

Appendix C
Region Network Management Framework
The WM(S&U)TMG Network Management Plan
Framework
Table A - The Traffic Manager

<p><u>Traffic Manager (NMD Guidance Numbers 9 - 22)</u></p> <p>This section deals with the appointing of a Traffic Manager.</p>	
	<p><u>Key Issues</u></p> <ul style="list-style-type: none"> • The Act requires a Traffic Manager to be appointed. • The authority needs to deliver a coordinated, planned and effective response to the Network Management Duty across the whole organisation • The Traffic Manager will provide a focal point within the local authority, championing the need to consider the Duty in all areas of work • The Traffic Manager is to be well placed to work closely with peers in other authorities and foster cooperation with other partners and stakeholders such as police, utilities and bus operators • The Traffic Manager needs to be at an appropriate level within the authority to be able to have influence over the stakeholders • The performance of the Network Management Duty will form part of the Comprehensive Performance Assessment for the whole authority <p>Stakeholder Involvement Chief Executive Management Team Police Authorities Key Council Members, particularly the Cabinet Member for Highways and Transportation.</p>

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Table A - The Traffic Manager**

<u>Traffic Manager (NMD Guidance Numbers 9 - 22) (continued)</u>	
This section deals with the appointing of a Traffic Manager.	
<p><u>Actions Suggested</u></p> <p>Appoint a Traffic Manager Produce an organisational structure to identify the Traffic Manager's position within the authority. It will also be useful to include lines of communication Publicise the appointment internally (intranet etc.) with a role/responsibilities table</p> <p>Inform and liaise with stakeholders especially utilities and emergency services Produce a communication plan showing how information will be collected and Disseminated Consider undertaking presentations and producing publicity material to promote the role of Traffic Manager</p> <p>All The West Midlands and adjacent authorities should be updated if a Traffic Manager's details change, eg. Change of personnel, change of contact details</p>	<p><u>Herefordshire Network Man. Plan</u></p> <p>The Head of Service has been appointed as the Traffic Manager. An organisational structure has been developed which will be communicated both internally and externally.</p> <p>The network management plan contains a section which forms the communication plan. This is focused on both management and travel information priorities. It details the exchange of information and key contact details. Any changes to the Traffic Managers details will be communicated to all neighbouring authorities and DfT.</p>

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Table B - The Whole Authority

<u>Whole Authority (NMD Guidance Numbers 55,56)</u>	
<p>This section deals with informing the whole authority of the importance of the Traffic Management Act and how it will have implications within different departments. Meeting the requirements of the Act will require commitment from each authority at the highest levels including the Chief Executive and other senior managers.</p>	
<p><u>Key Issues</u></p> <ul style="list-style-type: none"> • Traffic Managers need to ensure that the whole organisation is made aware of the Traffic Management Act • Ensure that all departments are aware of the implications the Act has on them. While each authority will have its own internal structure, service areas to be considered will include: <ul style="list-style-type: none"> Cleansing Refuse School and Social Transport Highways Legal Housing Public Rights of Way Ground Maintenance Street Lighting Road Safety Planning Development Control Property Maintenance Tourism Economic Development (Regeneration) <p>This list is not exhaustive and each Traffic Manager will need to determine the departments to be briefed within their own authority</p> <p>NB:</p> <ul style="list-style-type: none"> • Ensure that all departments are aware of the authority's strategy to meet the Duty under the Act and that they need to consider what the implications are of this <p>Stakeholder Involvement</p> <p>Utilities, Public Transport Operators, Parish Council's, Freight Quality Partnerships.</p>	

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Table B - The Whole Authority**

<u>Whole Authority (NMD Guidance Numbers 55,56) (continued)</u>	
<p>This section deals with informing the whole authority of the importance of the Traffic Management Act and how it will have implications within different departments. Meeting the requirements of the Act will require commitment from each Authority at the highest levels including the Chief Executive and other senior managers.</p>	
<p><u>Actions Suggested</u></p> <p>Develop an internal Communications Plan</p> <p>Compile a contact list of the relevant people to contact within each department Prepare briefing notes. It may be beneficial for this to be done in cooperation with other The West Midlands Traffic Managers Group authorities Presentations to be given to different departments within the authority. It may be beneficial for a standard presentation to be used in all The West Midlands Traffic Managers Group authorities Develop a system for monitoring level of awareness throughout the authority. E.g. through staff surveys Hold annual workshop of the above mentioned contacts to investigate any proactive solutions to congestion problems</p> <p>Refer to WM(S&U)TMG Sub Group on Whole Authority Approach</p> <p>The West Midlands Traffic Managers Group Sub Group will provide advice on whole authority approach</p>	<p><u>Herefordshire Network Man. Plan</u></p> <p>The communications section in the Network Management plan outlines what the Highways Network manager will do to publicise the Traffic Management Act and its implications. The level of awareness will be monitored through performance appraisals. The opportunity to work on a regional basis to share resources is recognised in the plan.</p>

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Table C – Cross Boundary Working

<p><u>Cross boundary working (NMD Guidance Numbers 31, 32, 72, 74, 90, 101, 109)</u></p> <p>This section deals with the need for cooperation between all the authorities within The West Midlands, and outside the WM(S&U)TMG area, whether that be between two or more local authorities or with the Highways Agency</p>	
	<p><u>Key Issues</u></p> <ul style="list-style-type: none"> • Local Traffic Authorities must be aware of how their actions will impact on adjacent authorities' networks • The Duty on an Local Traffic Authorities does not stop at its borders • Local Traffic Authorities must identify those authorities that could be affected by their actions and make arrangements for managing this • Local Traffic Authorities need to specifically consider the effects of their actions on the motorway and trunk road network • Local Traffic Authorities should consider how to implement the requirement in the Act to facilitate movement across the entire network . • Local Traffic Authorities will need to give due regard to HA role • Traffic Managers should ensure that all roads are categorised in a consistent manner on either side of the boundary (refer to Sub Group on Hierarchies) • Roads that provide the main access to a community or region should also be identified • Information on works in the street should be provided to utilities, contractors and adjoining authorities • Any Abnormal Loads travelling in the area will need cross boundary coordination <p><u>Stakeholder Involvement</u></p> <p>Adjacent authorities Highways Agency</p>

**The WM(S&U)TMG Network Management Plan
Framework
Table C – Cross Boundary Working**

<p><u>Cross boundary working (NMD Guidance Numbers 31, 32, 72, 74, 90, 101, 109) (continued)</u></p> <p>This section deals with the need for cooperation between all the authorities within the West Midlands, and outside the WM(S&U)TMG area, whether that be between two or more local authorities or with the Highways Agency</p>	
<p><u>Actions Suggested</u></p> <p>Consider identifying a single point of contact for cross boundary working with other authorities</p> <p>Develop / agree and disseminate a cross boundary procedure Ensure that contact details are kept up to date Consider appointing one person to be responsible for the procedure and contact list</p> <p>Identify which authorities will be affected by your actions and make arrangements to manage this Identify adjacent authorities and also those which are not immediately adjacent but may be affected Identify the Traffic Managers and other key staff in relevant authorities and in the Highways Agency. Key staff in other authorities may be in a variety of Departments and will be those who deal with any issues covered by the Act. Key staff at the Highways Agency will include those in the Control Centres.</p>	<p><u>Herefordshire Network Man. Plan</u></p> <p>The NRSWA Co-ordinator has been identified as the main point of contact for the exchange of cross boundary works information. A database has been established to support this and a weekly exchange of all planned works already exists.</p> <p>The Highways Network Manager will keep all contacts up to date and published.</p>

<p>Cooperate on initiatives, the sharing of information, and a process to ensure policies are consistent</p> <p>Agree joint working arrangements Set up Sub Groups (these may be standing groups) of WM(S&U)TMG and when appropriate invite contributions from other authorities Set up shared databases on planned and unplanned events Set up a WM(S&U)TMG Extranet</p>	<p>The plan recognises the need to work together and explore the opportunities for joint initiatives.</p>
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Table D – Other Policies

<u>Other Policies (NMD Guidance Numbers 36,47)</u>	
<p>When fulfilling the Duty of the Traffic Management Act authorities must ensure that they continue to adhere to other policies. The authorities must include information in LTP submissions.</p>	
	<p><u>Key Issues</u></p> <ul style="list-style-type: none">• Safety and environmental considerations remain a key priority• Operation, maintenance, repair and provision of services should be taken into account• In meeting the Duty Local Traffic Authorities must also adhere to other policy documents such as environmental protection legislation, the Disability Discrimination Act, Air Quality Management areas, Health and Safety and planning legislation• LTAs should also ensure any policies are aligned to their Local Transport Plan submissions <p><u>Stakeholder Involvement</u></p> <p>Passenger Transport Executive Highways Agency Government Office for The West Midlands and The Humber Department for Transport</p>

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Table D – Other Policies

<u>Other Policies (NMD Guidance Numbers 36,47) (continued)</u>	
<p>When fulfilling the Duty of the Traffic Management Act authorities must ensure that they continue to adhere to other policies. The authorities must include information in LTP submissions.</p>	
<p><u>Actions Suggested</u></p> <p>Review Existing Policies Conduct a review of existing internal policies to identify issues which may be relevant to meeting the requirements of the Act. If any conflict is identified between the requirements of the Act and other existing policies, ensure that these are taken into account by those making decisions</p> <p>Review New Policies Review any new government policies and initiatives to identify issues which may be relevant to meeting the requirements of the Act. If any conflict is identified between the requirements of the Act and other new policies, ensure that these are taken into account by those making decisions</p> <p>Ensure consideration of Traffic Management Act implications in all decisions All formal reports and similar documents to give consideration to implications for Traffic Management Act If any conflict is identified between the requirements of the Act and other policies, ensure that these are taken into account by those making decisions</p> <p>Consider Asset Management plans Identify and assess implications of actions proposed as part of Asset Management Plans</p>	<p><u>Herefordshire Network Man. Plan</u></p> <p>The plan identifies specific policies and procedures to be reviewed. Each review will also take into account Equal Opportunities, Health, Safety and Welfare, Road Safety and fully comply with current legislation.</p> <p>The Network Manager will review new policies and make recommendations to the Traffic Manager who is also the Head of Service.</p> <p>The Network Manager will promote best practice for compliance with the Act across all service groups.</p> <p>Maintenance and the Asset Management Plan will facilitate the intended use of the network and the hierarchy of priority routes for all modes of travel</p>

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Table E – Congestion

<u>Congestion (NMD Guidance Numbers 27, 30, 37, 96, 97) (continued)</u>	
<p>This section deals with the locations and causes of congestion, both now and in the future. Congestion is a key issue for consideration in Local Transport Plans and is recognised by DfT in the assessment of LTP's.</p>	
<u>Actions Suggested</u>	<u>Herefordshire Network Man. Plan</u>
<p>Identify locations of congestion Conduct targeted data collection e.g. journey time surveys Set up database of possible congestion "hot spots" Verify then use information from bus drivers, taxi drivers utility workers via Punctuality Improvement Partnerships etc to identify congestion hot spots</p> <p>Identify current and future causes of congestion Analyse characteristics of congestion "hot spots" and identify common causes. This may be done in cooperation with other authorities. Ensure that planned land use changes and their congestion implications are recognised</p> <p>Be pro active in identifying future congestion areas and act now Develop appropriate models to analyse the effects on the network of planned changes Ensure models are kept up to date to reflect measured traffic growth and changes in land use</p> <p>Rank areas/locations of congestion Identify criteria for ranking congestion such as number of people affected, frequency of occurrence, duration of occurrence, ease/difficulty of tackling problem</p>	<p>Annual surveys of journey times on selected key routes are already undertaken which provide the data for the LTP2 performance indicator. New methods of data collection will be integrated in the Herefordshire Intelligent Transport System. Following the agreement of priority criteria a database of congestion locations together with control strategies will be produced. A help-line number for reporting delays will be published. A Punctuality Improvement Partnership has been set up with First Group. Greater use will be made of the Hereford Transportation Model to assess the impact of new developments and the evaluate control strategies</p>

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Table E – Congestion

<u>Congestion (NMD Guidance Numbers 27, 30, 37, 96, 97) (continued)</u>	
<p>Congestion is a key issue for consideration in Local Transport Plans and is recognised by DfT in the assessment of LTP's.</p>	
<p><u>Actions Suggested</u></p> <p>Monitor traffic growth and its effects Conduct regular surveys on traffic growth and correlate this against measures of Congestion Ensure models are regularly updated to include measured traffic growth Ensure information from Traffic Assessments is included in monitoring of traffic growth Ensure information regarding traffic growth is taken into account in the development control process</p> <p>Consider Asset Management Plans Identify and assess implications for congestion of actions proposed as part of Asset Management Plans</p>	<p><u>Herefordshire Network Man. Plan</u></p> <p>The existing annual traffic flow monitoring data will be compared to the theoretical link capacity and published as a performance report including traffic growth trends.</p> <p>The Highway Maintenance Plan together with the Transport Asset Management Plan will facilitate the intended use of the network and the hierarchy of priority routes for all modes of travel</p>

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Table F – Road Hierarchy

<p><u>Road and Road User Hierarchy (NMD Guidance Numbers 53,54,87,88,89,90)</u></p> <p>This section deals with the creation of a road and road user hierarchy which recognises the needs of all road users and allocates road space accordingly</p>	
	<p><u>Key Issues</u></p> <ul style="list-style-type: none"> • There is a need to develop a structured approach to the allocation of road space • A new road hierarchy system would need to recognise all existing road hierarchies in order to minimise the effort required to develop a system and also to provide consistency for stakeholders • Hierarchies need to take account of other policies and plans such as Asset Management Plans • The following issues could be taken into account in the development of an approach to hierarchies: <ul style="list-style-type: none"> • Bus routes • Level of pedestrian activity • Time of day • Vehicular traffic flow • Route standard • Any weight restrictions • Emergency service routes • Abnormal load routes • Any current road hierarchy • Diversion routes • River/rail crossings • Route pairing • Freight management • Route management strategies • Emergency planning needs • Winter maintenance • Home zones/traffic calmed areas and quiet lanes <p><u>Stakeholder Involvement</u></p> <ul style="list-style-type: none"> • Adjacent authorities • Utilities • Emergency services • Highways Agency • Passenger Transport Executive • Public Transport Operators

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Table F – Road Hierarchy

Road and Road User Hierarchy (NMD Guidance Numbers 53,54,87,88,89,90) (continued)	
<p>This section deals with the creation of a road and road user hierarchy which recognises the needs of all road users and allocates road space accordingly</p>	
<p><u>Actions Suggested</u></p> <p>Need to review hierarchy on a regular basis Sub groups set up to review all existing hierarchies and consider options for a new hierarchy system that incorporates all of these. Sub groups used to set up hierarchy principles so that all WM(S&U)TMG authorities have similar hierarchies Roads that cross boundaries need to be decided by both parties, unless the nature of the road changes on the boundary</p> <p>Changes to the Road Hierarchy During some planned events the hierarchy of certain roads may temporarily Change</p> <p>Consider implications of diversion routes (DLOA's) eg. For HA and incident/event management</p> <p>Ensure all relevant parties are aware of the hierarchies and act accordingly</p> <p>Consider Asset Management Plans Identify and assess implications of other policies and plans such as Asset Management Plans</p>	<p><u>Herefordshire Network Man. Plan</u></p> <p>A hierarch of priority routes will be reviewed broadly in line with the suggestions in TRL report AG55-2005 Traffic Management Procedures – Provisional Guidance for Local Authorities. The initial hierarchy will be developed through the Core Team and signed of by the Traffic Manager. It will then be the subject of consultation with key stakeholders including neighbouring authorities.</p> <p>A schedule of control strategies for priority traffic routes will be developed and documented including diversion routes.</p> <p>The Highway Maintenance Plan together with the Transport Asset Management Plan will facilitate the intended use of the network and the hierarchy of priority routes for all modes of travel.</p>

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Table G – Traffic Regulation Orders

<u>Traffic Regulation Orders (NMD Guidance Numbers 122,123,124,131)</u>	
This section deals with Traffic Regulation Orders	
	<p><u>Key Issues</u></p> <ul style="list-style-type: none">• Traffic Regulation Orders should be appropriate for their intended purpose• Traffic Regulation Orders should be consistent along routes and within areas• Traffic Regulation Orders should be reviewed regularly to ensure they are required and remain appropriate• Traffic Regulation Orders should be sustainable and enforceable <p><u>Stakeholder Involvement</u></p> <p>Police Adjacent Authorities Public transport operators Enforcement Authority Passenger Transport Executive</p>

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Table G – Traffic Regulation Orders**

Traffic Regulation Orders (NMD Guidance Numbers 122,123,124,131) (Continued)	
This section deals with Traffic Regulation Orders	
<p><u>Actions Suggested</u></p> <p>Create consistent and up to date database of Traffic Regulation Orders Commission an audit of all TRO's giving priority to sensitive routes and provide a GIS based database</p> <p>Review existing Traffic Regulation Orders Check existing TRO's (giving priority to sensitive routes) for:</p> <ul style="list-style-type: none"> - consistency - appropriateness - sustainability and enforceability <p>Maintain signs and Road Markings Commission regular repair and renewal of signs and markings</p> <p>Ensure Enforcement Work closely with Police when relevant If decriminalisation is not in place consider implementing this If decriminalisation is in place, ensure procedures are properly applied</p>	<p><u>Herefordshire Network Man. Plan</u></p> <p>TRO's will be reviewed and enforced to support journey time reliability on priority routes. Enforcement is already decriminalised in Herefordshire. A Geographically referenced database will ultimately be developed and published.</p>

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Table H – Planned Events

Planned Events (NMD Guidance Numbers 28,50,106,108)

This section deals with planned future events including ensuring the correct people are aware when events are approaching, reviewing what was done last time and how that can be improved, and developing an event planning and management process

Key Issues

- The Local Traffic Authority should arrange for the collection of information on up coming events
- The Local Traffic Authority should develop an effective event planning and management process
- The Local Traffic Authority should review past processes
- The Local Traffic Authority should develop a system to deal with all planned events

Stakeholder Involvement

The Council's emergency Planning Team
Emergency Services
PTE
Event Organisers
Public Transport Operators
Adjacent authorities
Utilities
AA
RAC

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Table H – Planned Events

<u>Planned Events (NMD Guidance Numbers 28,50,106,108) (continued)</u>	
<p>This section deals with planned future events including ensuring the correct people are aware when events are approaching, reviewing what was done last time and how that can be improved, and developing an event planning and management process</p>	
<p><u>Actions Suggested</u></p> <p>Determine where in the organisation events are dealt with which have NMD Implications</p> <p>Liase on a regular basis with other departments and Stakeholders regarding future events Identify which people in which departments need to be liased with over planned events Arrange regular meetings with stakeholders to facilitate planning of events</p> <p>Gain a sound understanding of the event and likely effects to inform network management decisions Create a pro forma to be completed by event promoters providing relevant details of location, scale, timing, likely traffic generation etc Where possible, compare with outcomes from previous similar events</p> <p>Collect event information at a single point Ensure that all Departments and other stakeholders use proforma and are collated in a single point</p> <p>Disseminate information about an event early and continuously with all appropriate stakeholders Set up a communication strategy to disseminate information; this could include creating a website, producing a newsletter, making the best use of the media (radio, press, tv) etc</p>	<p><u>Herefordshire Network Man. Plan</u></p> <p>The NRSWA Co-ordinator is the focal point for all events and works on the Highway. There is a database which is communicated to all stakeholders on a weekly basis. The data is also published on the Councils website.</p> <p>The Highways and Transportation Service Managers will determine the traffic management requirements for events and in-house works. The NRSWA Co-ordinators determine the traffic management requirements for all utility works in liaison with the Area Teams.</p> <p>Events that are likely to cause significant disruption will be discussed with the Highways Network Manager, who where necessary will seek the approval of the Traffic Manager</p>

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Table H – Planned Events

Planned Events (Duty Numbers 28,50,106,108) (continued)

This section deals with planned future events including ensuring the correct people are aware when events are approaching, reviewing what was done last time and how that can be improved, and developing an event planning and management process

<u>Actions Suggested</u>	<u>Herefordshire Network Man. Plan</u>
<p>Review/revise Road hierarchy The hierarchy may need to be temporarily revised to accommodate a planned event. Each LTA will need to liaise closely with stakeholders and adjacent authorities to agree and implement this. Eg temporary 'traffic sensitivity'</p> <p>Work with internal and external partners to minimise impact Consider rearranging signal timings on the network, working with Public Transport Operators to rearrange services and with temporary signing organisers (eg. AA, RAC)</p> <p>Review Previous Events Set up a database of events and their consequences (based on data collected via pro formas) When a planned event is a repeat of a regular occurrence, eg an annual festival, information on previous actions and the outcomes should be reviewed and used to decide what measures should be put in place in the future.</p> <p>Temporary Traffic Management issues Determine traffic management actions which may be necessary to deal with events Coordinate actions with other planned works</p>	<p>The policy for the use of diversion routes will be reviewed.</p> <p>The Highways and Transportation Service Managers will determine the traffic management requirements for events and in-house works. The NRSWA Co-ordinators determine the traffic management requirements for all utility works in liaison with the Area Teams.</p> <p>Events that are likely to cause significant disruption will be discussed with the Highways Network Manager, who where necessary will seek the approval of the Traffic Manager.</p> <p>The Highways Network Manager will where necessary convene a post event meeting to discuss any issues and lessons learned.</p>

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Table I – Works Which Impact On The Highway

<p><u>Works Which Impact On The Highway (NMD Guidance Numbers 28,50,65,67,68,99,100,101,102)</u></p> <p>This section deals with all works which impact on the highway, including works sponsored by the authority, utilities and other parties. Authorities need to apply the principle of parity in their dealings with all promoters of works. Consideration of works should be integrated with other planned events.</p>	
	<p><u>Key Issues</u></p> <ul style="list-style-type: none"> • Authorities need to ensure all works are carried out with sufficient urgency • Works should not be looked at in isolation, but should be coordinated • Skips, scaffolding or similar are often left in the road during works to buildings next to the highway. Local Traffic Authorities should ensure the obstruction to road users is minimised and look at how the obstructions affect the more vulnerable road users such as pedestrians • Authorities must give the same priority to work being carried out by external sources as they do with their own highway working teams • Review programmes and systems of work regularly with representatives from utilities and other contractors • Up coming events should be considered when planning works • Reference should be made to other policies and plans such as Asset Management Plans <p><u>Stakeholder Involvement</u></p> <p>Utilities Internal promoters of road works Adjacent authorities Those involved in planning of events Police Public transport operators</p>

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Table I – Works Which Impact On The Highway

Works Which Impact On The Highway (NMD Guidance Numbers 28,50,65,67,68,99,100,101,102) (continued)

This section deals with all works which impact on the highway, including works sponsored by the authority, utilities and other parties. Authorities need to apply the principle of parity in their dealings with all promoters of works. Consideration of works should be integrated with other planned events.

<u>Actions Suggested</u>	<u>Herefordshire Network Man. Plan</u>
<p>Liaise on a regular basis with all those responsible for works which impact on the highway Hold regular meetings with both internal promoters of works, utilities and others. Promote the need to inform the Local Traffic Authorities of all activities on the highway which may have an impact on traffic flow.</p> <p>Establish systems to record and co-ordinate all works which impact on the highway Establish electronic systems for recording planned activities on the highway to include details of location, duration, proposed traffic management, expected impact etc. Make the system available for direct input from all major promoters. Have systems in place to facilitate the input of all activities from others. Make electronic systems available for public interrogation. Challenge the durations of activities on the highway to ensure that all works are carried out with sufficient urgency. Ensure that processes and controls apply equally to all works.</p>	<p>Monthly in-house coordination meetings are held and separate quarterly meetings with Highways Agency and utilities.</p> <p>There is an existing database that record all works and events. This is outlined in the Network Management Plan. Effective use is made of Section 74 to manage works durations. There is scope to improve the method of in-house works. The processes will be reviewed to ensure consistency.</p>

<p>Co-ordinate works which impact on the highway with other planned events. Establish a system to highlight specific co-ordination needs related to the potential for congestion, disruption or conflict. Hold regular co-ordination meetings with both internal promoters of works, utilities and others.</p> <p>Consider Asset Management plans Consider possible coordination with works indicated by Asset Management Plans</p>	<p>An effective system already exists. Regular meetings are already held</p> <p>The Highway Maintenance Plan together with the Transport Asset Management Plan will facilitate the intended use of the network and the hierarchy of priority routes for all modes of travel.</p>
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Table J – Seasonal Changes

Seasonal Changes (NMD Guidance Numbers 52, 113, 115)	
Local Traffic Authorities may need to look at how seasonal variations can affect the network. This should include weather conditions, tourist activities and seasonal activities.	
	<p><u>Key requirements which need to be in place:</u></p> <ul style="list-style-type: none">• Produce relevant plans of how to deal with these seasonal variations• Ensure information is readily available to highway users <p><u>Stakeholder Involvement</u></p> <p>Adjacent authorities Highways Agency Tourist related businesses</p>

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Table J – Seasonal Changes

<u>Seasonal Changes (NMD Guidance Numbers 52, 113, 115) (continued)</u>	
<p>Local Traffic Authorities may need to look at how seasonal variations can affect the network. This should include weather conditions, tourist activities and seasonal activities.</p>	
<p><u>Actions Suggested</u></p> <p>Consider how the tourism season impacts on the network Identify local trends in tourism and how this impacts on the network</p> <p>Mitigate effects of seasonal conditions Work with the tourist industry to mitigate the effects of tourist activity e.g. by staggering the start of holiday bookings Identify possibilities of diverting tourist traffic on to less sensitive routes through signing Work with local media to ensure highway users are well informed of conditions and mitigation measures</p>	<p><u>Herefordshire Network Man. Plan</u></p> <p>These will be picked up in the process of developing control strategies which may be seasonal or related to specific events.</p> <p>This will be considered by the Network Manager but tourism is not regarded as a major contribution to congestion. Direction signing will be continuously reviewed particularly in the event of infrastructure improvements that provide additional capacity.</p> <p>There is a plan to engage more effectively with the media on a number of levels. This is outlined in the communications section of the Network Management Plan</p>

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Table K – Winter Service**

<u>Winter Service</u>	
This section deals with issues relating to winter service.	
	<u>Key issues</u> <ul style="list-style-type: none">• Set up appropriate coordinated actions to mitigate the effects of winter weather
	Stakeholder Involvement Other highway authorities Local media Weather information provide

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Table K – Winter Service

<u>Winter Service (continued)</u>	
<p>This section deals with issues relating to winter service.</p>	
<p><u>Actions Suggested</u></p> <p>Take account of seasonal changes due to weather conditions Coordinate with adjacent authorities over gritting Consultation with a weather information provider could provide an early warning of the need for gritting Cooperate with local media (Radio, TV etc) regarding publicising winter maintenance activities</p>	<p><u>Herefordshire Network Man. Plan</u></p> <p>The winter service is an excellent example an existing intervention given the threat of ice or snow. It will be tailored to meet the needs of priority routes for all modes of travel. It is planned to integrate weather and air quality information into the Herefordshire ITS so that warnings and further control strategies can be implemented including the supply of information to the media.</p> <p>Herefordshire Council’s approach to the delivery of Winter Service is set out in the Winter Service Plan.</p>

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Table L – Unplanned Events

<u>Unplanned Events (NMD Guidance Numbers 29,50,112,113,114)</u>	
<p>This section deals with unplanned events, such as severe/adverse weather conditions or accidents and civil emergencies.</p>	
	<p><u>Key Issues</u></p> <ul style="list-style-type: none"> • Local Traffic Authorities must have contingency plans in place to deal with unplanned events • Local Traffic Authorities should coordinate with adjacent authorities where necessary • Local Traffic Authorities should ensure that all parties involved in the contingency plans are fully consulted with during the development stage • All parties should have all the required information to react quickly • Contingency plans should take into account the relative importance of different roads to the various road users • Local Traffic Authorities need to work closely with the emergency services both in the management of the incident and the active management of its effects on the road network <p><u>Stakeholder Involvement</u></p> <p>Police Other emergency services Adjacent authorities Passenger Transport Executive Public transport operators Utilities Emergency planning Internal stakeholders</p>

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Table L – Unplanned Events

<u>Unplanned Events (NMD Guidance Numbers 29,50,112,113,114) (continued)</u>	
<p>This section deals with unplanned events, such as severe/adverse weather conditions or accidents and civil emergencies.</p>	
<p><u>Actions Suggested</u></p> <p>Gain a sound understanding of the nature of previous events and the nature and scale of the impacts Create a pro forma to record events and their impact Set up a database of events and their consequences (based on data collected via pro formas)</p> <p>Robust contingency plans are required for frequently occurring incidents eg. adverse weather conditions</p> <p>Robust contingency plans are required for key routes</p> <p>Coordinate plans with adjacent authorities Run a series of workshops with the stakeholders to develop contingency plans.</p> <p>Arrange dissemination of relevant information to stakeholders Set up a website to disseminate information Set up other media routes for dissemination of information</p> <p>Investigate the benefits of technology in dealing with unplanned incidents Establish a traffic management centre* Consider a CCTV system* Consider automatic incident detection* Consider SMS information release*</p> <p>*Linked into an ITS strategy</p>	<p><u>Herefordshire Network Man. Plan</u></p> <p>The likely causes of congestion from incidents including flooding will be identified and control strategies developed for intervention. Such events will be recorded and intervention performance reviewed. It is planned to integrate weather and air quality information into the Herefordshire ITS so that warnings and further control strategies can be implemented including the supply of information to the media.</p> <p>The Network Management Plan establishes the key contacts. Control strategies will be developed that will be discussed to neighbouring authorities where appropriate.</p> <p>It is planned to set up a Herefordshire Intelligent Transport System that will utilise various sources of live traffic condition data and facilitate intervention through traffic control, emergency response or travel advice to minimise congestion.</p>

<p>Establish communication protocol and action plans with Police, Highways Agency, emergency services, public transport operators</p> <p>Establish links with Control Centres Agree diversion routes Sign operating agreements</p> <p>Create action plans with bus operators and other emergency service</p>	<p>Communication protocols are a key element of the Network Management Plan.</p> <p>The control strategies will be multi-modal and where necessary coordinated with neighbouring authorities. A signed local operating agreement will exist with the national Traffic Control Centre and the Highways Agency local area control centres.</p>
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The WM(S&U)TMG Network Management Plan Framework Table M – Police

<p><u>Police (NMD Guidance Numbers 59, 60, 112, 130)</u></p> <p>This section deals with the involvement of the Police in determining actions and in the implementation of them when agreed</p>	
	<p><u>Key Issues</u></p> <ul style="list-style-type: none">• Local Traffic Authorities need to involve the Police in the decision making process• Share information with police about planning and contingencies <p><u>Stakeholder Involvement</u></p> <p>Police Highways Agency</p>

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Table M – Police

<u>Police (NMD Guidance Numbers 59, 60, 112, 130) (continued)</u>	
<p>This section deals with the involvement of the Police in determining actions and in the implementation of them when agreed</p>	
<p><u>Actions Suggested</u></p> <p>Whenever preparing any contingency plans or event plans etc ensure that the police are fully consulted with Traffic Manager needs to have a list of contacts for all the possible departments they will need to liaise with Regular meeting with police to discuss any planned or unplanned events past and future, any actions put into place for the past events and review the consequences, and discuss actions for future planned events.</p> <p>Review contingency plans (post event) or at suitable intervals (eg. new legislation) Hold regular meetings with police to review operation of plans and if necessary review procedures</p> <p>Consider a joint approach Assess possible benefits of joint approaches based on Police boundaries. I.e. Joint approach by West The West Midlands, South The West Midlands, Humberside and North The West Midlands authorities to the respective police forces</p>	<p><u>Herefordshire Network Man. Plan</u></p> <p>There are strong operational links with the Police. They will be included in the process to develop control strategies and performance review. The opportunity for stronger strategic links and a partnership for congestion management will be explored. The Police will be invited to sit on the Herefordshire Network Management Board.</p> <p>The opportunity to gain benefits from for regional working and shared resources will be explored as part of the plan.</p>

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Table N – Passenger Transport Executive (PTE)

<u>Passenger Transport Executive (NMD Guidance Numbers 62, 63)</u>	
This section deals with involvement of the Passenger Transport Executive (and bus operators and Traffic Commissioners)	
	<p><u>Key Issues</u></p> <ul style="list-style-type: none">• Local Traffic Authorities need to consider how to best use Passenger Transport Executives and bus operators and Traffic Commissioners to ensure the most efficient use of the network• Consultation with Passenger Transport Executives over works likely to cause inconvenience to bus routes <p><u>Stakeholder Involvement</u></p> <p>Passenger Transport Executive Bus operators Traffic Commissioners</p>

**The WM(S&U)TMG Network Management Plan
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Table N – Passenger Transport Executive (PTE)**

Passenger Transport Executive (NMD Guidance Numbers 62, 63) (continued)	
<p>This section deals with involvement of the Passenger Transport Executive (and bus operators and Traffic Commissioners)</p>	
<u>Actions Suggested</u>	<u>Herefordshire Network Man. Plan</u>
<p>Work with all relevant parties to formulate and implement a plan for improving bus punctuality Set up regular liaison with Passenger Transport Executives, Bus operators and Traffic Commissioners to discuss issues and agree measures Work with Passenger Transport Executives to deliver any bus priority schemes set out in the Local Transport Plans Work with Punctuality Improvement Partnerships where applicable</p> <p>Agree means of monitoring public transport performance Discuss with Passenger Transport Executives and bus operators the use of journey time data to evaluate congestion (see Table E) Work with Punctuality Improvement Partnerships where applicable</p>	<p>Congestion management in Hereford will depend upon modal shift and in particular increased use of passenger transport. A Punctuality Improvement Partnership has been set up. Passenger transport priority and real time information will be integrated into the Herefordshire ITS. Stronger strategic and tactical link will be developed with the bus operators to ensure journey time reliability on priority passenger transport route.</p>

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Table O – Consultation

<u>Consultation (NMD Guidance Numbers 64,134,135,136)</u>	
This section deals with consultation with all stakeholders	
	<p><u>Key Issues</u></p> <ul style="list-style-type: none">• Local Traffic Authorities should consult with the public to inform decisions on policy• Local Traffic Authorities should consult with the public in order to monitor the effectiveness of policies• Local Traffic Authorities should consult with the public after completion of schemes to monitor effectiveness• Review authority's current consultation strategy to see if consultation on network operation can be included• Surveys of staff within Local Traffic Authorities on network management can provide useful information <p><u>Stakeholder Involvement</u></p> <p>General public - citizen panels Utilities Businesses - chamber of commerce etc Road user groups</p>

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Table O – Consultation

<u>Consultation (NMD Guidance Numbers 64,134,135,136) (continued)</u>	
This section deals with consultation with all stakeholders	
<p><u>Actions Suggested</u></p> <p>Develop a consultation strategy Assess what consultation is already undertaken Identify additional needs Develop plan to conduct required consultation</p> <p>Consider a similar approach to consultation with the public throughout The West Midlands Set up a contact point for the general public to contact regarding the management of the road network in their area The West Midlands Traffic Managers Group sub group to develop a consultation strategy. Consultation with the public should continue to be done by each authority's existing mechanisms, however when possible, a consistent approach would be beneficial. Sub groups should discuss the output from the public consultation and develop a strategy for improving public perception of the network</p>	<p><u>Herefordshire Network Man. Plan</u></p> <p>The public will be consulted on a regular basis to determine the level of satisfaction with network management and journey time reliability. The public will be consulted on the Hierarchy of priority routes and where appropriate the public will be consulted about policies, procedures and control strategies.</p>

The WM(S&U)TMG Network Management Plan Framework Table P – Freight

Freight (NMD Guidance Numbers 128,129,130)

This section deals with the movement and delivery of freight, including abnormal loads.

Key Issues

- Local Traffic Authorities should work together with local businesses, retailers and representatives from the freight and road haulage industry
- Local Traffic Authorities should identify and sign routes that are suitable for lorries
- Authorities should work with the Police to establish routes for abnormal loads travelling through the network

Stakeholder Involvement

Police
Freight and haulage firms
Adjacent authorities
Businesses and retailers
Highways Agency
Bridge Authorities

The WM(S&U)TMG Network Management Plan Framework

Table P – Freight

Freight (NMD Guidance Numbers 128,129,130) (continued)	
This section deals with the movement and delivery of freight, including abnormal loads.	
<p><u>Actions Suggested</u></p> <p>Ensure stakeholders are aware of, and adhere to, good practice Organise regular seminars for stakeholders Create Extranet providing good practice guidance</p> <p>Ensure freight movement takes place on appropriate routes and at appropriate times Consider the use of signing and TROs to stop freight from travelling along sensitive routes Consider the use of loading restrictions to mitigate impact during peak periods</p> <p>Establish appropriate abnormal load routes Liaise with police and adjacent authorities (including Highways Agency) to identify and agree Abnormal Load routes Review proposed movement of abnormal loads in light of planned events and, if necessary, revise designated routes or arrange for rescheduling of movement of loads.</p> <p>Establish protocols Put protocols in place for information regarding abnormal load movements</p>	<p><u>Herefordshire Network Man. Plan</u></p> <p>Freight will be an important consideration when developing the criteria for priority routes and control strategies.</p> <p>Direction signing and promotional material will be reviewed to ensure freight movements use the correct roads.</p> <p>Abnormal load routes exist and are agreed as necessary with neighbours and the Highways Agency.</p> <p>The protocols and procedures for abnormal loads using priority traffic routes will be the subject of specific control strategies.</p>

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Table Q – Making the Best Use of Technology

<p><u>Making the Best Use of Technology (NMD Guidance Numbers 70, 71, 74, 92, 93, 103, 107, 108, 111, 112, 116, 117, 120, 121, 132, 133, 137, 138)</u></p> <p>This section deals with how new and emerging technology can be used to improve network management</p>	
	<p><u>Key Issues</u></p> <ul style="list-style-type: none"> • Ensure information to the travelling public is accurate, reliable and readily accessible • Information must also be sent to all stakeholders and emergency services • Review current Intelligent Transport Systems in operation within The West Midlands Traffic Managers Group area and assess other potential systems to add value to network management • Review interface with National Traffic Control Centre/Regional Control Centre needs • Consider options for 'centralisation' of systems or 'integration' of systems over Wide Area Network using Urban Traffic Management Control principles and control strategies • Develop regional Intelligent Transport System strategy and policies. • Review the potential for the use of the Department for Transport ITIS journey time information <p><u>Stakeholder Involvement</u></p> <p>Highways Agency (National Traffic Control Centre/Regional Control Centre) Passenger Transport Executive Media/broadcasters</p>

The WM(S&U)TMG Network Management Plan Framework

Table Q – Making the Best Use of Technology

<p>Making the Best Use of Technology (NMD Guidance Numbers 70, 71, 74, 92, 93, 103, 107, 108, 111, 112, 116, 117, 120, 121, 132, 133, 137, 138) (continued)</p> <p>This section deals with how new and emerging technology can be used to improve network management</p>	
<p><u>Actions Suggested</u></p> <p>Develop and share ITS best practice Conduct an ITS inventory Conduct a network inventory Conduct stakeholder consultation and marketing for public acceptance Develop an ITS package Complete an ITS deployment plan outlining the roles and responsibilities of the various partners</p> <p>Ensure continuous development and sharing of ideas Keep up to date with latest developments and share through The West Midlands Traffic Managers Group</p>	<p><u>Herefordshire Network Man. Plan</u></p> <p>A feasibility study has been completed for a Herefordshire Intelligent Transport system covering all aspects of new and emerging technology. Funding and procurement strategies will be developed. The ITS will be tailored to deliver the control strategies to meet journey time reliability target of a zero % increase in congestion levels by 2010/11.</p> <p>Herefordshire will fully participate in the West Midlands Traffic Managers Group.</p>

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Table R – Monitoring

Monitoring (NMD Guidance Numbers 40, 41, 91, 95)

This section deals with the target setting and reviewing process including what data is required, how that data will be collected and how it can be interpreted.

Key Issues

- Local Traffic Authorities are required to monitor the effectiveness of their policies
- Local Traffic Authorities must provide a set of indicators that demonstrate this
- Local Traffic Authorities need to decide what data they need, how it will be collated and how the findings will be shared with the stakeholders.
- Ultimate aim is to improve network performance and Local Traffic Authorities will need to develop indicators to prove they are doing this
- Indicators should, as far as possible match the ones in their Local Transport Plan submissions and be outcome not output based

Stakeholder Involvement

Other The West Midlands Traffic Managers Group authorities

**The WM(S&U)TMG Network Management Plan
Framework
Table R – Monitoring**

Monitoring (NMD Guidance Numbers 40, 41, 91, 95) (continued)

This section deals with the target setting and reviewing process including what data is required, how that data will be collected and how it can be interpreted.

<u>Actions Suggested</u>	<u>Herefordshire Network Man. Plan</u>
<p>Identify and agree Performance Indicators Cooperate with other The West Midlands Traffic Managers Group Local Traffic Authorities in sub group taking due account of emerging national indicators</p> <p>Put systems in place to monitor the state of the network Set up appropriate data collection including regular surveys of journey times, traveller delays etc A set of local, output based indicators will assist Local Traffic Authorities to determine the effectiveness of their actions, although not necessarily of use in Local Transport Plan and Annual Performance Report submissions</p>	<p>Herefordshire will fully participate in the West Midlands Traffic Managers Group.</p> <p>The Council has set a number of performance indicators relevant to network management in the LTP2. The main target is to achieve a zero % increase in congestion by 2010/11. This is measured using cross city journey time surveys conducted annually. New sources of data will be integrated into the Herefordshire ITS. The performance indicators will be reviewed with a view to placing greater emphasis on journey time reliability for radial journeys into and out of Hereford.</p>

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Table S – Regular Updates

<p><u>Regular Updates (NMD Guidance Numbers (131,132,133))</u></p> <p>This section deals with the need to maintain and update the fabric of the highway when necessary. This can include the road, associated infrastructure such as signs and signals and TRO's. Information from a variety of sources can be used to identify the need for maintenance and renewal.</p>	
	<p><u>Key Issues</u></p> <ul style="list-style-type: none"> • Consider need for and effectiveness of current signs, signals, orders etc • Consider effectiveness of existing traffic signal settings • Establish systems for identifying issues and faults • Take account of other policies and plans such as Asset Management Plans <p><u>Stakeholder Involvement</u></p> <p>All road users Police Public transport operators Brown sign sites Car park operators</p>

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Table S – Regular Updates

<u>Regular Updates (NMD Guidance Numbers (131,132,133) (continued)</u>	
<p>This section deals with the need to maintain and update the fabric of the highway when necessary. This can include the road, associated infrastructure such as signs and signals and TRO's. Information from a variety of sources can be used to identify the need for maintenance and renewal.</p>	
<p><u>Actions Suggested</u></p> <p>Undertake regular reviews of existing infrastructure and Traffic Regulation Orders Using the information from the asset management plan/process create a database of existing infrastructure Use audit to plan maintenance works in an effective manner with minimal impact giving priority to sensitive routes Use regularly updated traffic models to review signal settings and traffic management arrangements</p> <p>Establish systems to capture information from stakeholders Set up website for recording of issues Set up helpline for recording of issues Set up pro forma based system to capture information from bus drivers, taxi drivers, police etc</p> <p>Consider Asset Management Plans Consider possible coordination with works indicated by Asset Management Plans</p>	<p><u>Herefordshire Network Man. Plan</u></p> <p>The Highway Maintenance Plan together with the Transport Asset Management Plan will facilitate the intended use of the network and the hierarchy of priority routes for all modes of travel.</p>