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**Traffic Management Centre
(Mackay/Whitsunday)**
Standard Operating Procedures & Work Instructions

Revision: 2.0
Release Date: 25/01/2017



Executive Summary

This manual contains the foundation operating procedures for the TMC. Traffic Incident Management is the process of managing multi – agency responses to road traffic disruptions. Efficient and coordinated management of traffic incidents improves safety, reduces traffic congestion and vehicle emissions, improves the efficiency of traffic movement and limits cost impacts.

The Queensland Government Department of Transport and Main Roads is one of several agencies involved in the Incident Management environment. Transport and Main Roads objectives relate primarily to early detection, minimizing response delay, improvement of safety for responders, public and emergency services, reduction of social, economic and environmental costs as well as early advice to motorists allowing for choice.

Revision History

Note: Entries are listed in order of most recent first. New entries are created automatically when document is saved.

Rev.	Date	Author	Changes
1	30/03/2015	Hannah M Sorensen	Further updates
1.3	10/03/2015	Hannah Sorensen	Initial draft.
1.4	03/06/2015	Hannah Sorensen	Edits from Emma Rix and Chris Herring.
1.5	17/08/2015	Hannah Sorensen	Edits from STMC meeting
1.6	19/11/2015	Hannah Sorensen	Edits from STMC meeting
1.7	20/11/2015	Hannah Sorensen	Edits from Emma Rix and Chris Herring
1.8	23/11/2015	Hannah Sorensen	Edits from Chris Herring to Faults Information
1.9	25/11/2015	Hannah Sorensen/Matt Bampton	Edits to traffic faults and signal information
1.10	26/11/2015	Hannah Sorensen/Chris Herring	Edits made following feedback from STMC review
1.11	9/12/2015	Emma Rix	Edits made to core procedure
1.12	18/01/2016	Emma Rix	Edits/additional information added to core procedure and updates to MWR emergency contacts document.
1.13	12/02/2016	Emma Rix	updates as agreed in meeting with Dan Suter/Chris Herring/Emma Rix
1.14	24/03/2016	Emma Rix	Further updates as agreed in STMC meeting
1.16	19/01/2017	Emma Rix	Updates agreed in meeting with Vince Cook.
1.17	02/02/2018	Emma Rix	Minor updates for Townsville TMC Management
1.18	22/11/2020	Mary Scheib	Update to Major Incident Email
1.19	15/12/2020	Emma Rix	Updates for Mackay/Whitsunday number for assistance / oncall

			engineer / permanent VMS locations
2.0	21/12/2020	Mary Scheib	Merge 2 different versions of iBoK

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Regional Information

This section contains the following topics:
Mackay/Whitsunday District
Services

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Mackay/Whitsunday District

The Mackay/Whitsunday District extends from north of Bowen to south of St Lawrence and west to Clermont and the Bowen Basin.

The district covers the Mackay, Whitsunday and Isaac regional councils.

The district is serviced by the Mackay office.

Location:

- Level 2, Mackay Government Building
44 Nelson Street
MACKAY QLD 4740
- PO Box 62 MACKAY QLD 4740
- Phone: (07) 4951 8555 (General office)
- Phone: (07) (After Hours On-Call Engineer)
- Fax: (07) 4951 8550
- Email: mackay.office@tmr.qld.gov.au or mackaycommunications@tmr.qld.gov.au

Hours of Operation:

- Monday to Friday
- 8:00am to 5:00pm (0800hrs – 1700hrs)



Services

This section contains the following procedures:

STMC Services to Mackay/Whitsunday

Handover Process

Incident and Equipment Fault Management.

STMC Services to Mackay/Whitsunday

Function

- To respond to Mackay/Whitsunday District area general telephone calls, incident management and event management.

Hours of Operation

- 24 hour, 7 days a week coverage
- The Mackay/Whitsunday District has advised internal TMR staff and RMPC contractors to contact the TMC on 07 if necessary.
- The Mackay/Whitsunday District has advised emergency services to contact the TMC on 07 .

Logging Events and Incident details

- Major Incidents to be logged in Major Incident database
- Email notification to be sent to Mackay Road Report list email group via Vision 6
- Email to be sent to District Director and District Communication Team
mackaycommunications@tmr.qld.gov.au

Incident Management

- STATE CONTROLLED ROADS refer to Mackay/Whitsunday Regional Road Inventory Book
 - Send email to Mackay Road Report list via Vision 6
 - Log in Major Incident database if necessary
 - Update VMS and RCIS boards in STREAMS if necessary
 - Incident put onto 131940 services
- NON STATE CONTROLLED ROADS – refer to [MWD Emergency contacts](#) for local council contacts
 - **No further action required**

Equipment Faults (Traffic Signals, Rate 3 Street Lighting, ITS)

- All TMR Electrical Assets are to be maintained by the STMC
 - Identify traffic fault in STREAMS
 - Contact relevant RMPC contractor to repair fault – refer to refer to [MWD Emergency contacts](#)
 - Faults put onto 131940 services (Hazard) and liaise with QPS comms if necessary

Traffic & Travel Information (TTI) – 131940 Traffic Report Line, Website & Twitter

- Use EPS to create and publish incidents and faults on QLDTraffic.

Major Incident Management

- To manage appropriate response to a Major Incident.

Coverage of Region

- The Mackay office monitors state-controlled roads only. Local council authority roads are monitored and maintained by the respective local government authority (LGA). Refer to [MWD Emergency contacts](#) for LGA contact numbers.
- The Mackay/Whitsunday Regional Road Inventory book contains the location of road inventory and features on the declared state-controlled road network within the region.
- RMPC contractors carry out maintenance and emergency works on behalf of TMR. The RMPC contractors for Mackay/Whitsunday District are:
 - Mackay Local Government Area – Mackay Regional Council
 - Whitsunday Local Government Area – Whitsunday Regional Council
 - Isaac Local Government Area – Isaac Regional Council

Incident & Equipment Fault Management

STMC Operators shall manage incidents & faults as they occur in the Central Queensland District. Typical incidents include:

- [Alert](#) (Child Abduction, Complaint – Road Network, Load Limit, Road Open with Care, Weather Alert)
- [Crash](#) (Heavy Vehicle Crash, Passenger Transport Vehicle Crash, Primary Crash, Secondary Crash)
- [Hazard](#) (Debris/Obstruction/Spill, Equipment Fault, Fire/Smoke, Flood/Water Over Road, Road Surface/Infrastructure, Unauthorised Access, Weather, Other)
- [Planned Incident](#) (Enforcement, Over Dimensional Vehicle, Planned Event, Road works, Other)
- [Stationary Vehicle](#) (Abandoned Vehicle, Broken-down Vehicle, Illegally Parked Vehicle, Other)
- [Equipment Faults](#) (Traffic Signal, ITS equipment, Rate3 street lighting)

Alerts such as Load Limits and legal Road Closures (due to severe flooding or deteriorating road conditions) may need to be actioned in conjunction with the district on-call engineer.

Before contacting the relevant response agency, Operators will need to take all reasonable steps to establish that the incident is an urgent public safety hazard (i.e. having an impact on the road network, either by blocking traffic, reducing capacity of road, or resulting in a major incident). Otherwise the incident may be logged for routine maintenance during business hours or for further investigation.

Verification of an urgent public safety hazard may include any of the following:

- A reliable description of the hazard and its location
- The objects are on or threatening a traffic lane – debris on a shoulder is not normally included
- The object(s) are large enough to damage a vehicle if hit
- Police reports are normally accepted "as-is" but query / verify details with caller.
- Incidents shall be placed onto 131940 services as per standard operating procedures.

Procedures

This section contains the following topics:

- Core Procedure
- Alert Incidents
- Crash
- Electrical Device (Fault) Procedures
- Hazard Incidents
- Planned Events / Roadworks
- Specialised Procedures
- Stationary Vehicle

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Core Procedure

Phase	Actions
Detect	<ul style="list-style-type: none"> • Awareness of incident via notification
Verify	<ul style="list-style-type: none"> • Trusted Source • Verify whether Major Incident • Establish: Incident location, Type of Incident, Severity, Additional assistance required
Inform	<p>Send communications</p> <ul style="list-style-type: none"> • QLDTraffic Phone, Website / Twitter • Email to Mackay Road Report list via Vision 6 (use appropriate template) (if the location is within 50km of District boundary with Fitzroy or Northern, please also generate communications for the relevant District) <ul style="list-style-type: none"> ○ For wet weather events – send out wet weather template at beginning of event and daily throughout event • Major Incident email (FIRST NOTICE) • Utilise ITS devices – Override VMS, RCIS
Respond	<ul style="list-style-type: none"> • Send Responders – (QPS for urgent incident/RMPC Contractor for urgent infrastructure repair (LGA). Non urgent repairs (e.g. pot holes can be sent through to mackaycommunications@tmr.qld.gov.au as a maintenance request. • For assistance please contact Mackay/Whitsunday engineer <input type="text" value="NR"/>
Manage	<ul style="list-style-type: none"> • Update SIMS as information is received • Update VMS message via STREAMS • Update communications <ul style="list-style-type: none"> ○ Update QLDTraffic Phone, Website / Twitter ○ Update Mackay Road Report list email group via Vision 6 • Escalate to Major Incident if required (FIRST NOTICE) • Update Major Incident email as required (SECOND NOTICE and so on) • Liaise with Mackay QPS Comms hourly (or as advised) for updates (07 <input)<br="" type="text" value="NR"/>For assistance please contact <input type="text" value="NR"/>
Clear	<ul style="list-style-type: none"> • Reset ITS devices - VMS, RCIS • Remove messages from QLDTraffic (Phone, Website / Twitter) • Final update to Mackay Road Report List email group via Vision 6 • Sent out Major Incident email (FINAL NOTICE)
Debrief	<ul style="list-style-type: none"> • Schedule debrief if appropriate
End of Procedure	

Pages 12 through 27 redacted for the following reasons:

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Hazard Incidents

This section contains the following procedures:

Animals

Debris

Fire / Smoke

Flood / Water Over Road

Oil and Chemical Spills

Road Rage / Police Issue

Road Surface / Infrastructure

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Animals

Additional Tasks Checklist

Phase	Actions
Detect	<ul style="list-style-type: none">• Refer to Core Procedure
Verify	<ul style="list-style-type: none">• Refer to Core Procedure
Inform	<ul style="list-style-type: none">• High risk - call QPS• Low Risk - proceed with animal welfare and disposal actions• Also Refer to Core Procedure steps
Respond	<ul style="list-style-type: none">• State Controlled Roads• Live Cattle – Notify QPS to contact cattle owner• Dead animals – Contact LGA to remove <p>Non-State Controlled Roads</p> <ul style="list-style-type: none">• Refer to appropriate local authority• Also Refer to Core Procedure steps
Manage	<ul style="list-style-type: none">• Refer to Core Procedure
Clear	<ul style="list-style-type: none">• Refer to Core Procedure
Review	<ul style="list-style-type: none">• Refer to Core Procedure
End of Procedure	

Debris

Additional Tasks Checklist

Phase	Actions
Detect	<ul style="list-style-type: none">• Refer to Core Procedure
Verify	<ul style="list-style-type: none">• On (or impacting) a State Controlled Road (SCR)• Refer to Core Procedure
Inform	<ul style="list-style-type: none">• Refer to Core Procedure
Respond	<ul style="list-style-type: none">• Non-SCR:• Liaise with asset owner• SCR:• Advise LGA• Request QPS assistance if a serious hazard• Also Refer to Core Procedure
Manage	<ul style="list-style-type: none">• Refer to Core Procedure
Clear	<ul style="list-style-type: none">• Refer to Core Procedure
Review	<ul style="list-style-type: none">• Refer to Core Procedure
End of Procedure	

Fire / Smoke

Additional Tasks Checklist

Phase	Actions
Detect	<ul style="list-style-type: none"> • Refer to Core Procedure
Verify	<ul style="list-style-type: none"> • On (or impacting) a State Controlled Road (SCR) • Refer to Core Procedure
Inform	<ul style="list-style-type: none"> • QPS • Ergon if power lines down or threatened • Advise Local council if effecting non-SCR network • Also Refer to Core Procedure steps
Respond	<ul style="list-style-type: none"> • Consider smoke hazard / driver visibility – e.g. Set VMS • Consider weather conditions that may affect incident (wind strength / direction) • Also Refer to Core Procedure steps
Manage	<ul style="list-style-type: none"> • Refer to Core Procedure
Clear	<ul style="list-style-type: none"> • Refer to Core Procedure
Review	<ul style="list-style-type: none"> • Refer to Core Procedure
End of Procedure	

Flood / Water over Road

Additional Tasks Checklist

Phase	Actions
Detect	<ul style="list-style-type: none"> Awareness of rain event provided by Mackay/Whitsunday communications team. Awareness of closures due to flooding via notification from LGA IRC – enter through Guardian MRC – provide call/email to TMC to enter on QLDTraffic (only use Guardian when event is declared) WRC – provide call/email to TMC to enter on QLDTraffic During wet weather event, please check 'Conflicts' tab in QLDTraffic
Inform	<ul style="list-style-type: none"> Send communications:- QLDTraffic Phone, Website, Twitter Email to be sent to Mackay Road Report list via Vision 6 at start of wet weather event and daily throughout the event. Use wet weather template on Vision 6 (has link to QLDTraffic for district) NO VISION 6 MESSAGE REQUIRED LISTING ROAD CLOSURES If Bruce Highway is closed due to flooding - send Major Incident email Utilise ITS devices – override VMS, RCIS (use 'If It's Flooded, Forget It' filler messages during event)
Respond	<ul style="list-style-type: none"> For technical assistance please call Mackay/Whitsunday engineer (NR <input type="text"/>)
Manage	<ul style="list-style-type: none"> Obtain regular updates on conditions (water over road / closure) Monitor flood cameras on www.rmcam.com.au (Login: NR <input type="text"/> Password: NR <input type="text"/>) Flood camera for Hamilton Plains on 851 Proserpine-Shute Harbour Road is on Whitsunday Regional Council website (no login required). This road goes under first and is usually followed by Goorganga Plains on Bruce Highway which cuts off airport. If Bruce Highway is shut due to flooding – please contact media team and advise. Mackay/Whitsunday District to assist with chasing for updates and monitoring update emails during office hours. For assistance please call Mackay District (NR <input type="text"/>)
Clear	<ul style="list-style-type: none"> Reset ITS devices – VMS, RCIS Remove messages from QLDTraffic
Debrief	<ul style="list-style-type: none"> Liaise with Mackay Communications for any issues dealing with wet weather event for future learnings.

End of Procedure

Oil and Chemical Spills

Additional Tasks Checklist

Phase

Actions

Detect

- [Refer to Core Procedure](#)

Verify

- **Verify the extent of the spill (Minor, Moderate, Serious)**

Extent of Spill	Description	Responder	
		QFRS	Senior Road Inspector
Serious	Requires multiple officers with a range of equipment posing a risk to the environment / health / infrastructure	•	•
Moderate	Requires multiple officers with a range of equipment to remove, posing a risk to the infrastructure.	•	•
Minor	Able to be adequately cleared by a single officer with limited equipment	•	

- Also [Refer to Core Procedure](#) steps

Inform

- [Refer to Core Procedure](#)

Respond

- **Notify QPS & QFRS**
- **NOTE: Environmental Protection Agency (EPA) will be advised by responders (normally QFRS or RMPC)**
-
- Also [Refer to Core Procedure](#) steps

Manage

- [Refer to Core Procedure](#)

Clear

- [Refer to Core Procedure](#)

Review

- **Serious spills should have a multi-agency debrief conducted, other spills are at the Senior Program Support Officer's discretion**
- Also [Refer to Core Procedure](#) steps

End of Procedure

Road Rage / Police Issue

Description: This is to appropriately process issues involving threats to persons or property including high speed pursuits, road rage etc.

Additional Tasks Checklist

Phase	Actions
Detect	<ul style="list-style-type: none">• Refer to Core Procedure
Verify	<ul style="list-style-type: none">• Refer to Core Procedure
Inform	<ul style="list-style-type: none">• Advise QPS of all incident details<ul style="list-style-type: none">• Also Refer to Core Procedure steps
Respond	<ul style="list-style-type: none">• QPS to lead these incidents• Support Emergency Services as requested• Monitor on CCTV to assist QPS, if TMC resources are available• Advise respective region if the pursuit is likely to enter their region• Also Refer to Core Procedure steps
Manage	<ul style="list-style-type: none">• Refer to Core Procedure
Clear	<ul style="list-style-type: none">• Advise QPS of any CCTV footage as appropriate• Also Refer to Core Procedure steps
Review	<ul style="list-style-type: none">• Refer to Core Procedure
End of Procedure	

Road Surface / Infrastructure

Description: This is to appropriately process issues with the civil infrastructure such as: Potholes, Armco damage, brifen wire damage, landslides, pavement cracks, subsidence, uneven road surface

Additional Tasks Checklist

Phase	Actions
Detect	<ul style="list-style-type: none"> Refer to Core Procedure
Verify	<ul style="list-style-type: none"> Check whether in project / roadwork's site area (from QLDTraffic) Also Refer to Core Procedure steps
Inform	<ul style="list-style-type: none"> All incidents within a project work site need to be reported to the project contactor for their response or authorisation for other responders to attend. Check SIMS road works for contact person. If emergency services request an inspection by an engineer please report to the on call engineer (NR <input type="text"/>) For potholes, please contact LGA as RMPC provider. Do not contact RoadTek. Also Refer to Core Procedure steps
Respond	<ul style="list-style-type: none"> Contact LGA as RMPC provider For serious damage liaise with district on call engineer (NR <input type="text"/>) Also Refer to Core Procedure steps
Manage	<ul style="list-style-type: none"> Refer to Core Procedure
Clear	<ul style="list-style-type: none"> Refer to Core Procedure
Review	<ul style="list-style-type: none"> Refer to Core Procedure
End of Procedure	

Pages 36 through 53 redacted for the following reasons:

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Additional Information / Materials

This section contains the following topics:

References

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References

This section contains the following topics:

- Trusted Source
- MWD Emergency Contacts
- MWD Regional Road Inventory book
- MWD List of suburbs
- MWD List of bridges
- MWD Road names and local road names

Trusted Source

Notification of an incident from a “Trusted Source” is considered to be reliable and therefore verified.

NOTE: For DTMR road closures only the sources listed as ** are considered a verified Trusted Source.

Following are the sources considered as “Trusted”:

- Queensland Police Service (QPS) Officers
- Queensland Ambulance Service (QAS) Officers
- Queensland Fire and Rescue Service (QFRS) Officers
- TMC Operator
- TMR employee
- RoadTek Civil Maintenance
- TMR Inspector
- RMPC inspector

Notification would not be considered “Trusted”, and therefore require verification, if:

- it conflicts with other verified details
- it comes from a public report via a QPS/QAS/QFRS communication centre
- it comes from a tow truck operator
- it comes from any source not listed above as trusted.

NOTE: Multiple, consistent reports from non-‘Trusted’ sources would be sufficient to verify the incident.