



Shortcut to the future.
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Incident Management (IM) in the Netherlands

United we stand!



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Today's Topics

- Incident Management (IM): What is it?
- IM Stakeholders
- IM National Schemes
- Effect of Incident Management
- Traffic Officer
- Developments





Incident management

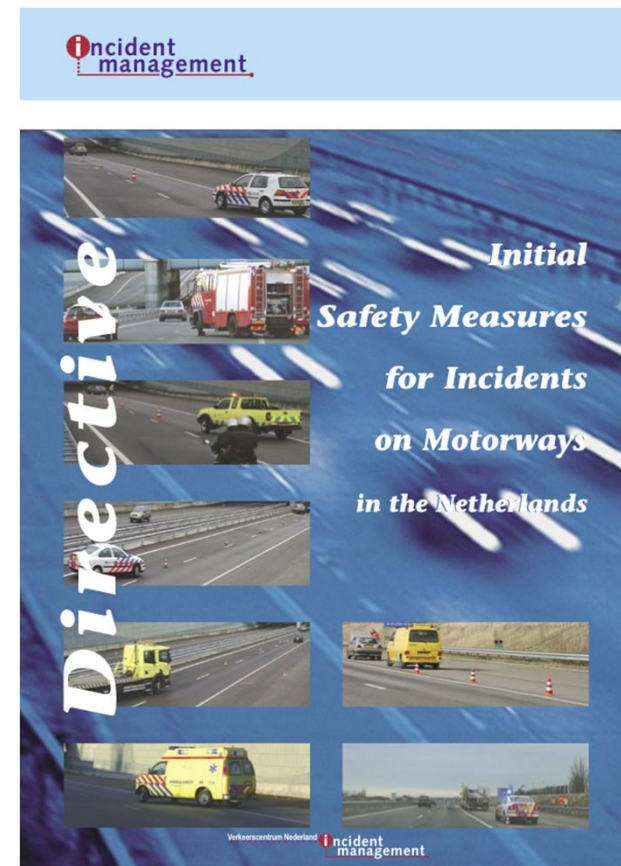


Incident Management: What is it?

Incident Management is the set of measures intended to safely clear the roadway as quickly as possible after an incident has taken place.

Its main objectives are:

1. To provide safety for the emergency workers
2. To maintain traffic safety
3. To restore normal traffic flow as quickly as possible





IM Stakeholders

- Police
- Ambulance service
- Fire department
- Recovery/breakdown
- Road authorities
- Transportation sector
- Insurance sector
- Emergency call centres





Why is IM vital to our economy?

- 3250 km of motorway
- 3 million daily road-users
- 20% of the traffic jams caused by incidents
- 65.000 incidents each year
(60.000 motorcars/5.000 lorries)
- Damage of traffic jams caused by incidents: € 500 million per year





Incident Management: two national schemes

Incident Management is regulated by:

1. National passenger car recovery scheme (Average response time (24/7): 17 minutes)
2. National lorry recovery scheme (Average response time (24/7): 25 minutes)





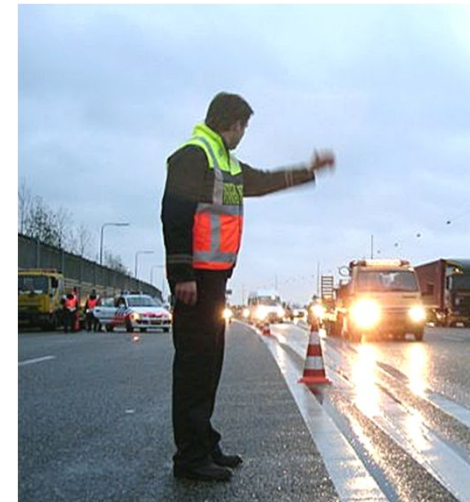
IM: Effects

- About 20% of all traffic-jams result from incidents
- Without Incident Management this would be at least 30%
- The recovery schemes have reduced the handling time for:
 - passenger cars 15 minutes faster
 - lorries 60-90 minutes faster
- This has resulted in a reduction of congestion caused by incidents of at least 25%
- And IM has a significant positive influence on road safety
- IM saves our society about € 150 million



Tasks of the Traffic Officer

- Be on the road during peak hours
- Take the first safety measures
- Co-operate with emergency services.
- Direct traffic at incident scenes
- Responsabel for quick repair of damage
- To restore normal traffic flow





Why further invest in Incident Management?

Look ahead to near future (2010-2020):

- We see a further increase in mobility
- No increase in road capacity

Consequence → network becomes more and more stressed

Result → more incidents → more traffic jams

How do we keep the flow going?

- By intensifying Incident Management



Developments in IM

- Expansion of IM from motorways to other major roads
- Main Projects running:
 - Improvement of response times of recovery services
 - Improvement of police scene investigation
 - Implementation of Traffic Officers on Motorbikes
- Improvement of multidisciplinary exchange of real-time information on incidents





Conclusions

- SAFETY and CO-OPERATION are the key words in Incident Management
- IM is more than restoring traffic flow conditions
- Active involvement of all stakeholders in IM is essential
- Our IM policies and practices save time and, more importantly, save lives



And remember,
whatever you do, keep focussed!

