria set out the minimum standards of network management that the Highway Authority is expected to achieve. They are grouped under the following headings: -

- Considering the needs of all users;
- Coordinating and planning works and known events;
- Gathering information and providing information needs;
- Incident management and contingency planning;
- Dealing with traffic growth;
- Working with all stakeholders; and
- Ensuring parity with others.

Each of the objectives was described in the Network Management Plan and the evidence of the Council's activity tabulated. The tables below are updated with the current level of the Council's activity.

### 3.1 Considering the Needs of all Road Users

The Local Transport Plan and its Daughter Documents continue to form the basis of policies to ensure the needs of all road users are met. The Public transport document has been referred to in the Tees Valley Major Bus Improvement Scheme. This is promoting highway improvements to reduce delays along the main bus corridors in the Tees Valley. Year 1

schemes are now in progress including a contra-flow bus lane on the approach to Stockton town centre. Design work for the highway improvement at Stockton Southern Gateway is also progressing with funds from the Major Bus Improvement Scheme. The Cycling And Freight Documents have been important in progressing the national Connect 2 cycling scheme and East Billingham Transport Corridor respectively.



**Table 3.1**

Criterion	Original Evidence	Update
a) How does Authority manage road space for everyone?	Stockton’s arrangements for managing road space for everyone are set out within the Second Local Transport Plan and daughter documents.	The second Local Transport Plan and daughter documents will continue to apply until 2011
b) Has the Authority set out a clear understanding of the problems facing the different parts of their network?	Stockton has evidenced a clear understanding of the problems facing the different parts of our network through the daughter documents of the Second Local Transport Plan, with separate strategies for walking, cycling, public transport, freight and accessibility. These strategies demonstrate a clear awareness of the needs of different road users and the balanced policies in place for addressing these needs.	Walking. The recent MORI poll has shown increased levels of satisfaction with the maintenance of footways in the Borough. Cycling. The Connect 2 project to improve cycle links at Ingleby Barwick is actively progressing.
c) Is the Authority aware of the needs of different road users?		Public Transport. The Tees Valley Public Transport Improvement Scheme has now received approval. Design work is being progressed on Year 1 schemes including the Mandale bus contraflow scheme.
d) Are there balanced policies for addressing of the problems and needs?		Freight. A major bid for the East Billingham Route has been presented to the Regional Transport Board. This will improve access to industrial sites in east Billingham. Accessibility. The Tees Valley Bus Improvement Scheme and east Billingham Route will improve accessibility.
e) Has the local Authority identified and grouped roads according to their location and activities on them?	Stockton has established a network hierarchy related to traffic sensitivity and congestion, with high risk roads identified and grouped.	The established network hierarchy is being considered along neighbouring authorities to ensure compatibility.

Criterion	Original Evidence	Update
f) How has the Authority shown it has balanced competing demands while continuing to manage its network effectively?	<p>The authority has taken effective action to aid pedestrians, cyclists, public transport passengers and motorists.</p> <p>Advanced plans for the Stockton Southern Gateway will lead to an improved public transport interchange and reduce existing levels of congestion further.</p>	<p>Planning approval has now been granted for a highway improvement to re-align the South Stockton Link at Riverside Roundabout as part of the Southern Gateway improvement.</p>
g) In reaching decisions on competing demands, has the Authority taken account of their policies and the particular circumstances of the part of the network being considered?	<p>Capital schemes emerge from the LTP, which has a balanced approach to management of the highway network.</p> <p>Maintenance schemes are co-ordinated by Streetworks Co-ordination to minimise disruption to the highway and Officer's Traffic Group to consider wider impact.</p>	<p>Officer's Traffic Group and Streetworks Co-ordination meetings have occurred regularly. The Traffic Manager is now represented at Streetworks Co-ordination to ensure the Authorities policies are taken into account.</p>
h) Is the Authority working together with local businesses, retailers and representatives of the freight and road transport industry?	<p>Stockton Renaissance (the Local Strategic Partnership) is a partnership of representatives from Stockton's business, community, voluntary sector and public sector agencies.</p> <p>Local Transport Plan has a Freight Strategy as a daughter document.</p>	<p>The Yarm parking Study directly involved the Yarm Chamber of Trade in the consultation exercise.</p> <p>Prior to submission of the East Billingham Transport Corridor to the Regional Transport Board, the views of the Freight Transport Association were sought.</p>
i) Is the Authority developing means for ensuring economic and efficient servicing of premises and deliveries, whilst mitigating adverse problems?	<p>Freight strategy in daughter documents of the Local Transport Plan.</p>	<p>Servicing of premises is a specific item to be considered in determining planning applications.</p>

### 3.2 Coordinating and Planning Works and Known Events

The existing quarterly meeting with Utilities has continued. The Traffic Manager is now represented at the meetings. A new quarterly meeting has been established with the managers of A19 Trunk Road (Autolink Joint Venture and Highways Agency) and Middlesbrough Borough Council. The minutes of these meetings are reported to the Traffic Manager's Policy & Review Meeting.

A National Highways and Transport Public Satisfaction Survey was undertaken by National Highways & Transport Network in 2009. This ranked 76 highway authorities (31 of them Unitary Authorities) against a range of 26 Key Benchmark Indicators (KBI). In the "Overall Satisfaction with Highways and Transport categories, Stockton-on-Tees was ranked in the upper quartile at 10th (4th amongst Unitary Authorities). The authority scored particularly well in the "Tackling Congestion" categories. "Satisfaction with Management of Roadworks" was scored at 2nd (1st amongst Unitary Authorities), Satisfaction with Traffic Levels and Congestion" was scored at 9th (7th) and "Satisfaction with Traffic Management" was scored at 14th (6th). All these results are well within the upper quartile and the "Management of Roadworks" is an excellent result.

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in the lower median quartile at 46th (19th). A Major Bus Improvement Scheme across the Tees Valley Region has been granted funding by central government and will be implemented in three years commencing 2010. This will improve reliability and facilities for bus services and should raise satisfaction levels for passengers.

A Major Incident Management Plan has been prepared. It is included in the Annual Report as Appendix 2.



**Table 3.2**

Criterion	Original Evidence	Update
a) To what extent has the Authority promoted pro-active co-ordination of activities on the network?	Appointment of Streetworks Manager. A series of regular co-ordination meetings to plan and manage incidents on the highway. EXOR Streetworks Manager to co-ordinate incidents	Streetworks Manager active in co-ordination of streetworks Quarterly meetings are held and minuted for Co-ordination of Streetworks and Liaison with Autolink and Middlesbrough Borough Council.
b) To what degree has the Authority adopted a planned, evidence led approach to known events?	Electronic Noticing of streetworks using EToN 4 system. Transport Asset Management Plan being published for Tees Valley Authorities. Annual Maintenance Programme and Capital Works Programme produced. Project Groups formed for events on highway.	EtoN 5 noticing system now used. Transport Asset Management Plan being prepared in liaison with other Tees Valley Authorities. Annual Programme for 2009/10 published. Project groups formed for Stockton International Riverside Festival and Stockton triathlon. Traffic Manager represented in project group for Tall Ships Race in Hartlepool, August 2010.
c) Has the Authority developed or is it developing contingency plans for unforeseen events?	Emergency Plan and Major Incident Plan. Formal procedures for "red" traffic sensitive routes to be developed.	A Major Incident Plan has been prepared. No formal procedures for "red" traffic sensitive routes are yet available.

### 3.3 Gather Information and Provide Information Needs

Electronic Transfer of Notices (EToN) continues to form the basis of collecting and managing streetwork activity. The Council now uses EToN 5 notices using an external provider. A new tender for the provision of EToN services is being prepared. The new provider is expected to include systems for including Direct Services work in parity

with the Utilities.

The weekly Roadworks report continues to be produced. In addition, a map based system for showing roadworks on the highway is being prepared. An internal system that will show the location of roadworks on the Borough's roads is in preparation by the Council's GIS Manager. There is also a proposal to prepare a regional streetwork map that would be managed by Gaist consultancy. This would initially cover Yorkshire and the North of England Traffic Manager's Groups.

**Table 3.3**

Criterion	Original Evidence	Update
a) How effective are the arrangements the authority has in place to gather accurate information about planned works and events?	Stockton has a robust system for gathering roadworks information. The Council receives and shares information every day with partners.	The EtoN 5 Notices from Utilities are fed directly onto the Streetworks Gazetteer. The Council's own major works and events are added to the gazetteer. The gazetteer is available to partners on the Council's website.
b) How does the authority organise planned works and events to minimise their impact and agree or stipulate their timing to best effect?	Use of updated EXOR Street Manager Process plan of consultative meetings	The quarterly Co-ordination of Streetworks meetings ensure that planned work is properly planned.
c) Does the authority provide access on demand to information, from the authority's systems for recording and co-ordinating utilities works and road works, to utility companies, contractors and adjoining authorities?	The spreadsheet of highway activities is available to utilities, neighbouring authorities and contractors.	Access to the Streetworks gazetteer is available to utility companies neighbouring authorities and contractors.

Criterion	Original Evidence	Update
d) Does the authority have, or aim to have, a good and timely source of information for road users?	The Council's website has a weekly Roadworks Report and links to public transport providers. A common website to show roadworks across the North East of England is being considered.	The Roadworks Report is published weekly. A regional website has been presented to North of England Traffic Managers Group.
e) Does this allow road users to choose a different route or mode of travel or to delay or defer their proposed journey?	There is information readily available to allow travellers to make informed choices. There is little real time information to advise of delays on the network.	The information sources have been maintained. The regional Website would allow real time information of delays on the network.
f) Does the authority work with a range of travel information providers and does it communicate through a wide range of channels?	See d) and e) above. Channels include internet, press and published timetables.	The information sources have been maintained.
g) What evidence has been provided to show how well the authority is meeting existing statutory obligations such as its contribution to the national street gazetteer?	EXOR Streetworks Manager automatically updates the national street gazetteer	The Streetworks Manager system has been updated to use EtoN 5 Notices.

### 3.4 Develop Contingency Plans for Managing Incidents

The Incident Management Plan sets out the processes for managing unplanned incidents on the highway. These include failure of the highway or equipment in the highway, road traffic accidents and adverse weather conditions. The responsibilities for managing the site of the incident, traffic around the incident and provision of information to the public and interested bodies are set out. The Incident Management Plan is included in the Annual Report as Appendix 2

Tactical Diversion Routes have been agreed with the Highways Agency. These detail the diversionary routes for emergency closures on the trunk road network. The routes have been signed using symbols on permanent advance direction signs.

The Highways Agency has also acquired Incident Response Vehicles. These are fitted with variable message signs to warn motorists of incidents of traffic hazards. They also have a stock of emergency signs, cones and equipment for acting as a first response to incidents on the Strategic Road Network. When not engaged in emergency response, the vehicles are used for routine verge maintenance and clearance duties.

**Table 3.4**

Criterion	Original Evidence	Update
a) Has the authority established contingency plans for dealing with situations outside the authority's control promptly and effectively, as far as reasonable practical?	Emergency Plan, Major Incident Plan and Winter maintenance Plan. Procedures for A19 trunk road network have been prepared by Autolink. The Council is in a position to act quickly to unplanned incidents. There are no formal plans or procedures to deal with unplanned incidents.	Tactical Diversion Routes have been agreed with Autolink for A19 and A-one for A66. Section 4 Agreements have been signed for the diversions. An Incident Management Plan has been prepared.
b) Has the authority provided evidence to demonstrate that all parties involved in making these contingency arrangements work have been, or are, fully consulted during their development?	Full consultation on Emergency Plan, Major Incident Plan and Winter Maintenance Plan.	The Incident Management Plan was presented at a Quarterly Streetworks Co-ordination Group meeting and comments requested.

Criterion	Original Evidence	Update
c) Have these parties the information they need to put the plans in to practise quickly?	Emergency Plan, Major Incident Plan and Winter Maintenance Plan are published as public documents.	The Incident Management Plan will also be published as a public document.

### 3.5 Effectively Monitor and Manage Traffic Growth.

Traffic growth is considered at a strategic level across the Tees Valley Region by the Tees Valley Joint Strategy Unit. Stockton Council carries out a regular programme of surveys across screenlines in the Borough. An Area Action Plan for managing traffic congestion is being prepared for the Tees Valley region. This is being led by the Highways Agency in association with the Tees Valley Joint Strategy unit and local Highway Authorities.

A Stress Map was prepared for the Local Transport Plan 2 in 2006. This has been updated and is included in the Annual Report as Appendix 3. As with the original Stress Map, delays have been categorised as medium (3 – 5 minutes) and high (5 minutes and above). The main areas of congestion that were identified were on A177 On the approach to Junction Road Roundabout and then through the Mile House junction. (am), in Ingleby Barwick during both peak periods, at Wolviston Interchange (am) and on Yarm Back Lane at its junction with Darlington Back Lane (both peak periods).

There have been improvements to the A177 Mile House junction to improve capacity. The A177 is also subject to improvements in the Bus Major Improvements Scheme that are designed to improve the reliability of bus services. The A689 corridor is subject to extensive development including a new regional hospital. As a result, there are plans for mitigation along the A689 that is designed to cope with expected traffic growth up to the design year of the hospital in 2019. Similarly, modelling has taken place on schemes to relieve congestion in Ingleby Barwick. Major developments such as an extended TESCO store and a commercial development on Queen Elizabeth Way will be required to contribute to these proposals as part of planning consents. Public consultation has taken place on a parking study for Yarm town centre that is expected to improve the supply of short stay parking on A67 Yarm High Street. If accepted, it is expected that the improved parking will reduce the need for motorists to hunt spaces from the A67 and ease the flow of traffic through the town centre.

**Table 3.5**

<b>Criterion</b>	<b>Original Evidence</b>	<b>Update</b>
a) What evidence has been given to show an authority has identified trends in traffic growth on specific routes?	Congestion is not currently a major issue, with exception of certain hot spots.	Regular traffic surveys on identified screenlines are undertaken. The Stress Map has been updated.
b) What policies have been put into place for managing incremental change?	Traffic growth across the Tees Valley Region is being tackled at a strategic level by Tees Valley JSU. Despite the success in restricting traffic growth, it is accepted that traffic will continue to grow.	Contact is maintained with the JSU at Tees Valley groups such as Chief Engineers Meetings and at Regional groups such as North of England Traffic Manager's Group.

### 3.6 Consult and Involve Stakeholders and Other Interested Parties

The Council has effective means of consulting and involving stakeholders. These have been expanded by the initiation of the Traffic Manager's Policy & review meeting. This allows the Traffic Manager to regularly review traffic management issues and incidents on the highway

**Table 3.6**

<b>Criterion</b>	<b>Original Evidence</b>	<b>Update</b>
a) What evidence is there to show that those responsible within the authority for exercising any power to regulate or co-ordinate the uses made of any road or part of a road in the road network are aware of, and act upon, the authorities responsibilities arising in relation to the Network Management Duty?	Processes to monitor work by Direct Services are being agreed. Monitoring of highway disruption caused by roadworks. Considering comments from stakeholders and local residents.	A quarterly Traffic Manager's Policy & Review meeting has been established. The Traffic Manager chairs this meeting to ensure the Council is fully meeting the Network Management Duty.

Criterion	Original Evidence	Update
b) Do authorities that are in two-tier areas liaise with all relevant departments in the second-tier organisations whose work affects the road network?	Not applicable	
c) Do authorities ensure that other types of authorities (eg. Planning Authorities) are aware of the duty and their impact on the movement of traffic?	Stockton-on-Tees, as a Unitary Authority is both Highway and Planning Authority. Representatives of the Traffic Manager are present throughout the planning process.	No change
d) What evidence is there to show that the authority takes actions that include consultation on initiatives, the sharing of information needed to meet the duty, processes for ensuring that policies are consistent and agreeing joint working arrangements, including the Highways Agency?	Attendance at NEHAUC meetings Quarterly meeting with stakeholders Procedure for co-ordinating roadworks	No changes
e) Has the authority involved the police, bus operators, the Traffic Commissioners, residents, local businesses and different road users where appropriate in decision-making processes?	See a) and d) above Officer's Traffic Group	No changes.

### 3.7 Ensure Parity between the Local Highway Authority and Others.

Direct Services have been providing Notices for planned works in the highway in the same manner as utilities. A new provider for managing EToN 5 notices is being sought. It is expected that the new provider will allow Direct Services to notice reactive work such as potholes to give greater parity with Utilities.

Performance indicators on the first four of the following categories has been collected and included in the Annual Report.

- % of works with agreed extensions

- % of works with unauthorised overruns
- % of works with an agreed early start request
- Number of remedial works carried out.

The fifth category refers to the issuing of Fixed Penalty Notices for poor performance in streetworks. The Council does not currently issue Fixed Penalty Notices and no record is kept of potential offences. This will change in 2010 when the Council will begin to issue FPNs. A record of potential offences will be kept from December 2009 and the Utility informed that their practice is liable to the issue of a FPN in future. The data will be available for the 2010 Annual Report.

**Table 3.7**

Criterion	Original Evidence	Update
a) Does the authority apply the same standards and approaches to their own activities as they do to those of others and do they provide evidence of this, particularly in relation to utilities street works and developer's works?	Utility Companies provide advance notice of all work (except emergencies). Direct Services provides details of planned work. However, unplanned, reactive work is not entered onto the streetworks register.	Direct Services now provide Notices for all major works. The contract for providing software management systems for the Streetworks Register is currently being renewed. It is expected that the new provider will enable systems for Direct Services minor streetworks to be Noticed.
b) Do they use locally determined indicators and where relevant any centrally developed key performance indicators?	DfT have established a Working Group to develop a suite of KPIs for the noticing regime.	KPIs on Streetworks performance has been collected and is published in the Annual Report.

# Section 4

## Performance Indicators

A number of Performance Indicators were set out in the Network Management Plan. These comprised a selection of National Indicators that are relevant to the Network Management Plan and LTP Indicators that are not covered by the National Indicators. In addition, there is now data being collected to measure performance in managing the performance in completing streetworks projects.

These indicators are considered in detail.

### 4.1 National Indicators

These are part of a basket of National Indicators used by the Council to determine its performance. The only indicators selected are relevant to the Network Management Plan.

Performance Indicator	2008/09 Outturn	2009/10 Target	2009/10 Q2 Comments
<b>NI47</b> People killed or seriously injured in road traffic accidents	77 casualties	60 casualties	45 people have been killed or seriously injured (KSI) in road traffic accidents within the Borough during Jan - Aug 2009, which is comparable to Jan - Aug 2008 (44). Based on historical data, we are anticipating a further 25 people will be KSI in road traffic accidents throughout 2009.
<b>NI48</b> Children killed or seriously injured in road traffic accidents	15 casualties	13 casualties	6 children have been KSI in road traffic accidents within the Borough during Jan - Aug 2009, an improvement of 40% compared to the same period of 2008 (10). Based on historical data, we are anticipating a further 2 children will be KSI in road traffic accidents throughout 2009.
<b>NI167</b> Congestion - average journey time per mile during the morning peak	Not available	TBC	Data will be provided by Department for Transport (DfT) to Highway Authorities on an annual basis. As this is a recent and, in some cases, locally produced data stream, data processing has taken more time than originally expected. 2008/09 data is now likely to be made available for all authorities by 25 January 2010 – in future years, data should be available in or around December.
<b>NI168</b> Principal roads where maintenance should be considered	2%	2%	The SCANNER surveys were carried out by our survey contractor, Yotta, week commencing 7 September 2009 and we are scheduled to receive results by Christmas.

Performance Indicator	2008/09 Outturn	2009/10 Target	2009/10 Q2 Comments
<b>NI169</b> Non-principal roads where maintenance should be considered	3%	3%	The SCANNER surveys were carried out by our survey contractor, Yotta, week commencing 7 September 2009 and we are scheduled to receive results by Christmas.
<b>NI175</b> Access to services and facilities by public transport, walking and cycling: (1) Hospitals (2) Surgeries (3) Primary Schools (4) Secondary Schools (5) Further Education	(1) 97% (2) 98% (3) 98% (4) 96% (5) 97%	(1) 98% (2) 98% (3) 98% (4) 97% (5) 98%	Outturn data is produced by the Tees Valley Joint Strategy Unit (JSU), who then collate performance information for four authorities within the Tees Valley and distribute outturn data to the respective Local Transport Plan (LTP) Managers. 2009/10 outturn is expected to be released in January 2010.
<b>NI176</b> Working age people with access to employment by public transport (and other specified modes)	81%	81%	DfT state that datasets should be available in Spring 2010; however, in practice data is usually available in May / June 2010.
<b>NI177</b> Local bus and light rail passenger journeys originating in the authority area	10,465,386 journeys	9,717,001 journeys	Patronage data comes from annual returns from bus operators within the Stockton area and is expected May / June 2010.
<b>NI178</b> Bus services running on time: (1) % of non-frequent scheduled bus services starting route on time at intermediate time points (2) Average excess waiting time (minutes) on frequent service routes	(1) 74% (2) 0.83 minutes	(1) 77% (2) 0.85 minutes	Bus punctuality within Stockton is measured from observations made by surveyors standing near to bus stops. Technical Services Traffic Surveys Team will conduct a snapshot survey of bus punctuality in March 2010 (using a methodology approved by the DfT). The 2009/10 outturn is then analysed and will be made available in June 2010.

Performance Indicator	2008/09 Outturn	2009/10 Target	2009/10 Q2 Comments
<b>NI185</b> CO2 reduction from Local Authority operations	31,783 tonnes	8.5% reduction 2,701.6 tonnes	<p>2008/09 carbon emissions baseline has been confirmed as 31,783 tonnes. Using this figure as a baseline, we are targeting an 8.5% reduction in CO2 emissions from local authority operations in 2009/10.</p> <p>Billingham Forum, one of the larger energy users within the Authority, is currently undergoing refurbishment (meaning there will be minimal energy consumption recorded from the Forum during this financial year). This will have a positive impact on the Authority meeting the 2009/10 target.</p> <p>Stockton to report 2009/10 performance directly to Defra, using the Excel spreadsheet tool, by 31 July 2010.</p>
<b>NI186</b> Per capita reduction in CO2 emissions in the Local Authority Area	12.4% reduction from 2005 baseline	11.0% reduction from 2005 baseline	<p>The NI186 2009/10 outturn figures, released on 17 September, show that Stockton achieved a 7.3% reduction in carbon emissions in 2007 (compared to the 2005 baseline).</p> <p>2007 carbon emissions data were released by Department for Energy and Climate Change (DECC) on 17 September 2009. At the same time, revised data for 2005 and 2006 was published, meaning that Stockton's 2008/09 reported outturn (20.8% reduction) is no longer accurate (2008/09 outturn is now a 12.4% reduction against 2005 baseline). The target is not relevant given the change in baselines.</p> <p>Of note: Over the last 12 months, historical emissions data has changed three times.</p>

Performance Indicator	2008/09 Outturn	2009/10 Target	2009/10 Q2 Comments
<b>NI198</b> Children travelling to school – mode of transport usually used: % transported to school by car/van/taxi	25.1%	22.5% NB: not comparable outturn for 2008/09	2008/09 outturn has been changed to reflect receipt of verified outturn data from DfT on 7 September 2009. Performance changed from 24.4% (provisional) to 25.1% (verified) as special schools were not included as part of the provisional calculation. Furthermore, a data cleansing exercise conducted by DfT ensured that the validated data was accurate. Therefore, the 2008/09 outturn is not comparable with the target, which was set based on the provisional outturn. With this in mind future targets are to be renegotiated as part of the LAA refresh process in December 2009. Provisional 2009/10 performance data will be available in February 2010 with confirmed outturn data released in September 2010 by DfT.

## 4.2 Local Transport Plan Indicators

The Local Transport Plan 2006/2011 also included a range of performance indicators in addition to the National performance Indicators. Some of the LTP indicators are now covered by National Indicators. The remainder are included in the Network Management Plan. .

Performance Indicator	Baseline data	2008/09 Outturn	2009/10 Target	2009/10 Q2 Comments
<b>3.2.1.1 LTP 2</b> Change in Area-wide vehicle kilometres	2004 1,512	Not available	1,641	Change in area wide vehicle kilometres (millions) on Council managed roads (based on 5 year moving average). The data for this indicator is supplied by DfT. The latest data available is the 2007 outturn of 1,547
<b>3.2.1.2 LTP 3</b> Number of cycle trips	2004/05 1,212	1,477	1,717	Total number of weekday cycle trips recorded at 18 permanent count sites within the Borough.

Performance Indicator	Baseline data	2008/09 Outturn	2009/10 Target	2009/10 Q2 Comments
<b>3.2.1.3</b> <b>3.2.1.4 LTP 4</b> Mode Share of journeys to school – usual mode of travel to schools within the Borough with authorised travel plans in place.	Walking 64% Cycling 2% Car 21% Bus 12%	Walking 58% Cycling 2% Car 24% Bus 11%	Walking 66% Cycling 4% Car 17% Bus 12%	Baseline set in 2007/08.
<b>3.2.1.5 LTP 6</b> Changes in peak traffic flows to urban centres.	Billingham 3,825 Stockton 17,481 Thornaby 3,278 Yarm 4,557	Billingham 3,828 Stockton 16,925 Thornaby 3,987 Yarm 3,796	Billingham 3,825 Stockton 17,481 Thornaby 3,278 Yarm 4,557	Data only available from 2006/07 onwards. It is too early to determine whether current performance is indicative of a longer term trend.

#### 4.3 Streetworks Indicators

In order measure the Council's performance in managing streetworks activity, a number of performance indicators have been selected. Data for these indicators has only recently been available and will not be readily available until new software to manage streetworks is in place. However, it has been possible to manually extract data for the period August 2008 to July 2009 for four of the indicators.

Performance Indicator	2008/09 Outturn	2009/10 Target	2009/10 Q2 Comments
<b>3.2.1.6 Streetworks 1</b> 3.2.1.7 % of works with agreed overruns	362 (6.1%)		There were 5886 streetwork entries in the surveyed period
<b>Streetworks 2</b> % of works with unauthorised overruns	2 (0.03%)		There were 5886 streetwork entries in the surveyed period
<b>Streetworks 3</b> % of works with an agreed early start request	393 (6.7%)		There were 5886 streetwork entries in the surveyed period

Performance Indicator	2008/09 Outturn	2009/10 Target	2009/10 Q2 Comments
<b>Streetworks 4</b> Number of remedial works carried out	47 (0.8%)		Breakdown of remedial works <ul style="list-style-type: none"> <li>• Northumbrian Water 16</li> <li>• Gas 5</li> <li>• BT 19</li> <li>• Electric 5</li> <li>• Virgin 2</li> </ul>
<b>Streetworks 5</b> % of Notices for which FPN could be given.	No data		The Council does not currently issue Fixed Penalty Notices for streetworks. Therefore, no record has been made of poor practise that would warrant a Fixed Penalty Notice

No targets for the Performance Indicators are available at present. The figures extracted from the data will form baseline data on which to base progress. The Council is part of a Benchmarking Club that is lead by Durham County Council. The Benchmarking Club will set sensible targets for the Performance Indicators and they will be incorporated into the Performance Indicator tables for future Annual Reports.

Streetworks Indicator 5 refers to Fixed Penalty Notices for Streetworks. As Streetworks are considered to be well managed and the Electronic Transfer of Notices system well respected, there has been no pressure to use FPNs. However, in line with other authorities in the Durham Benchmarking Club, the Council will begin to use FPNs during 2010. A record of potential FPN offences will be taken from December 2009. Utilities will be warned that their performance could incur penalties when the system becomes live. There should be baseline data for the Streetworks 5 Performance Indicator in the 2010 Annual Report.

# Section 5

## Action Plan

The Network Management Plan has a table of Key Activities. This table is updated to reflect the Council's activities and initiatives during 2009.

**Table 5.1**

<b>Key Activity/Initiatives</b>	<b>Deliverables</b>	<b>Timescale</b>	<b>Update</b>
Raise awareness of future developments in respect of impact of the network.	Cabinet Report	May 2008	Complete
Review existing structures and establish Traffic Management Plan "Co-ordination and Performance Group".	New structure for Technical Services Division	April 2009	Capacity Review complete. Traffic Manager's Policy & Review Group
Attend NETMG meetings. Assist in preparation of National Performance Indicators and participate in trials	Northumbria CC to represent NETMG in national DfT forum	Ongoing	Quarterly meetings attended. Middlesbrough Council now representing NETMG at National Forum.
Attend NEHAUC, Cross-Boundary and internal co-ordination meetings to determine Strategies, co-ordinate and manage streetworks	Minuted meetings to demonstrate Network Management Duty	Ongoing	Quarterly meetings attended
Develop a network hierarchy by level of use and function and keep it regularly under review. "Red" traffic sensitive routes to be identified.	Highways hierarchy circulated to all Service Groups	September 2008	Network hierarchy established.
Update EXOR software to accommodate ET0N 4 noticing system. Amend processes to deal with new system.	Improved noticing system for streetworks.	June 2010	ET0N 5 software now in use. Contract for providing ET0N software to be renewed.
Agree processes for "noticing" Direct Service's works on the highway. Develop EXOR to manage internal notifications. Achieve parity with Utility companies.	Parity of Direct Services and Utility noticing procedures.	August 2010	All planned Service Stockton works now "Noticed". New provider of ET0N software to improve noticing for routine Service Stockton works

<b>Key Activity/Initiatives</b>	<b>Deliverables</b>	<b>Timescale</b>	<b>Update</b>
Prepare contingency plans for events on the "red" traffic sensitive routes. Agree plans with Partners to include Direct Services, Utility Companies, and Police.	Agreed set of contingency plans.	April 2009	Incident Management Report prepared.
Prepare log of unplanned incidents that require action by the traffic authority and monitor entries.	Log of unplanned incidents.	September 2008	Unplanned incidents reported to Traffic Manager's Policy & review Group.
Collect, analyse and publish data relating to Performance Indicators for Network Management Plan. Establish base levels and targets for indicators.	Tables of performance against agreed performance indicators.	December 2009	Performance Indicators relating to network Management Plan included in Annual Report
Obtain and verify ITIS data for calculation of NI 167 "Congestion". Update "Stress Map" annually.	Trends for congestion in the Borough	December 2008	Data now to be obtained from TrafficMaster. First set of data released March 2010 Stress Map updated in Annual Report
Place Network Management Plan on Council website. Update weekly Roadworks report	Public information on Network Management Duty	September 2008 Ongoing	Network Management Plan available on Council website Weekly Roadworks Report published.
Prepare annual report of Traffic Management Duty to show results of; <ul style="list-style-type: none"> <li>• Monitoring</li> <li>• Managing</li> <li>• Improving</li> </ul> The Highway Network.	Annual Network Management Plan Report	December 2008	Complete. Annual Report published.

<b>Key Activity/Initiatives</b>	<b>Deliverables</b>	<b>Timescale</b>	<b>Update</b>
Assist Tees Valley JSU in preparing improvement schemes for the strategic network. <ul style="list-style-type: none"> <li>• A19/A66/A174 Development Study</li> <li>• ITS</li> <li>• "Congestion Busting" cameras</li> <li>• Portrack Access Study</li> </ul>	Bids for funding for highway improvements designed to reduce congestion.	Ongoing	<ul style="list-style-type: none"> <li>• Tees Valley Area Action Study report prepared.</li> <li>• ITS being led by Middlesbrough Council.</li> <li>• Congestion cameras included in ITS project.</li> <li>• Portrack Access Study continuing.</li> </ul>

In addition to the ongoing items from the previous table, the following activities and initiatives have arisen during 2009.

**Table 5.2**

<b>Key Activity/Initiatives</b>	<b>Deliverables</b>	<b>Timescale</b>	<b>Update</b>
The contract with EXOR for the management of the EToN 5 noticing system is currently out for tender. Appointment of new software provider for EToN 5 system	New provider accepted. New provider active.	April 2010 July 2010	New provider approved June 2010. Active September 2010.
The Council will start to issue Fixed Penalty Notices for streetworks. Inspectors will initially issue warnings to contractors.	Issue warnings Issue FPNs	December 2009 April 2010	Inspectors issuing warning. FPN to be issued September 2010.
Place map based information of streetworks on website. Internal system being developed from EToN Notices NETMG liaising with Gaist Consultants to provide free system in North of England and Yorkshire.	Internal system from GIS Manager Regional system from external provider.	June 2010 April 2010	Regional system with Middlesbrough Council to progress. EXoR system demonstrated within Stockton. Traffic Manager.
Obtain and verify TrafficMaster data for calculation of NI 167 "Congestion".	Data to be provided by DfT to JSU for Tees Valley Authorities	Early 2010	Data provided March 2010. Baseline data for journey time 26m.p.h. To be monitored for 2010.

<b>Key Activity/Initiatives</b>	<b>Deliverables</b>	<b>Timescale</b>	<b>Update</b>
Update "Stress Map" annually.	Arrange surveys of selected junctions.	September 2010	Surveys to take place October/November 2010.
Prepare annual report of Traffic Management Duty to show results of; <ul style="list-style-type: none"> <li>• Monitoring</li> <li>• Managing</li> <li>• Improving</li> </ul> The Highway Network.	Update of 2009 Annual Report	December 2010	Preparation of Annual Report is programmed to begin in September.
Assist Tees Valley JSU in preparing improvement schemes for the strategic network. <ul style="list-style-type: none"> <li>• Area Action Plan</li> <li>• ITS</li> <li>• Portrack Access Study</li> <li>• Connect Tees Valley</li> </ul>	<ul style="list-style-type: none"> <li>• Publish AAP report</li> <li>• Agree ITS strategy for Tees Valley</li> <li>• Progress Study with external consultants.</li> <li>• Accessibility study</li> </ul>	Spring 2010  Ongoing  Summer 2010  Ongoing	Area Action Plan now in place and will be regularly updated. AECOM report published in March 2010 by Middlesbrough Council Report now done  Phase II on hold pending review.
Agree standard procedure for TTRO at railway crossings.	Draft procedure prepared for NETMG	March 2010	Traffic Manager

The Deliverables and Timescale columns of the tables provide an Action Plan for 2010.

# Section 6

## Conclusions

A Network Management Plan for Stockton-on-Tees was produced in 2008. This included a commitment to producing an Annual Report to show how the authority was monitoring, managing and improving the highway network. The Plan was set out in relation to the Intervention Criteria prepared by the Department for Transport. These are the factors that would be considered to assess the authority's performance in meeting the Network Management Plan. The Plan also gave a number of Performance Indicators that are relevant to the Network management Duty. The results of the PIs have been included in the Report to give baseline figures for future reports. An additional set of Network Management indicators have been added to reflect activity in managing streetworks.

### 6.1 Monitoring

- Internal monitoring systems have been established. The most important is the Traffic Manager's Review and Performance meeting. This meets quarterly to discuss progress against the performance criteria and incidents that have occurred in the preceding quarter.
- External monitoring also takes place with the North of England Traffic Manager's Group. Other external groups include a cross-boundary group for Tees Valley authorities and the North of England Highway Authorities and Utilities Co-ordination.
- A series of Performance Indicators have been established to monitor the Network Management Duty. These include National Indicators that are relevant to the Duty, LTP Indicators that are not covered by

National Indicators and Network Indicators associated with streetworks. The results are considered as baselines for future reports.

- An important Performance Indicator is NI 167 "Congestion" which gives journey times for main routes to urban centres within the Borough. This data should be provided by the Department for Transport. However, no data for the Tees Valley Authorities has been received.
- A Stress Map was prepared for the 2006/11 Local Transport Plan. This has been updated.

### 6.2 Management

- Streetworks are co-ordinated across the Borough to reduce the effects of the work on the travelling public. This is managed using the Electronic Transfer

of Notices. A register of streetworks is compiled to which planned events are added. The system was updated in 2009 to operate ETON 5 software. A new



contract for the management of the EToN 5 system is out for tender. The new provider is expected to include systems for “noticing” minor streetworks by Direct Services in order to match the performance of Utility companies.

- Compliance with the EToN procedures will be monitored to include early starts and late finishes to work. Penalty Notices will be issued against individual Utilities that work in contradiction to the noticing procedures.
- Performance Indicators of compliance with EToN notices are being prepared. These will cover the following areas: -

% of works with agreed extensions

% of works with unauthorised overruns

% of works with an agreed early start request

Number of remedial works carried out

% of works for which a Fixed Penalty Notice could be issued

The baseline data is being collected for a Benchmarking Club organised by Durham CC. Early indications are that streetworks are well managed with 6% arranging extensions or early starts with only 0.03% having unauthorised overruns. Less than 1% of work required remedial action.

- A hierarchy of roads on the network has been produced.
- A Contingency Plan has been prepared for incidents on “red” traffic sensitive routes. The Plan has been passed to Utility for comment.

- A weekly Roadworks Report is produced and published on the Council’s website and in local press.



### 6.3 Improvements.

The Electronic Transfer of Notices system has been updated to the EToN 5 system. A tender process is underway to renew the contract for managing the EToN system. It is expected that this will include the management of notices by Direct Services for routine streetworks. At present, Direct Services do not “notice” their work in the same way as utilities. There is a need for parity between the procedures of the utilities and the Council’s own staff.

- Tees Valley JSU is preparing improvement schemes for the Tees Valley. These include an Area Action Plan for A19/A66/A174, Portrack Access Study, and Intelligent Transport Systems. A proposal for “Congestion Busting” cameras has been included in the ITS project and is being led by Middlesbrough Council. The initial report on the Area Action Plan is due to be published in December 2009. Portrack Access Study and the ITS project are still at initial stages. An accessibility study, Connect Tees Valley has commenced across the Tees Valley Region.
- A Major Bus Improvement Scheme has received central government grant funding. There will be schemes to reduce delays on the network

by constructing major highway improvements or by providing bus priority. This will improve the reliability of bus services and facilities for passengers. It is expected that the satisfaction rating for public transport will be raised.

- The Congestion Stress Map for 2009 has shown areas where delays are occurring. The Council has proposals to reduce congestion in Ingleby Barwick and along the A689 corridor. These are attached to planning applications being determined by the Council as Planning Authority. There are proposals to improve the traffic conditions in Yarm town centre by improving the parking provision. The A177 corridor has had junction improvements at the key junction of The Mile House. There are major improvements to bus services planned that will reduce the need to use private vehicles.
- There is an aspiration to improve the information on streetworks provided for travellers. The GIS Manager is preparing a process to show EToN 5 Notices as a layer on the Council's mapping system. This will be available to members of the public from the Council's website. All streetworks will be shown with a suitable icon and background information of the type of works and programme can be obtained from the site.
- Yorkshire Traffic Managers Group has agreed to collaborate with Gaist consultancy to produce a regional map for streetworks. This will also be map based from EToN 5 information, but will seamlessly cover highways across all the Yorkshire authorities. The North of England traffic Managers Group have been approached by Gaist Consultancy to add their data to the system and provide a unified, map based system for the east of England from the Scottish border to

Lincolnshire. This is being actively considered by the North of England authorities.

## 6.4 Summary

The Network Management Duty monitored and managed by Stockton-on-Tees Borough Council. Improvements to the performance have been identified and are being actively pursued.



# Appendix 1

## Technical Services Establishment

### Development & Neighbourhood Services Technical Services



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# Appendix 2

## Major Incident Management Plan

Disruption of traffic flow on the highway network occurs for a number of reasons. The more usual causes are planned work on the highway or events. As these are programmed in advance, the maintenance work and events can be co-ordinated to minimise the impact on the travelling public. Traffic management is an important element in the planning of works and events on the highway to ensure adequate provision is made for pedestrians, cyclists and vehicles and that diversionary routes are free from obstruction.

However, disruption also occurs from unplanned incidents. Highway incidents disrupt the normal operation of the transportation system. These events require a response by one or more agencies for the purpose of rescue, control, and/or mitigation. Highway incidents happen at random with little or no advance warning and vary widely in severity, from a minor crash involving a single agency response (e.g., police), to a natural disaster or other catastrophe that requires a multi-agency response across a number of disciplines. Responders often have numerous responsibilities at the scene of an incident, addressing victim injuries, property and infrastructure damage, responder safety, and traffic flow. A highway incident can also contribute to problems away from the scene, including congestion delay, the occurrence of secondary incidents, and other threats to public safety.

Clearing incidents safely and quickly depends on developing coordinated operations. Incident management requires a coordinated and planned cross-functional, multidisciplinary approach to restore traffic to normal conditions after an incident occurs, and to minimise the delay caused by the resulting disruption to traffic flow. It involves an identifiable series of activities, which can be carried out by personnel from a variety of response agencies and

organisations.

### Incident Management

The incident management process can be characterised as a set of activities that fall into the following seven categories, but do not necessarily take place in this sequential order.

**Detection** is the process by which an incident is brought to the attention of the authority responsible for maintaining traffic flow and safe operations on the highway network. This can occur by telephone call, police patrols, email etc.

Incident victims are most vulnerable from the time of the incident until the first responder arrives. Traffic is also likely to be most disrupted during these initial moments of the incident. The more quickly an incident is detected, the more quickly the appropriate response can be dispatched.

Quick response minimises the exposure of those involved in the incident, speeds the implementation of traffic control, reduces the duration of the restricted traffic flow, and minimises overall incident impact.

**Verification** entails confirming that an incident has occurred, determining its exact location, and obtaining as many relevant details about the incident in order to dispatch the proper initial response. Regardless of how the incident is verified, the goal is to quickly confirm the incident location and to gather as much information as possible to determine what resources to send to the scene.

**Response** entails deployment of the appropriate personnel, equipment, communication links, and motorist information media as soon as it is certain that an incident has occurred. Appropriate response requires understanding the incident's nature, scope, as well as understanding the steps and resources necessary to clear it and restore normal highway conditions.

Incident management programmes should have personnel lists and contact numbers, as set out in the Stockton-on-Tees Key Initial Contact List. These resources can speed response and reduce incident duration by providing responders and dispatch personnel with a consolidated, readily available data source.

**Traffic Information** involves activating various means of disseminating incident-related information to affected motorists through local radio broadcasts, variable message signs, etc.

Motorist information should be provided as early in the incident management process as possible and should continue until the incident has been cleared and the traffic backup has dissipated. Motorist information supports incident response and clearance in the following ways by:

Reducing traffic demand at and approaching the scene

Reducing secondary incidents

Improving responder safety on scene

Traffic reports on local radio have been a traditional means by which motorists receive traffic information, including incident-related warnings. A co-operative

effort between public service providers and radio stations can provide benefits to both. In co-operating, the public service providers can communicate important incident-related information to motorists, who will be more prepared and perhaps able to avoid the incident scene. In turn, the radio stations obtain accurate information for their listeners.



To be most effective, public information should be consolidated and provided to the media from a single source, which saves the media time, and thereby gets information out to the motoring public more quickly.

**Site Management** is defined as the process of

Accurately assessing incidents,

Properly establishing priorities,

Notifying and coordinating with the appropriate agencies and organisations, and

Maintaining clear communications with each responder.

Ensuring the safety of response personnel, incident victims, and other motorists is the foremost objective of site management. To be effective, responders and commanders at the incident site need accurate information about the incident's

current status, overall progress toward clearance, and the equipment needed to complete the process. Effective site management requires continual assessment of the site and the needs of the responders.

Effective site management also requires understanding and respect for the priorities of other responders while working together cooperatively and productively. Regular planning, training, and communications with other responders produce the best results.

Those managing the incident site must also have enough authority to determine courses of action, commit resources, and otherwise do their jobs without having to wait for guidance or approval from superiors who are not on site.

**Traffic Management** is the application of traffic control measures at the incident site and on routes to which traffic may be diverted. The goals are to minimise traffic disruption while maintaining a safe workplace for responders. Traffic control measures can be categorised into those that are intended to improve traffic flow past the incident scene and those that are intended to improve traffic flow on alternative routes.

Techniques to improve flow past the incident include the following:

Establishing point traffic control at the scene,

Managing the highway space (opening and closing lanes, blocking only the portion of the incident scene that is needed for safety, staging and parking emergency vehicles and equipment to minimise impact on traffic flow), and

Deploying appropriate personnel to assist in managing traffic

Techniques to improve traffic flow on alternative routes include:

Actively managing traffic control devices (eg traffic signals) in the areas where traffic flow is affected by the incident, and

Designating, developing and operating alternative routes.

Both categories are important, however, it is critical that safe traffic control at the incident scene be established as quickly as possible. The management and control of traffic at and around an incident scene plays a significant role in determining the overall impact of the event.

Responders who may be responsible for establishing traffic control at incident scenes need to have material and equipment available, or to know where it can be found.

Those responsible for modifying traffic control devices to improve traffic flow on routes affected by the incident must be familiar with the functionality of traffic control devices and how to operate them. If alternative or diversion routes will be used, they must be planned, and those who will implement the routes must know how.

**Clearance** is the process of removing vehicles, debris, spilled material, and other items from the highway and the immediate area in order to return highway capacity to normal levels. The objectives of improved incident clearance are to:

Restore the roadway to its pre-incident capacity as quickly and safely as possible,

Minimise motorist delays,

Make effective use of all clearance resources,

Enhance the safety of responders and motorists,



and

Protect the highway system and private property from unnecessary damage during the removal process

Clearance is the most critical step in managing incidents due to the length of time required to remove obstructions and restore traffic flow.

Efficient management and coordination of the responses during incident management is essential to reducing the negative impact of incidents on safety and traffic flow, but coordinating the different agencies can be challenging, given their diverse functions and individual goals. The organisations typically involved with most incidents are emergency services, highway authorities, hazardous materials cleanup services and towing and recovery companies.

Unfortunately, traffic incident management is not the core purpose of any one response agency. The stakeholders involved in an integrated system of incident management often have divergent goals and may have distinct tools for achieving these goals. Viewed from the perspective of the ambulance service the safe and effective removal of injured occupants from a motor vehicle crash may be the top priority whereas police and the fire brigade are principally concerned with scene safety and investigation. Traffic managers are simultaneously concerned with the removal of the disabled vehicle to re-establish adequate flow and reduce congestion.

## Major Incidents

Where an incident is deemed to be a major incident the Cleveland Emergency Planning Unit take complete responsibility for all aspects of incident control.

Cleveland E P U provides an emergency planning service to the four local authorities within the Tees Valley. The term “major emergency or incident” is a generic label that can be applied to a wide range of disruptive challenges be they slow onset or sudden impact, crisis or disaster. Following the declaration of a major incident or where requested in any other emergency situation the Local Authority acts in support and in partnership with the emergency services. The definition of a major emergency as defined in the booklet “Responding to Emergencies” issued by the Cabinet Office is:

“Any event or circumstance (happening with or without warning) that causes or threatens death or injury disruption to the community or damage to property or to the environment on such a scale that the effects cannot be dealt with by the emergency services, local authorities and other organisations as part of their normal day to day activities”.

Where a major incident is declared Stockton-on-Tees Borough Council will respond in accordance with the Middlesbrough Council Major Incident Plan and the Cleveland Emergency Planning Unit Major Incident Procedure Manual.

## Response to Incidents

In the event of an Incident the Service will provide the following functions: -

1. Arrange to call all staff to duty who are considered necessary to respond to the incident.
2. Direct the repair of highways, street lighting and the council’s drainage systems.
3. Ensure the preparation and implementation of road closures and traffic diversions.

4. Ensure the maintenance of traffic signals.
5. Establish transport routes.
6. Provide access to appropriate records for highways, drainage and bridge structures.
7. Provide assistance with the inspection of dangerous buildings and other structures.

The procedures for site management and site clearance are set out according to the type of incident. This is a secondary procedure to be used in conjunction with any other procedure where an incident causes an obstruction to the highway or a danger to highway users.

Following detection of an incident, Council employees, emergency services or statutory undertakers to inform Contact Centre. Other agencies or members of the public will automatically be passed to Contact Centre.

### Office Hours

1. Contact Centre to alert Direct Services and Technical Services (for the information of the Traffic Manager)
2. Direct Services to attend site and assess the incident to determine the area of highway affected and requiring closure.
3. Direct Services to arrange for barriers to close off the road/footpath concerned, along with corresponding temporary road traffic signs.
4. Direct Services to inform Technical Services (for attention of Traffic Manager).

5. Traffic Manager to approve traffic management and diversionary route.
6. Traffic Manager to contact emergency services, bus companies and Public Relations to advise of closure/diversions.

### Out of Hours

1. Contact Centre to contact Officer from Direct Services to assess the incident to determine the area of highway affected and requiring closure.
2. Direct Services to attend site and assess the incident to determine the area of highway affected and requiring closure.
3. Direct Services to arrange for barriers to close off the road/footpath concerned, along with corresponding temporary road traffic signs.
4. Obtain Police assistance and agree suitable highway closure area, and diversion routes if necessary and request Police to provide temporary closure of highway until Direct Services arrive with barriers, lights etc.
5. Advise Police Control Room of closure/diversions for dissemination of information.
6. Advise Traffic Manager of action taken at earliest opportunity.

Business Support Team in



# Appendix 3

## Congestion Stress Map

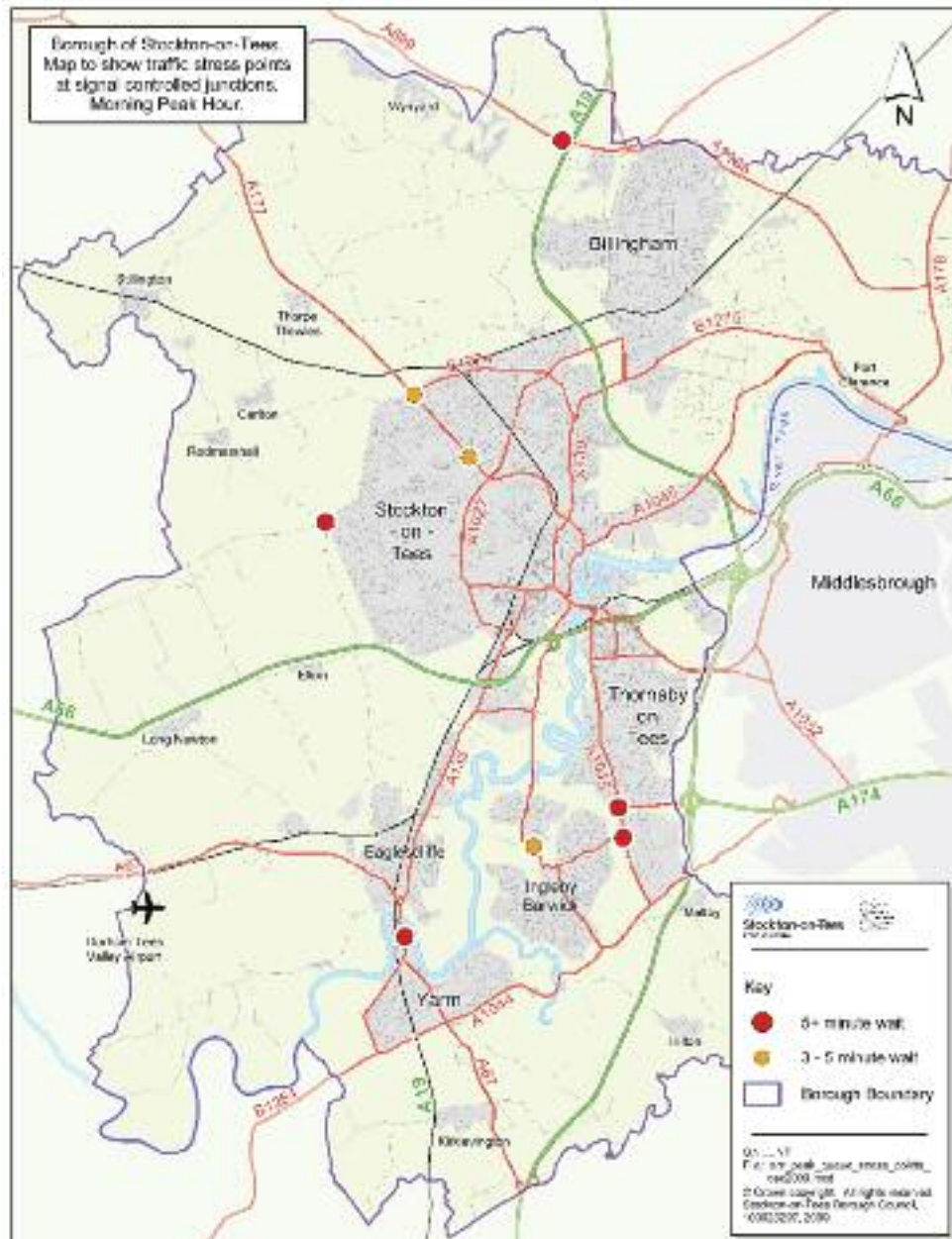
Surveys were conducted in November 2009 to establish vehicular delay at junctions where congestion is suspected. The following table contains the junctions at which congestion was identified. The results have been shown on the Congestion Stress Maps for the morning and evening peak periods.

As trunk roads are not part of the local highway network, they have not been included in the surveys.

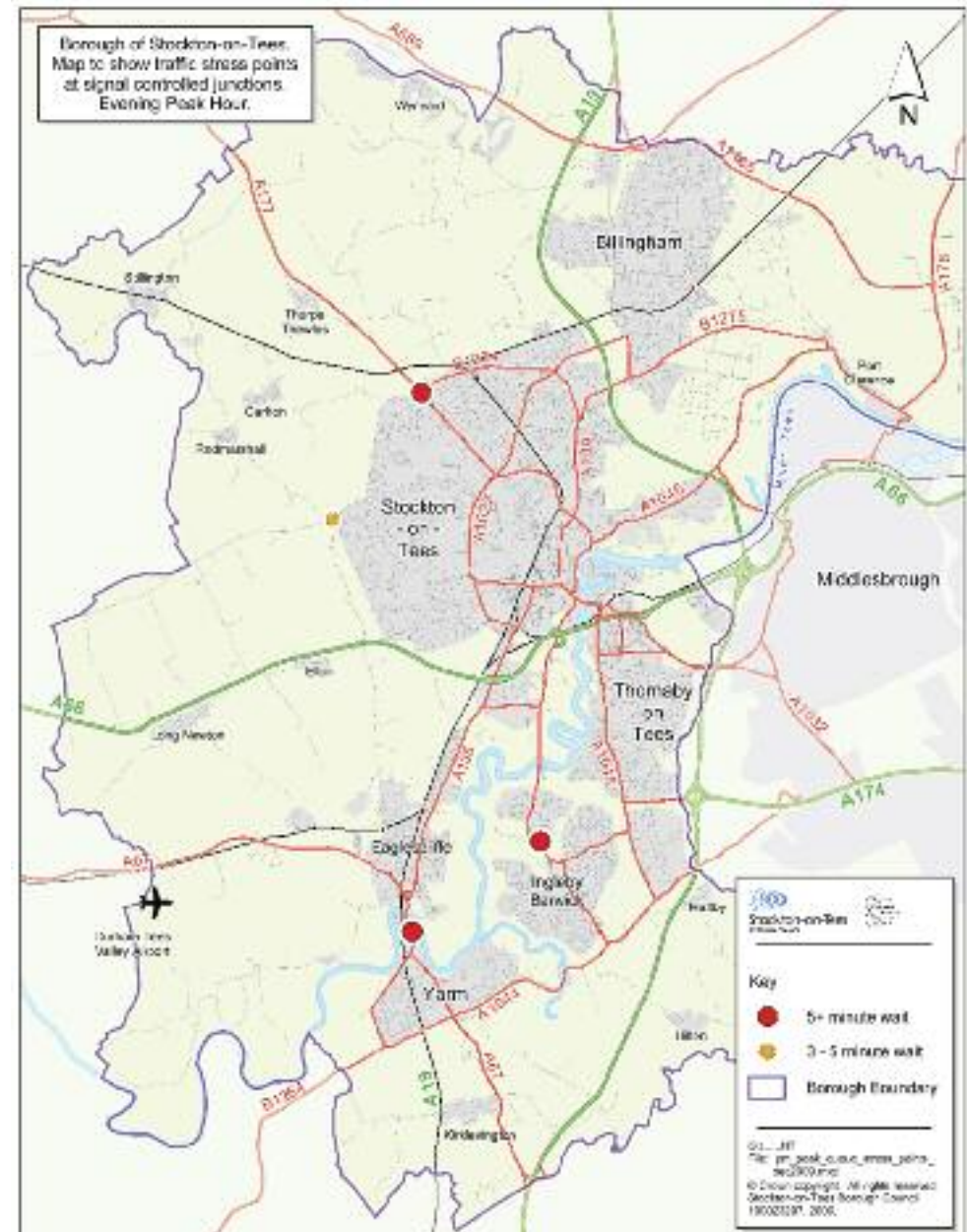
	Junction		Peak Period	Delay (min)
3 – 5 Minute Delays				
1	A177, Durham Rd/Harrowgate Lane/Junction Rd	A177 Durham Road southbound	am	3:13
2	A177, Durham Rd/Darlington Lane	A177 Durham Road Southbound	am	3:00
3	A177 Durham Road/Darlington Lane	Darlington Lane eastbound	am	3:47
4	Broom Hill Roundabout	Myton Way northbound	am	3:01
5	Yarm High Street @ Town Hall	southbound	am	4:41
6	Yarm Back Lane/Darlington Back Lane	Yarm Back Lane northbound	pm	3:56

	Junction		Peak Period	Delay (min)
Over 5 Minute Delays				
7	Wolviston Interchange	Coal Lane eastbound	am	7:54
8	Thornaby Road/Parkway Extension	Thornaby Road, northbound	am	5:19
9	Yarm High Street @ Town Hall	northbound	am	5:12
10	Yarm Back Lane/Darlington Back Lane	Yarm Back Lane	am	7:38
11	A177, Durham Rd/Harrowgate Lane/Junction Rd	A177, Durham Road northbound	pm	4:53
12	Ingleby Way/Myton Way	Myton Way, southbound	pm	6:03
13	Broom Hill Roundabout	Myton Way, northbound	pm	4:21
14	Yarm High Street @ Town Hall	southbound	pm	8:28

## Congestion Stress Map am

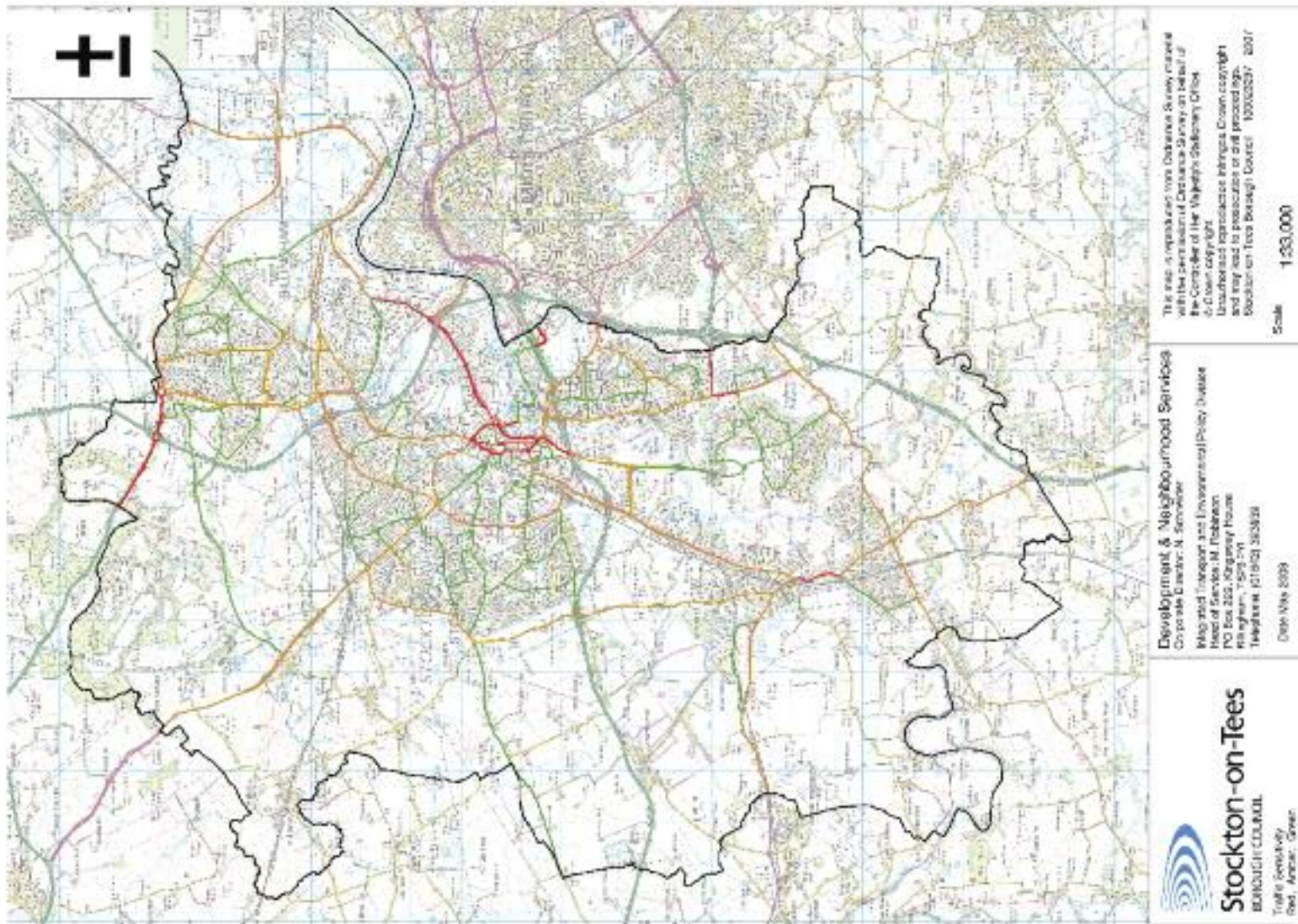


## Congestion Stress Map pm



# Appendix 4

## Highway Categories



# Appendix 5

## National Highways & Transportation Survey

Indicator Reference	Benchmarking Indicator	Score (out of 100)	Ranking (of 76)	Scope to Improve	UA rank (of 31)	Year on Year
	01. General KBI					
KBI 01	Overall Satisfaction with Highways and Transport (against local importance)	59.03	10	+2.81	4	
KBI 02	Overall Satisfaction with Highways and Transport (against national importance)	58.95	10	+2.67	4	
	02. Accessibility KBI					
KBI 03	Ease of Access to Key Services (All People)	78.30	30	+4.70	14	
KBI 04	Ease of Access to Key Services (People with disabilities)	74.04	23	+5.88	11	
KBI 05	Ease of Access to Key Services (No car households)	72.32	60	+12.17	22	
	03. Public Transport KBI					
KBI 06	Overall Satisfaction with Local Bus Services	58.61	46	+15.69	18	
KBI 07	Satisfaction with Local Bus Services (BVPI 104)	55.07	47	+21.60	17	
KBI 08	Satisfaction with Local PT Information (BVPI103)	44.28	46	+19.83	14	
KBI 09	Satisfaction with Local Taxi (or mini-cab) Services	67.00	36	+10.15	19	
KBI 10	Overall Satisfaction with Community Transport, eg Dial-a-Ride and volunteer cars.	56.04	63	+7.76	27	
	04. Walking/ Cycling KBI					
KBI 11	Overall Satisfaction with Pavements and Footpaths	57.66	24	+12.09	12	
KBI 12	Satisfaction with specific aspects of Pavements and Footpaths	58.27	12	+7.85	5	

Indicator Reference	Benchmarking Indicator	Score (out of 100)	Ranking (of 76)	Scope to Improve	UA rank (of 31)	Year on Year
KBI 13	Overall Satisfaction with Cycle Routes and Facilities	58.71	4	+9.27	4	
KBI 14	Satisfaction with specific aspects of Cycle Routes and Facilities	49.21	30	+9.60	17	
KBI 15	Overall Satisfaction with The Local Rights of Way Network	57.40	51	+5.36	20	
KBI 16	Satisfaction with specific aspects of The Local Rights of Way Network	51.58	57	+7.31	27	
	05. Tackling Congestion KBI					
KBI 17	Overall Satisfaction with Traffic Levels and Congestion ie. queues	52.23	9	+8.34	8	
KBI 18	Satisfaction with Management of Roadworks	54.49	2	+0.26	1	
KBI 19	Satisfaction with Traffic Management	55.87	14	+2.79	6	
	06. Road Safety KBI					
KBI 20	Overall Satisfaction with Road Safety Locally	62.45	5	+3.91	4	
KBI 21	Satisfaction with Road Safety Environment	60.45	2	+1.85	2	
KBI 22	Satisfaction with Road Safety Education	53.05	12	+4.20	8	
	07. Highway Maintenance/ Enforcement KBI					
KBI 23	Overall Satisfaction with the Condition of Highways ie. roads and pavements	51.78	7	+7.90	3	
KBI 24	Satisfaction with Highway Maintenance	57.75	4	+3.80	2	
KBI 25	Overall Satisfaction with Street lighting	73.19	7	+2.88	3	
KBI 26	Highway Enforcement/ Obstructions	53.53	10	+9.30	6	





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