

Appendix B)**Network Management Action Plan****Part 1. Prevention measures to avoid congestion**

SSDP = Strategic Service Delivery Partnership
 HITS = Herefordshire Intelligent Transport System
 HA = Highways Agency

Priority
 S = Short term (0 to 6 months)
 M = Medium term (6 to 12 months)
 L = Long term (1 to 4 years)

Ref	Action	Priority
1.	Develop criteria for regional priority routes, review existing hierarchy and direction signing and commence an annual review of strategic network performance with neighbouring authorities.	M
2.	Publish the hierarchy of priority routes for key modes of travel in Hereford, establish key conflict points between routes and prepare a programme for performance review and improvement.	L
3.	Establish a list of existing congestion hot spots in the Herefordshire and assess the potential for improvement	M
4.	Establish an annual monitor of traffic flow referenced to theoretical link capacity for the priority traffic routes	M
5.	Undertake a survey with HA to determine current level of public satisfaction and future expectation for network management.	M
6.	Establish a transport stakeholder forum through the LSP to seek views and encourage wider ownership of the objectives.	M
7.	Consolidate the role of the Traffic Manager and review support team requirements from all of the relevant disciplines.	S
8.	Establish the role of Highways Network Manager to support the Traffic Manager and establish a Network Management Team with agreed terms of reference and reporting procedures.	S
9.	Ensure staff within the SSDP, the Council's Senior Managers and Members and emergency services, are fully aware of the role of the Traffic Manager, the Network Management Duty and the performance indicators and targets for congestion and journey time reliability.	S
10.	Publish information to explain how the network is managed and promote the relevant contact numbers to report traffic flow problems. Review and update the list of contact details for all key stakeholders (Appendix G).	M
11.	Develop a capacity audit procedure for all improvement schemes and developer proposals and promote its existence.	L
12.	Develop closer working relationships with partners, in particular the HA and Police, to establish shared objectives for the improvement of journey time reliability. This should include the completion and signing of a local operating agreement with the Traffic Control Centre	M
13.	Explore potential for de-trunking the A49 or for HA staff to co-locate with the SSDP to combat the feeling of out of sight out of mind.	M
14.	Establish a Strategic Management Board, including HA and Police to secure high level ownership of the objectives and targets, review outcomes and unblock any resource issues. Consider if this could be linked with safety camera enforcement.	S
15.	Strengthen the partnership with bus operator First and establish shared objectives and opportunities for investment within the Punctuality Improvement Partnership.	M
16.	Document existing NRSWA procedures and protocols for streetworks management and review the organisation	M/L

Appendix B

Network Management Action Plan

Part 2. Intervention to relieve congestion

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Priority
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Ref.	Action	Priority
29.	Agree and document protocols for the management of incidents and planned events with HA and emergency services and ensure that the necessary contracts are in place for emergency response.	M
30.	Establish and document control strategies, including diversion routes, for incidents (including RTCs and climatic events such as flood), planned works and local events such as football matches, horse races and annual fairs.	S
31.	Review emergency response time and explore the potential jointly with HA for an elite service in Hereford, reducing response times to 20 minutes.	M
32.	Ensure all SSDP works are completed efficiently with minimum disruption to traffic flow through a review of construction methods and inspection procedures to minimise enforcement.	M
33.	Ensure that the out of hours officers have a full understanding of NRSWA, TMA and the authorities powers to intervene and recharge.	S
34.	Complete a set of protocols for the operation of traffic control systems with the Highways Agency.	M
35.	Make full use of existing and future network performance data to inform road users and reduce unnecessary delays	L
36.	Improve the awareness of traffic conditions through: <ul style="list-style-type: none">• use of SCOOT detectors to spot slower than normal flow• an enhanced Herefordshire CCTV system• a link to view the HA cameras the purchase a system such as Traffic master or ITIS live data feeds.	M/L
37.	Ensure there are sufficient trained staff to operate systems at required times and that emergency back up is available	M
38.	Consider the need for dial up control at those traffic signalled junctions on key traffic corridors outside of the SCOOT area or on identified diversion routes.	L
39.	Improve live traffic information communication links with local radio, traffic information centres and neighbouring authorities.	L
40.	Establish stronger links between the NRSWA team and the traffic control systems team so that un-licensed works can be spotted quicker and rectified.	L

