



Highways Agency – Traffic Officer Service

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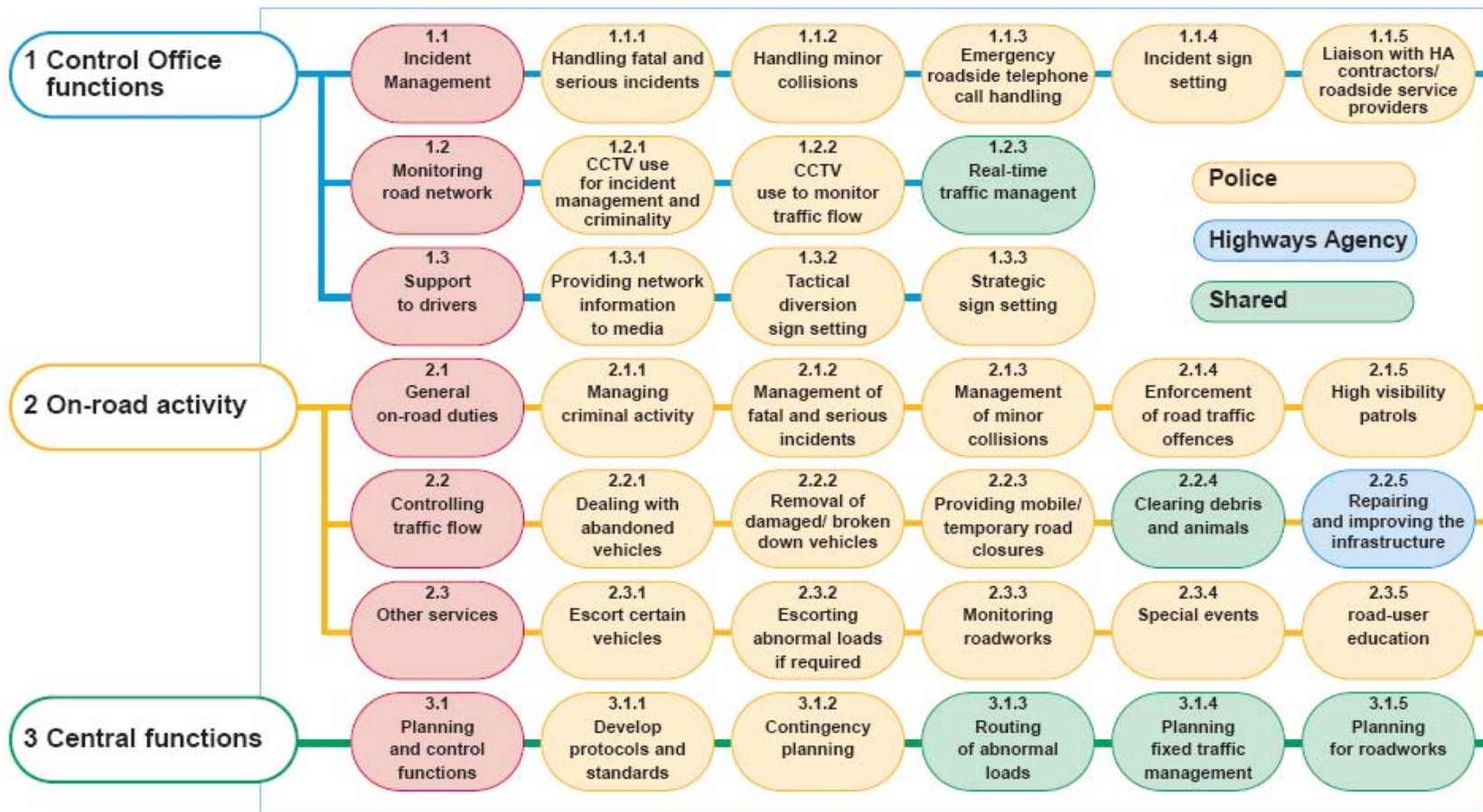


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Why have we got a Traffic Officer Service?

- Ministers required the Highways Agency (HA) to “operate” (HA) the Strategic Road Network
- HA/Association of Chief Police Officers (ACPO) Review concluded roles and responsibilities not aligned with each organisation’s strategic objectives.
- The Review recommended the transfer of certain traffic and road management functions from the Police to the HA

Traditional Roles and Responsibilities



Current Roles and Responsibilities





The Programme

How have we established the Service?

- Network of Regional Control Centres
- Uniformed patrolling service
- Primary legislation to give Traffic Officers the necessary legal status and powers

Regional Control Centres

- Network of seven RCCs covering the whole of England
- Operational 24/7 with staff working in 3 shifts
- Communications centre for the service
- Focal point for liaison with Police partners



On-Road Service

- High profile reassurance and assistance to the public
- Over 900 patrolling Traffic Officers
- Over 150 vehicles
- Currently 3200km of Motorways and All Purpose trunk Roads patrolled



Legislation

- Traffic Management Act (2004) created the Service
- The Act gives Traffic Officers their powers to
 - ➔ Stop and direct traffic
 - ➔ Set temporary signs and signals
- Limitations
 - ➔ Only on designated roads
 - ➔ Traffic Officer must be in uniform
 - ➔ Must be in connection with keeping traffic moving or avoiding danger

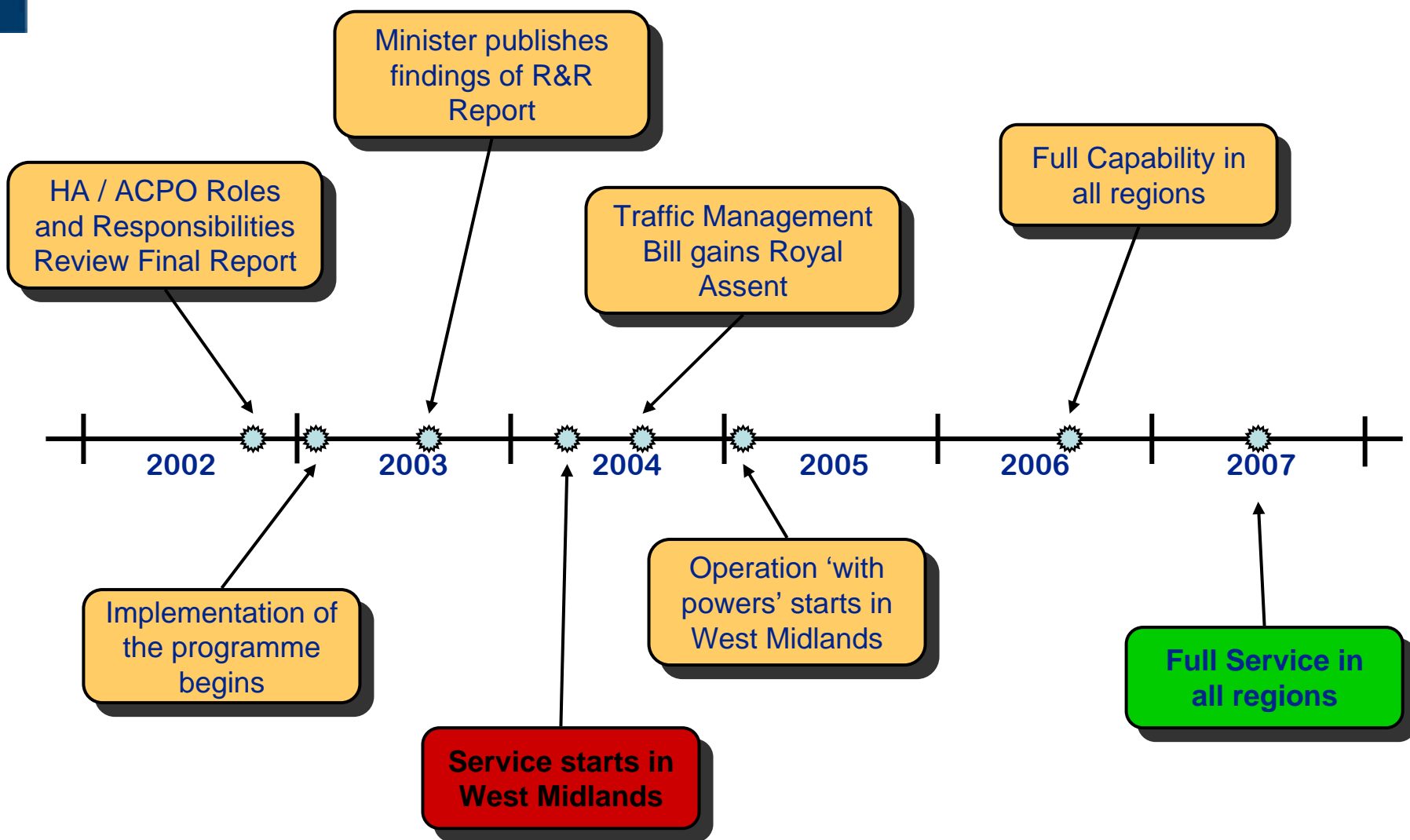


Legislation

- Traffic Officers have no powers of enforcement
- It is an offence to fail to follow the instructions of a Traffic Officer
- Further legislation needed for powers to remove vehicles – expected in 2008/09



Programme Timeline



Key Milestones

- **First Service** – operations commence in the control room at the Regional Control Centre on a 24/7 basis and controlled operations commence on the road with a minimum of two shifts during the day in one or more Police Authority areas.
- **Full Capability** – the point at which all resources are in place for the whole region giving 24-hour, 7-day coverage in the control room and on-road.
- **Full Service** – all functions, for which there is legislation in place, transfer from the Police to the HA

The Delivery Programme

Region	First Service	Full Capability	Full Service
West Midlands	Apr '04	Mar '05	Sep '05
South East	Aug '05	Sep '06	Nov '06
North West	Sep '05	Oct '06	Jan '07
North East	Sep '05	July '06	Dec '06
East	Oct '05	July '06	Jan '07
South West	Dec '05	June '06	Dec '06
East Midlands	Feb '06	Sep '06	Oct '06

Operations



- Real-time traffic management
- Incident management
- Support to other on-road operators
- Face-to-face contact with the public

- Network intelligence gathering
- Information to the public
- Planning for special events



Key success factors

- High level HA and ACPO partnership
- National Guidance Framework (NGF) developed setting out new roles and responsibilities
- Regional Partnership forums between HA and individual police forces
- Detailed Regional Operating Agreements translate NGF principles into operation
- Police Liaison Officers in each region ensure the transfer of functions promoted, communicated and understood

Challenges Overcome

Cultural change

- HA transformed from traditional road builder and maintainer into 24/7/365 network operator
- Separate programme integrated the new service with the existing organisation

Challenging delivery timescales

- Complex programme with multiple interdependencies
- Service launched 17 months after Review published

Handover of functions

- National agreements between HA & ACPO and local Agreements with 39 police forces

National Road User Satisfaction Survey (NRUSS) – April 2007

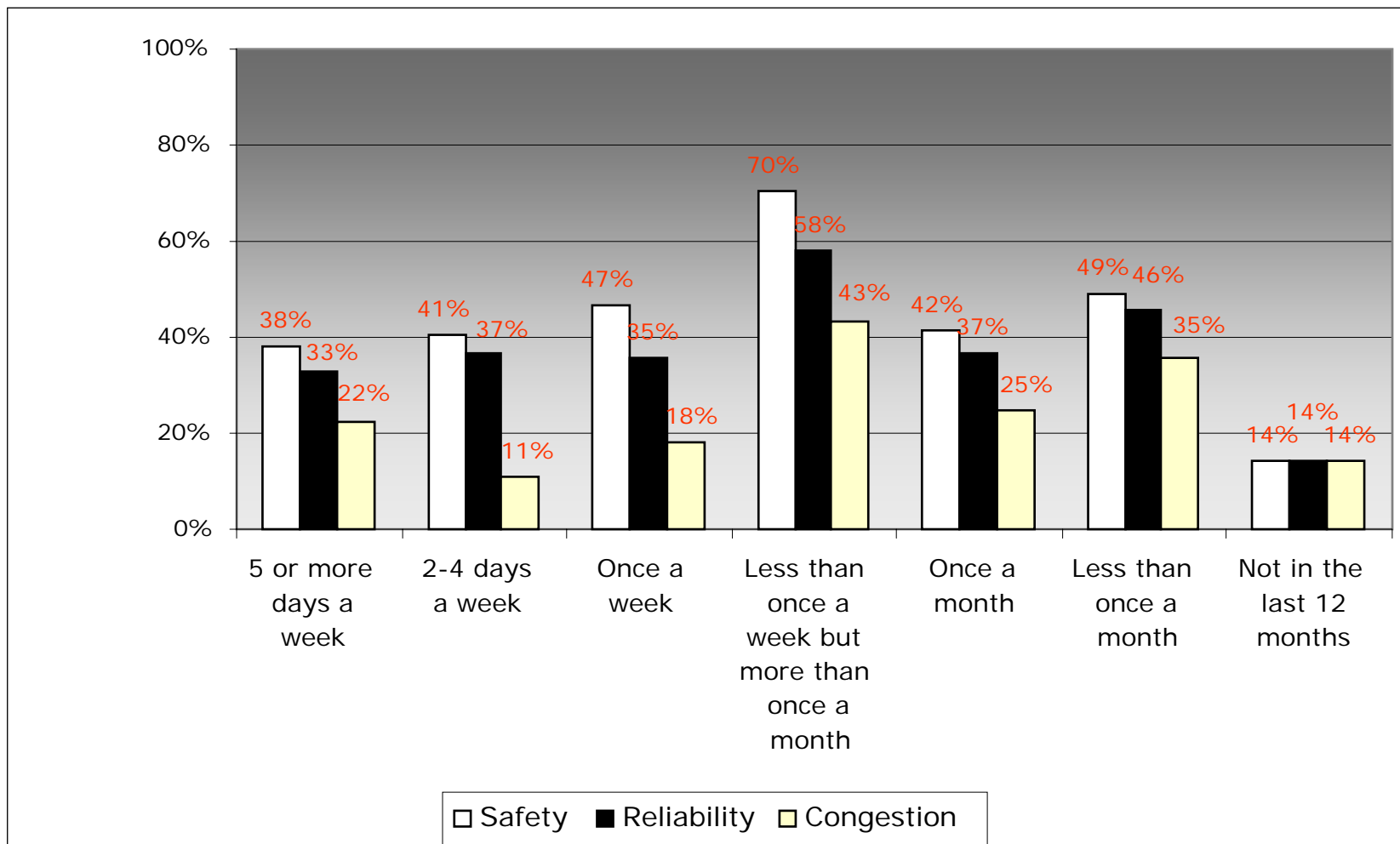


Figure 8.1 Percentage who agree Traffic Officers had a positive impact by frequency of motorway use



Challenges Overcome

Staffing

- Traffic Learning Centre established
- Approximately 1500 staff recruited, trained, equipped and deployed

Public Perceptions

- Communications plan developed
- Key delivery milestones in each region accompanied by a media launch for both print and broadcast media
- Customers' awareness of the Traffic Officer Service assessed



Objectives of the Traffic Officer Service

The Traffic Officer Service is expected to contribute towards:

- Reducing incident related congestion
- Reducing overall numbers of injuries on the motorways from debris related incidents
- Increasingly pro-active roads “policing” – particularly road safety and those offences that are recordable



Performance

How is performance assessed and monitored

- Contribution towards the Public Service Agreement journey time reliability and safety targets
- Key Performance Indicator framework



The KPI framework

The framework is based on a set of key indicators

- **Strategic Objectives:** Consistent with the wider HA objectives, the framework is used to enable strategic decision making.
- **Tactical Decision Making:** Provides regional performance data and informs efficient allocation of resource for targeted delivery.



Key Performance Indicators

Strategic

- Average Vehicle Delay on 10% worst journeys on links covered by the RCC

Tactical - including

- 80% of incidents responded to within 20 minutes, 98% within 40 minutes (for heavily trafficked routes)
- 80% of live lanes cleared within 45 minutes
- 90% of Emergency calls answered by RCC within 20 seconds
- 90% of signs and signals set within 3 minutes of request



Significant achievements of the delivery programme

- Full Capability achieved October 06 – two months earlier than planned.
- High visibility patrols give our customers confidence
- A foundation for other strategic initiatives
- Full Service achieved nationally January 07
- Effective operational partnerships built with the police
- The Traffic Officer Service is a major contributor to HA as a network operator.



Future Strategy

- Develop statutory and facilitated recovery of vehicles by HA
- Extend the service to All Purpose Trunk Roads
- Engage with other service providers and responders
- Develop and embed performance measures to judge the effectiveness and improve efficiency of the service
- Make the best use of technology to maximise the impact and effectiveness of the service