CHAPTER 15. INCIDENT MANAGEMENT SYSTEM

15.1 INTRODUCTION

Incident Management is a term used to describe the process whereby a set of co-ordinated activities are initiated when an incident occurs on the road network, in order to minimise the direct and secondary effects of the incident, as well as to restore traffic to normal operating conditions.

To achieve this, the use of human, mechanical and electronic resources to manage incidents and to restore traffic to normal operating conditions needs to be co-ordinated and pre-planned. This is accomplished through the development of an Incident Management Guideline Plan.

Background and details on incident management are provided in Appendix J.

15.2 INCIDENT MANAGEMENT GUIDELINE PLAN

The Route Manager must become acquainted with the Incident Management Plan for the roads under the maintenance contract. In certain instances assistance may be required in the drawing up or modification of the Plan for the roads. In particular, the Route Manager must know:

- The IMS area of jurisdiction for the roads;
- Details of the Central Communications Centre (CCC) for the area (location, contact persons and details);
- Persons or bodies to contact for:
  - Hazardous material incidents
  - Fire and rescue services
  - Traffic police
  - SA Police services
  - Ambulance services
  - Breakdown services
- The alternative routes for each road section should an incident necessitate the closing off of the section.

IMS Duties include the following but is not limited to:

- Obtain all information pertaining to incidents on the roads under the management of the route manager. These incidents shall be captured electronically monthly on the SANRAL Incident Capturing Tool.
- Recommendations on the performance of IMS with respect to response times, duration of road closures and any general problems.
- Recommendations for the development or modification of the IMS.
- Arrange and co-ordinate all steering committees twice a year.
- Arrange and co-ordinate all debriefings and monitoring if and when required.
Ensure the contractor is aware of his response protocols.
Will act as secretariat on all of above-mentioned meetings.

Duties of emergency services at an incident scene include the following:

- SAPS: Attend to injured until emergency medical services arrives, safeguarding of the scene, crowd control, safekeeping of property of injured and deceased, conduct crash investigation (in serious cases), complete Arrive Alive Quick response form (culpable homicide case), complete AR form, assist in clearing the scene.
- Metro Police/ Traffic Authorities: Safeguarding the scene, control traffic flow, investigation of minor crashes, clearing the scene, complete AR form on minor cases.
- Fire: Extinguishing of fires, attend to hazardous substances, freeing people from wrecks, clearing the scene.
- Rescue: Attend to and stabilise injured people, attend to traumatised people.
- Ambulance: Transport injured to hospital.
- Helicopter services: Transport serious injured people to hospital, uplift injured people in places where a vehicle cannot travel e.g. in a mountain.
- Towing services: Remove wrecks from scene, lifting wrecks to free people, assist accident investigator in lifting up wrecks to investigate.
- Mortuary vehicle: Do preliminary crash investigation and present case in court (serious cases).
- Vehicle testing office: Investigate mechanical failure, steering, brakes, tyre etc.
- Photographer and draughtsman: Crime scene photographing, plan drawing.
- Forensic experts: Assist in reconstruction of crash.

The Route Manager should keep SANRAL informed of the operations of the IMS in the relevant jurisdiction area and of any short-comings evident in the system so that such concerns can be addressed. The Route Manager must also attend the debriefing meeting for the incident and collect the relevant information to be sent to SANRAL for input into ITIS.