EMV EMERGENCY MANAGEMENT VICTORIA

Joint Standard Operating Procedure

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	JOINT SOP	
Title	Traffic Management at Major Emergencies	
Version	v10.0	
Purpose	The purpose of this Joint Standard Operating Procedure (JSOP) is to describe the process for the control of traffic movement through an incident area.	
Scope	The scope of this JSOP outlines the responsibilities for and management of traffic including access in and around an incident area.	
	This procedure does not describe the closure of a road where traffic access is not permitted.	
	This procedure does not describe how Traffic Management Points should be operated in the field.	
	This JSOP should be read in conjunction with the *Operation of Traffic Management Points during Emergencies Guidelines.*	
	The principles within this document may be applied to non-major emergencies if appropriate.	
Applicable Agencies	The following agencies will apply this JSOP due to legislative responsibilities or agency role defined within the State Emergency Management Plan:	
	• CFA • DEECA (FFMVic) • FRV • VICSES • Department of Transport and Planning (DTP)	
	Note: Victoria Police discharge their responsibilities in traffic management as per their agency policies and procedures which align with the joint agency guidelines.	
	Other agencies may apply this doctrine as applicable.	
Content	The procedural contents of this JSOP are:	
	1. Authority 2. Establishment of Traffic Management Points (TMPs) 3. Traffic Management Plan 4. Management of TMPs 5. Changing Traffic Management Access Level	

	The Schedules in this JSOP are:
	Schedule 1: Traffic Management Point Activation and Advice Template
	Schedule 2: Record and Handover Template
	Schedule 3: Traffic Management Information
	Schedule 4: Traffic Management Plan (Operations Order)
Responsibilities	The following personnel have responsibilities within this procedure:
	• Incident Controller
	• Responsible Road Authority
	• Victoria Police
	• Traffic Management Manager
	• Traffic Management Supervisor
	• Public Information Officer
	• Department of Transport and Planning EMLO
Definitions	Common Emergency Management terms and definitions can be found in EM-COP under Library > Definitions.
	Within this document, the following definitions apply:
	Direct Traffic
	The task of directing traffic on any part of the road that is not closed, but not including directing traffic via an alternate route. Authority to undertake this task will be dependent on the emergency and respective agency legislation.
	Responsible Road Authority (RRA)
	The relevant road authority is the land or infrastructure operator as set out in Section 37 of the *Road Management Act 2004.*
	Responsible Traffic Control Authority
	Victoria Police, Department of Transport and Planning (DTP), Public Land Manager or the relevant Council.
	Road
	An area that is open to or used by the public and is developed for, or has as one of its main uses, the driving or riding of motor vehicles. This can include auxiliary lanes, footpaths, median strips and exclusive transportation lanes such as dedicated bicycle paths.
	Traffic
	All vehicles and persons travelling on a road.
	Traffic Management Manager (TMM)
	The individual designated with the responsibility for developing and managing the overall Traffic Management Plan.
	Traffic Management Plan
	An overall plan to manage access and the movement of traffic in and around an incident. It should include arrangements to divert traffic around the incident and minimise community impact.

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	Traffic Management Point (TMP) Traffic Management Points are set up to safely control the flow of road traffic into and around an area where an emergency has occurred, is presently occurring, or has the potential to occur. **Traffic Management Point Supervisor** Person responsible for operational command of all Traffic Management personnel deployed in the field.

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PROCEDURE

1. Authority

   1.1. The IC has overall responsibility for incident control and is required to consult with Victoria Police and where possible, the RRA to develop, implement and monitor a Traffic Management Plan.

   1.2. Victoria Police has responsibility for Traffic Management in consultation with the Control Agency and other expert advice (*State Emergency Management Plan, Roles and Responsibilities*) as part of the overall incident control strategy.

   1.3. Authority to close a road is dictated by relevant agency legislation.

      1.3.1. DEECA (by provision of section 21 (1A) of the *Forests Act 1958)* powers are restricted to closing the roadway or any part of the roadway. No DEECA member is authorised to re-direct traffic onto alternative routes without the approval of the responsible traffic control authority.

      1.3.2. CFA or any person under Section 30 (f) of the *Country Fire Authority Act 1958* are authorised to close any road or part of any road affected, or likely to be affected, by a fire or smoke from a fire and may direct traffic on road in the vicinity of the closed road (or closed part of a road).

      1.3.3. FRV or any person under Section 94D of the *Fire Rescue Victoria Act 1958* are authorised to close any road or part of any road affected, or likely to be affected, by a fire or smoke from a fire; and may direct traffic on any road in the vicinity of the closed road or closed part of a road.

      1.3.4. VICSES has specific traffic management powers contained in Section 40 of the *Victoria State Emergency Service Act 2005* to give reasonable traffic directions to the driver of a vehicle. During an emergency, traffic management points should be managed in accordance with this JSOP, with reference also to the current Operation of Traffic Management Points during Emergencies Guidelines.

2. Establishment of Traffic Management Points (TMPs)

   2.1. The IC is responsible for deciding and managing the location and access level of a TMP for major emergencies. This is required to be done in consultation with the designated Victoria Police Traffic Management Manager (TMM) and the RRA.

   2.2. The IC is required to document the decision of establishing a TMP in *Schedule 1: Traffic Management Point Activation and Advice Template* in which will specify:

      2.2.1. The access level of the TMP as per *Schedule 3: Traffic Management Information.*

      2.2.2. Any specific access conditions that may have been applied.

2.3. Either the IC, or a member of Victoria Police may initiate emergency services access level at a TMP.

2.4. Where the IC determines that a TMP or a road closure is required, they shall contact Victoria Police (*as per Schedule 1: Traffic Management Point Activation and Advice Template*) as soon as possible to request its establishment.

2.5. The IC may delegate the management of TMPs to a member of the Incident Management Team (IMT). This person is known as the Traffic Management Manager (TMM). Where possible the TMM should be a member of Victoria Police. The TMM should consult with the RRA.

2.6. Where Victoria Police or the RRA are unavailable, the IC may allocate emergency personnel who are equipped with the appropriate Personal Protective Clothing/Equipment (PPC/E) as appropriate (as per *section 4.6* of this JSOP) to crew the TMP. Where possible, this should be restricted to TMPs in the vicinity of the incident.

2.7. When the IC establishes a TMP, they should ensure relevant information or warnings are issued to the public regarding the access level, location of the TMPs and access level of roads behind those TMPs. This information is required to also be communicated to DTP to enable the updating of the *VicTraffic* website.

2.8. The Public Information Section is required to include information about any TMPs, road closures and other relevant information in any warnings or information to the community.

3. Traffic Management Plan

3.1. The IC or TMM is required to develop a Traffic Management Plan for the incident.

3.2. The Traffic Management Plan format will be determined by the TMM and the recommended contents are set out in the *Operation of Traffic Management Points during Emergencies Guidelines*.

3.2.1. Victoria Police members may use the format for a Traffic Management Plan as set out in *Schedule 4: Traffic Management Plan (Operations Order).*

3.3. Key considerations for a Traffic Management Plan are:

3.3.1. Public safety

3.3.2. Minimising community impact

3.3.3. Alternative methods of access and egress

3.3.4. Provision of information to impacted community

3.3.5. Access to support those within closed area

3.3.6. Prioritisation of the assessment and reopening of roads

3.3.7. Early access to critical infrastructure

3.3.8. Relief and recovery services

4. Management of TMPs

4.1. The TMM may establish a specific functional unit within the IMT and Emergency Management Team (EMT) which should consider the inclusion of the following: EMLOs from Victoria Police, DTP, councils and RRA, other government departments such as agriculture and other agencies, critical infrastructure and essential services representatives as required. It is important to ensure that

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representatives with local knowledge are included in the specific functional unit.

4.2. Where necessary to ensure the effective management of TMP staff, the TMM may appoint a TMP Supervisor.

4.3. The IC is responsible for notifying both the Municipal Emergency Response Coordinator (MERC) and the DTP Transport Operations Centre (via a DTP EMLO where they are in attendance at an ICC) of the establishment or removal of a TMP, other major traffic disruptions and requirements for alternative routes as well as the overall Traffic Management Plan, in accordance with *Schedule 4: Traffic Management Plan (Operations Order).*

    4.3.1. Where DTP EMLO is present in the ICC the EMLO is responsible for making contact for the DTP Transport Operations Centre.

4.4. The TMM or, where appointed, the TMP Supervisor shall as a priority, make contact with TMP staff, irrespective of agency, at all established TMPs.

4.5. The TMM or the TMP Supervisor is required to provide a briefing to all TMP staff, irrespective of agency and should include the following:

    4.5.1. Appropriate locations for TMP staff to operate from

    4.5.2. The access level of the TMP (as per *Schedule 1: Traffic Management Point Activation and Advice Template*)

    4.5.3. Any conditions applied to the road by the IC or RRA (e.g., vehicle length, height or weight restrictions)

    4.5.4. Access and egress for emergency service vehicles and personnel (or other critical services)

    4.5.5. Situation reporting requirements (including the process to obtain regular updates from established and staffed TMPs)

    4.5.6. Current situation reports including community warnings and approved community messaging and information

    4.5.7. Welfare issues, including shift times, catering, breaks and contact procedures.

    4.5.8. Priority safety matters such as communications lines if an emergency impacts the TMP, fall back points, PPC requirements etc

4.6. Emergency services personnel who are allocated to traffic management duties will use, where practical appropriate PPC/E in line with agency requirements and incident type; this should include the use of hi visibility reflective clothing, flares/e-flares, slow/stop bats, respiratory protection where required and any other means to ensure that their safety is paramount.

4.7. Where Emergency Services do not have the appropriate traffic control devices, they are required to advise the Incident Controller, who will make alternative arrangements. Where TMPs are to be in place during night or times of extreme low visibility, additional use of lights and signs (e.g., Variable Messaging Signs or beacons) should be considered.

4.8. *Incident Communications Planning (JSOP 02.02)* and the Traffic Management Plan should outline preferred methods of communications between all Traffic Management Points and the ICC (an example would be regular check-ins to ensure safety of personnel at TMPs).

4.9. If TMP staff have specific questions, require clarification or can provide community feedback to the IC regarding access to an incident area they are to make contact through TMM or TMP Supervisor.

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REFERENCE	
Related Documents	*Emergency Management Act 2013* *Victorian State Emergency Management Plan* *Road Management Act 2004* *Forests Act 1958* *Country Fire Authority Act 1958* *Fire Rescue Victoria Act 1958* *Victoria State Emergency Services Act 2005* *JSOP 02.02 Incident Communications Planning* *JSOP 03.06 Incident Briefings* *JSOP 04.01 Public Information and Warnings for Class 1 Emergencies* *JSOP 04.02 Public Information and Warnings for Class 2 Emergencies* *JSOP 08.05 Health Monitoring – Emergency Service Personnel* *Operation of Traffic Management Points during Emergencies Guidelines* *VicTraffic Website*
Environment	Nil
REVIEW	
Date Issue	23 October 2023
Date Effective	04 December 2023
Date to be Reviewed	October 2026
Date to Cease	N/A

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AUTHORITY		
The Emergency Management Commissioner has issued this JSOP under section 50 of the *Emergency Management Act 2013*.		
Approved	**Signature**	**Date**
Rick Nugent Emergency Management Commissioner	Signed Copy on File at the State Control Centre	23 October 2023
Fiona Adamson Head Transport Services, DTP	Signed Copy on File at the State Control Centre	23 October 2023
Endorsed	**Signature**	**Date**
Jason Heffernan Chief Officer, CFA	Signed Copy on File at the State Control Centre	23 October 2023
Chris Hardman Chief Fire Officer, DEECA	Signed Copy on File at the State Control Centre	23 October 2023
Gavin Freeman Fire Rescue Commissioner, FRV	Signed Copy on File at the State Control Centre	23 October 2023
Tim Wiebusch Chief Officer Operations, VICSES	Signed Copy on File at the State Control Centre	23 October 2023

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Schedule 1: Traffic Management Point Activation and Advice Template

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TRAFFIC MANAGEMENT POINT ACTIVATION & ADVICE

Traffic Management Point Activation and Advice

Date: _____   **Time:** _____

To: Victoria Police Traffic Management Manager/Liaison Officer/other member

TMP Located at: _____

I hereby provide notification of the initiation of a Traffic Management Point at the listed location, for the given times and with the conditions under which access is authorised.

Current TMP Status:

☐ **Emergency Services only**   ☐ **B Access**
☐ **C Access**   ☐ **D Access**

Access Status Conditions

☐ Emergency Service Personnel (list below)
☐ Emergency Response Support Personnel (list below)
☐ Residents of immediate areas (detail area below)
☐ Recovery Service Personnel (list below)
☐ Council or Vic Roads employees or sub-contractors
☐ Media
☐ Persons Authorised by the Incident Controller (list below)
☐ Other conditions as authorised by the Incident Controller (list below)

Specific Instructions

Justification and Further Advice (attach map or other relevant documentation)

Authorising Incident Controller/Delegate:

Name:

Agency: ICC Located at:

Signature: Date:

This form is to be completed and signed by the Incident Controller or Delegate and forwarded to the TMM or if the TMM is not at the ICC, to the relevant Police Operation Centre MERC and DTP when requesting Victorian Police to attend the TMP

Schedule 2: Record and Handover Template

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Traffic Management Point Record

Record of emergency status and works undertaken in vicinity of Traffic Management Point at the listed location, authorised by the Incident Controller.

TMP Located at: _____

Attach map or other documentation to list all roads or geographical area this record applies to.

The following record of incident status and hazard mitigation works are provided in support of the proposal to transfer Emergency Services control of the above Traffic Management Point to the road owner (*Road Management Act, Section 78*).

	Item	Date	Time
☐	Designated area that the TMP provides access to is unlikely to be further impacted by the incident		
☐	Road passage cleared of debris		
☐	Tree Hazard ('Clear and Present' danger trees) mitigated from road access		
☐	Infrastructure, power, and gas services no longer a hazard		
☐	Notified road authority of overloaded or damaged infrastructure		

Considerations for discussion with Road Authority (List any actions taken by response agency that need to be handed over to road authority e.g. Other hazards identified)

TRAFFIC MANAGEMENT POINT RECORD

Handover to Road Authority

Road Authority: ....

Name: .... Signature: ....

Position: .... Date: ....

Road Authority: ....

Name: .... Signature: ....
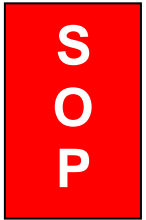
Position: .... Date: ....

Authorising Incident Controller/Delegate:

Name: ....

Agency: .... ICC Located at: ....

Signature: .... Date: ....

This form is to be completed and signed by the Incident Controller and a copy forwarded to the Road Authority following agreed handover back from the Emergency Services Organisation

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Schedule 3: Traffic Management Information

Responsibility and authority	Access level	Emergency status and risk assessment	Access (Incident Controller may authorise access for specific persons or groups and impose restrictions)	Identification or authorisation
Control Agency	**NO ENTRY** **Emergency Services Only Access**	**Going / New** • Designated area likely to be impacted by emergency • Access route blocked and/or danger of hazardous trees	• Emergency services or emergency contractors • Other emergency or essential services authorised by Incident Controller or delegate • Any person authorised by Incident Controller or delegate (this may include residents, accredited media, etc)	• Emergency unit • Emergency agency ID • Emergency agency contractor ID • Escort by fire unit (eg wet escort) • Authority of Incident Controller or delegate (eg private/ temporary vehicle pass) • Agency Media Accreditation
	Restricted Access B **Essential Services Assessment**	**Contained / Assessed** • Emergency impact no longer occuring • Access route cleared and danger of hazardous trees removed	• Access Safety Assessment Vehicle/s (to consist of Council, DTP, essential services, to conduct road and infrastructure assessment as required) • Emergency services, as authorised by the Incident Controller or delegate • People other than emergency-agency staff for the purposes of urgent care and management of land, or other reasons as deemed appropriate by the Incident Controller	• Designated Access Safety Assessment Team Vehicle – details to be advised by ICC • Agency identification • Appropriate wristband and/or authorisation by the IC via the TMM
	Authorised Access C **Residents, Media, Recovery Services, B Access**	**Controlled** • Infrastructure, road integrity, essential services do not present hazard	• Residents returning to their homes • People providing recovery and relief services • Council or VicRoads employees or sub-contractors • Accredited Media • Business owners in immediate area • DJSIR or DEECA staff or vets facilitating the treatment and humane destruction of injured animals • Individuals or groups delivering relief and aid to residents and animals	• Resident – driver licence, authorising wristband • Organisation ID • Agency Media Accreditation • Business owner – suitable identification
Road Authority	**Authorised Access D** **C Access, Others authorised, eg employees**	• Agency no longer requires TMP • Road owner requires TMP to address road-related issues	• Employees working in specified area • People bringing food and supplies for people and animals	• Organisation ID • Authorising wristband
	Open	• Road owner satisfied that road-related issues no longer impact on road users	• Open to all • TMP removed and signed off by road owner	• Not applicable

Coroners Act 2008 Section 38 Restriction of access to fire area

1) A coroner or the Chief Commissioner of Police may take reasonable steps to restrict access to – (a) the place where a fire occurred: or (b) a place reasonably connected to the place where a fire occurred.

2) The coroner or Chief Commissioner of Police may cause a notice in the prescribed form stating that access is restricted to a place to be put up at that place or as near as possible to that place.

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Schedule 4: Traffic Management Plan (Operations Order)

	Traffic Management Plan Relative To ………………………………… *Date:* *Compiled by:*		ISSUES: Any issues arising at a TMP need to be reported to the Incident Controller and Traffic Management Manager via the Police Supervisor ASAP.	
SITUATION	**MISSION, EXECUTION GENERAL OUTLINE**	**TASKS & TIMINGS**	**ADMINISTRATION & LOGISTICS**	**COMMAND, COMMUNICATION & SAFETY**
On the *(date and place)*, a (*emergency event*) has occurred / is in progress and has the potential to significantly impact on the safety of the community/public within the area of *(insert location)* After discussions with *(name / position)* of *(Control Agency)*, the Incident Controller for this Incident, it has been agreed that a traffic management plan for the potentially affected area is required, as a matter of public safety, in line with the Traffic Management Point Guidelines. The area to be impacted is bound by Grid References: *(complete using Spatial Vision maps or Melways as appropriate- Appendix E)* Approximately *(number)* of TMPs will be implemented located at *(nominate)*. The TMPs will be operating at *(nominate)* Access Levels. Special access may be granted by the Incident Controller either with or without conditions if required. The Traffic Management Plan will continue to be monitored and adjusted by the Incident Controller in consultation with the Traffic Management Manager.	**MISSION** To implement a Traffic Management Plan in order to facilitate safe, systematic and controlled access to the designated area. **EXECUTION GENERAL OUTLINE** Community Alerts and/or Warnings relative to incident will be issued by the Incident Controller. This Traffic Management Plan will be conducted with the assistance of support agencies listed under Supply of Personnel *(Appendix A).* The Incident Controller in consultation with the Traffic Management Manager will provide ongoing advice as to the need and status of the Traffic Management Points. An Assessment Team will provide advice to the Incident Controller as to the safety of the road and associated infrastructure. Based on this advice the Incident Controller will authorize the handover of the TMP to the relevant road authority. Whilst the TMPs are in place personnel will endeavor to facilitate the safe access to the incident scene whenever possible in a controlled manner in line with the Incident Commander's strategic intent and instructions. This will be achieved through the issue of wristbands to the local community or on the advice of a supervisor if required.	**Rostered Duty & Overtime** Members will parade at the *(nominate)* Police Station prior to each shift where a briefing will be conducted. Overtime will be at discretion of the Police Commander. **Supply of Personnel** Personnel from Victoria Police and other support agencies are listed in *Appendix A.* **General Policing Instructions** Safety of members and other responders is paramount and regular welfare checks will be conducted. Members are to ensure the operation of the TMP is carried out in accordance with the briefing instructions and directions of the Incident Controller. Members will be specifically tasked prior to deployment as per Detail Sheets at *Appendix D.* Members will take action that is appropriate to each incident and minimize conflict with the community. **Traffic Control** Traffic control will be carried out as per the Traffic Management Plan **Escalation** If there is any uncertainty regarding the granting of access to an area advice of the supervisor is required.	**Dress** Uniform & Hi Vis vests (where safe) Hi Vis Fire Overalls (where available) PPE to be utilized as necessary. **Equipment** Full OSTT equipment - Police radio - Notebook - Wrist Bands - Road Signage - TMP Information Cards **Vehicles** As per resource list at *Appendix B.* **Meals & Refreshments** At discretion of Police Commander. **OH&S** Each member is to be briefed on incident specific hazards (fire, flood etc.), possess and wear approved PPE, be provided with sufficient hydration and communication, . Communications must be established at the TMP location. If communications cannot be established an alternative TMP location needs to be established in consultation with the Traffic Management Manager and Incident Controller.	**Police Commander** (*nominate*) **Zone Commander** (*nominate*) **Sector Commander** (*nominate*) **Traffic Management Manager** (*nominate*) **COMMUNICATIONS** See Communications Plan at *Appendix C.* **SAFETY** **Appendices:** A - Personnel Log B - Resources Log C - Communications Plan D – Tasking E - Maps F - Community Information Sheet G - Evacuation Traffic Management Plan