



Rijkswaterstaat  
Ministerie van Infrastructuur en Milieu

# IM Guide to Work Processes



# Foreword

In the mid nineties Rijkswaterstaat (RWS - the Department of Public Works) began to introduce Incident Management (IM) on Dutch highways. In the past twenty years the quality of IM has improved tremendously, whereby cooperation in work processes is becoming increasingly multidisciplinary.

## The aim of the Guide to IM Work Processes

This guide is a practical report that provides insight into the work processes/methods of the various emergency services involved in the IM process. It concerns the following aspects:

- ◆ familiarity with each other's work processes/methods
- ◆ harmonisation of the different work processes/methods
- ◆ creating clarity in dealing with incidents

## Target group

The Guide to IM work processes is intended for the emergency services (police, fire brigade and ambulance services) and highways authorities (Rijkswaterstaat, provincial and municipal).

The book can be used as a source of information by other parties such as:

- ◆ salvage companies
- ◆ emergency centres
- ◆ breakdown services
- ◆ transport sector
- ◆ insurers

From GRIP 1 onwards IM is an aspect of crisis management. IM and its embedding within crisis management are described in chapters 1 to 4. The work processes of all the respective emergency services and the highways authority (RWS) are specified in chapter 4 while chapter 5 explains how the IM work processes are translated within the IM process.

Chapter 6 describes the methods of communication among the various emergency services that aim to enable the processes to run smoothly. Chapter 7 concerns the UPP 'Help in Incidents'. The IM work processes of the highways authorities are detailed in chapter 8. Chapter 9 reveals the scaling up process to the supervising officer (SO) and finally, in chapter 10, key contact information is provided.

N.B.: While the IM work processes of the highways authorities have been developed from the perspective of the role of RWS as highways authority, they are nonetheless very applicable for other highways authorities, certainly with regard to the ongoing development of the function of the highways inspector (HI) who will soon have to undertake tasks for both the main and auxiliary road networks.

Therefore, the job titles of the highways authority have been generalised for the purpose of this document. The detailed IM processes of the highways authorities (monodisciplinary) are incorporated in chapter 8. This IM work processes guide is multidisciplinary.



The practical execution per IM work process is realised only by highways authority (see chapter 8).

The aim is also to detail the IM work processes of the emergency services in the future and incorporate them in this guide.

For more information about IM, go to [www.incidentmanagement.nl](http://www.incidentmanagement.nl).

N.B.: Where 'he' is cited in the text, this refers to both 'he' and 'she'.

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# 1 What is IM?

## Definition

IM is the set of measures to clear the road for traffic as fast as possible following an incident on the road.

It involves close cooperation with the emergency services and takes account of:

- ◆ safety
- ◆ victim assistance
- ◆ investigation
- ◆ traffic flow
- ◆ damage control/recovery

## Aim of IM

One as quickly as possible released road.

## Principle

Based on their own tasks and level of authorisation, each of the emergency services works to deal with an incident on the road as safely and efficiently as possible and to contain the consequences.

## 2 IM as a crisis management component

IM is closely connected with the Dutch disaster (crisis) management in which the emergency services like the police, fire brigade, regional medical team and the municipal authority have legal responsibility via crisis management processes.

### GRIP

The Dutch acronym GRIP stands for 'Coordinated Regional Incidentmanagement Procedure'. Crisis management distinguishes five scales. In road incidents IM has its own place within that system of scales.

Emergency services recognise GRIP phases 0 to 4 while the highways authority speaks in terms of coordination phases 0 to 3. The highways authority scales are at a variance with some of the components of the GRIP scaling, although the highways authority's phase 1 corresponds with GRIP 1.

Incidentmanagement concerns up to GRIP 1 after which it becomes crisis or disaster management.

### Highways authority

The tasks and work processes of the highways authority are not specified within the crisis management process but they do support the police to an important extent.

## Crisis management processes

### Police: public order and traffic

- ◆ clearance and evacuation
- ◆ road closures and protection
- ◆ regulating traffic
- ◆ maintaining public order
- ◆ identifying victims
- ◆ supervision
- ◆ criminal investigation

### Fire brigade: containing source and effect

- ◆ containing fire and emission of hazardous substances
- ◆ rescue and technical assistance
- ◆ human and animal decontamination
- ◆ decontamination of vehicles and infrastructure
- ◆ observe and measure
- ◆ warning the public
- ◆ creating access and clearance

### MAAD: Medical Assistance in Accidents and Disasters (in Dutch: GHOR)

- ◆ emergency medical assistance (EMA)
- ◆ psycho-social assistance in accidents and disasters (PSAAD)
- ◆ preventive public healthcare (PPH)

## Municipality: public care

- ◆ information
- ◆ relief and care for homeless, evacuees and the slightly injured
- ◆ arranging burials
- ◆ registering victims
- ◆ provision of primary necessities of life
- ◆ registering and concluding damage
- ◆ environmental care
- ◆ post-disaster care

## Safety regions

The fire brigade, MAAD (GHOR), police and municipalities work closely together in a safety region for the effective preparation and contain of crises and disasters. There are 25 regions that organise the approach to major accidents, disasters and crises such as flooding, the outbreak of infectious diseases and terrorism.

The designations of crisis management processes may vary per safety region.

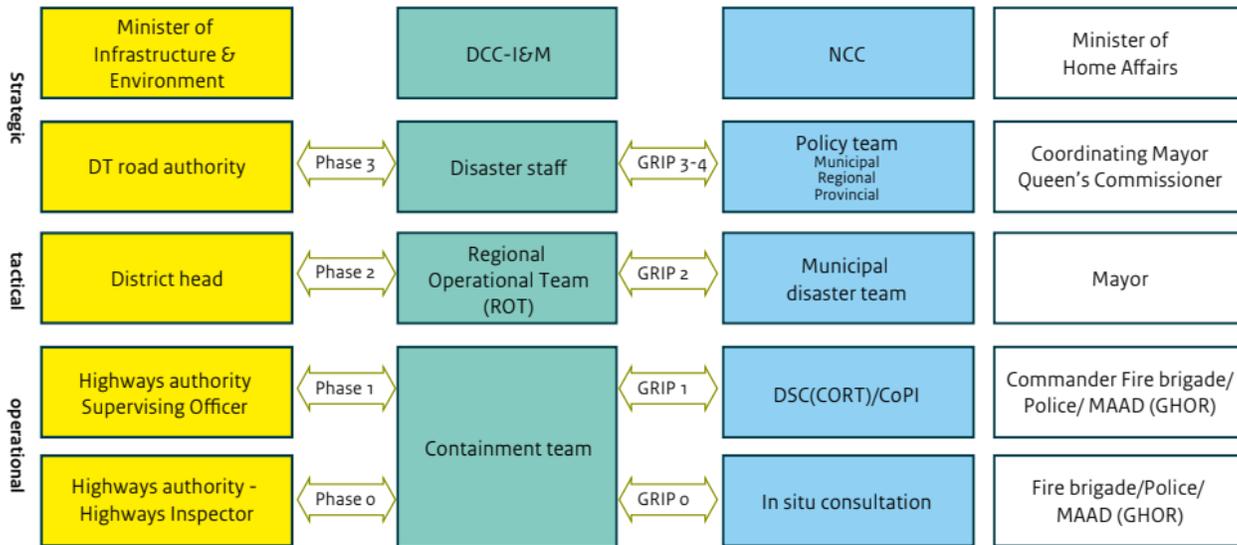


Figure 1: Scaling up GRIP

### GRIP level

GRIP 0/Routine

GRIP 1

GRIP 2

GRIP 3

GRIP 4

### Scope of the incident

Normal daily work of the operational services

Source containment

Source and effect containment

Threat to the wellbeing of (major groups of) the population

Cross-municipal, possibly scarcity

### 3 How does IM work?

#### IM contexts

In this context IM relates to highways and roads that are designated IM roads and to which IM policy regulations apply. These roads may be state highways, provincial and municipal roads. IM concerns all events (like accidents, breakdowns, overturned loads, stranded vehicles) that can adversely affect the capacity of the road and thus hinder the flow of traffic.

IM regulations have been established whereby salvage companies are sent to the scene directly by the police emergency room/traffic centre to clear the road as fast as possible to enable traffic to flow:

- ◆ national passenger car regulation (LPR)
- ◆ national truck regulation (LTR, in Dutch: LVR)

The importance of using IM has been shown in many studies, and some 97% of incidents on the Dutch road network come under the category of IM.

## 4 The IM process

The IM process is the set of work processes from notification to clearing the road. Four phases are involved:

1. detection and notification
2. getting to the scene
3. action
4. normalisation

### Notification and getting to the scene phase

For the phase of notification and getting to the scene there are specific IM work processes per discipline. In the notification phase each discipline has to keep to its own verification protocols and legal regulations in respect of driving to the incident and the use of optical and/or audio warning signals

### Action phase

The IM work processes that apply within the action phase for the different disciplines are shown in the table below in order of priority.

| Work process         | Highways authority | Police | Fire brigade | Ambulance |
|----------------------|--------------------|--------|--------------|-----------|
| Concern for safety   | X                  | X      | X            | X         |
| Concern for victims  |                    |        | X            | X         |
| Investigation        |                    | X      |              |           |
| Traffic flow         | X                  | X      |              |           |
| Salvage              | X                  |        |              |           |
| Recover/clear damage | X                  |        |              |           |

Figure 2: IM work processes for the various emergency services

### Normalisation phase

The normalization phase emphasizes the resumption of safe traffic flow

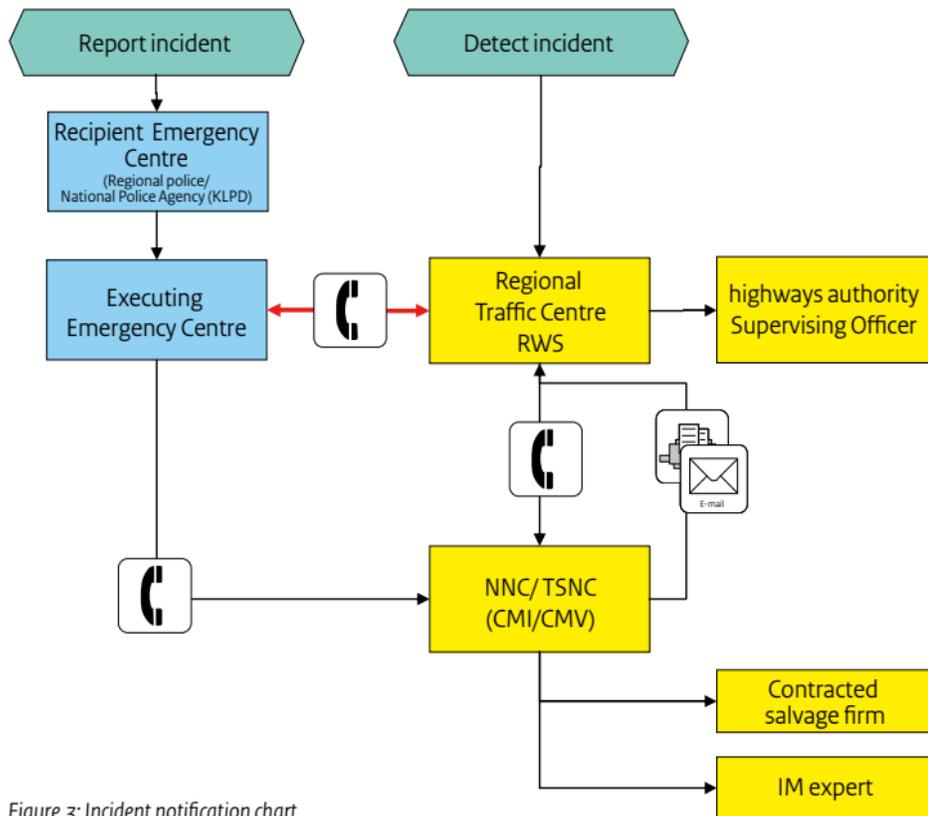


Figure 3: Incident notification chart

## 5 Forms of consultation and scaling up

At the incident site each emergency service deals with its own IM work processes in the right way. Some processes have precedence over others, like 'victim assistance' precedes 'salvage'. This requires agreement and consultation.

### Prioritisation of work processes

- 1 own safety
- 2 traffic safety
- 3 victim assistance
- 4 technical/criminal investigation
- 5 traffic flow
- 6 retention of load and vehicle

### On-site coordination and consultation

In smaller incidents there is regularly coordination and consultation at the scene between representatives of the emergency services and the highways authority.

### Coordination (Command) at the Place of the Incident (CoPI)

In larger, more complex incidents – or if a small-scale incident develops into a large-scale incident – the scale becomes GRIP 1 or higher.

(See chapter 2).

# 6 Communication during the incident

## Communication between the services

A key component of the IM work processes is the interaction between one's own organisation and the other emergency services at the scene of the incident. The following communication methods are used to streamline the interdisciplinary and multidisciplinary communication:

### LSD

Effective consultation is based on three key words:

- ◆ Listen
- ◆ Summarise
- ◆ Discuss

## CAD (in Dutch: BOB)

The CAD method is the internal priority-setting/ decision-making process that the IM professional should regularly undertake in each phase of dealing with the incident:

- ◆ Conceptualise
- ◆ Assess
- ◆ Decide

## IRS-EM

Members of the CoPI are using a more advanced IRS-EM method for CAD:

- ◆ **Information (collecting of):** OSE (in Dutch: OSO)
  - **Object**
  - **Subject**
  - **Environment**
- ◆ **Risks (deducing, estimating of)**

*These together form: **Conceptualise***

- ◆ **Scenarios (creating)**
- ◆ **Effects / conclusions serving prioritizing action**

*These together form: **Assess***

- ◆ **Measures (devising of)**

*This one forms: **Decide***

## CAPS (in Dutch: BAAS)

When consulting with others the CAPS method makes conceptualisation and decision-making unambiguous through structured and efficient information exchange.

- ◆ **Conceptualise**
- ◆ **Act**
- ◆ **Propose further action**
- ◆ **Summarise**

## Inform road users

DRIPs (Dynamic Route Information Panels) allow the highways authority to directly inform the road user of incidents in the form of pre-warnings and diversions. The Netherlands Traffic Management Centre (VCNL) supplies the traffic information via providers. In the event of major incidents, the press officer informs the police and the media.

## 7 The UPP 'Help in incidents'

The UPP 'Help in incidents' is a highways authority process, the start of which is a more intensified incident notification via a police emergency room and/or regional traffic centre (RTC). The observation of an incident by an employee of one of the IM chain partners on the road may be cause to start the process.

The UPP 'Help in Incidents' ends when all the measures taken at an incident have ceased and a normal situation is resumed. The process comprises the following IM work processes:

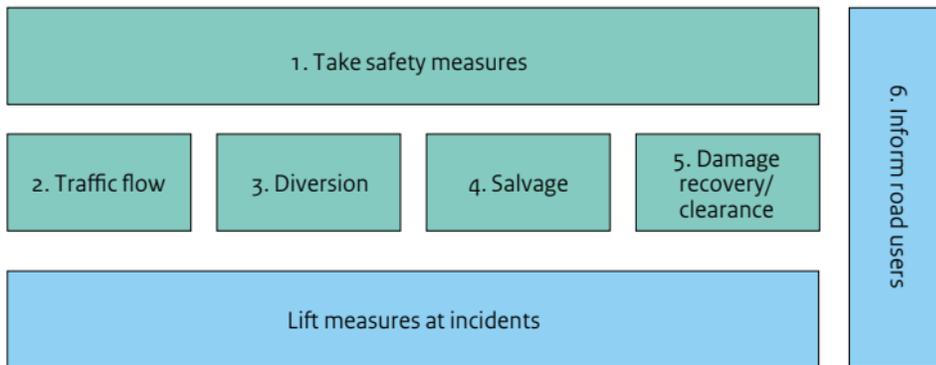


Figure 4: The IM work processes in the process 'Help in Incidents'.

## Communication and cooperation

The uniform structure and execution of communication and cooperation ensure efficient and optimal execution of the IM work processes. Seen from the perspective of the highways authority, this is communication and/or cooperation between:

- ◆ highways inspector (HI)
- ◆ supervising officer (highways authority SO)
- ◆ highways traffic supervisor (HTS)
- ◆ coordinating highways traffic supervisor (CHTS)
- ◆ emergency workers (and any SO emergency workers)
- ◆ contract partners (like salvage companies, contractors)
- ◆ breakdown services
- ◆ road users

## Scaling up

Scaling up incidents is linked to operational rules of play (see chapter 10). The IM work processes stay the same even in an incident that is scaled up though how the IM work processes are classified may change.

## Classifying IM work processes

The term 'classification' means the planning, consensus, organisation and execution of work.

## In small-scale incidents

The uniform method to classify the IM work processes by the HI in small-scale incidents (phase 0) is given below:

**1. Establish plan per work process**

*The HI establishes a plan for how each process will be executed*

**2. Agree plans with TS**

*The HI agrees these plans with the TS*

**3. Agree plans with TS**

*The HI agrees these plans with the IM chain partners*

**4. Agree plans with TS**

*After approval, the HI executes these plans and maintains regular contact with the TS on progress*

## Notes

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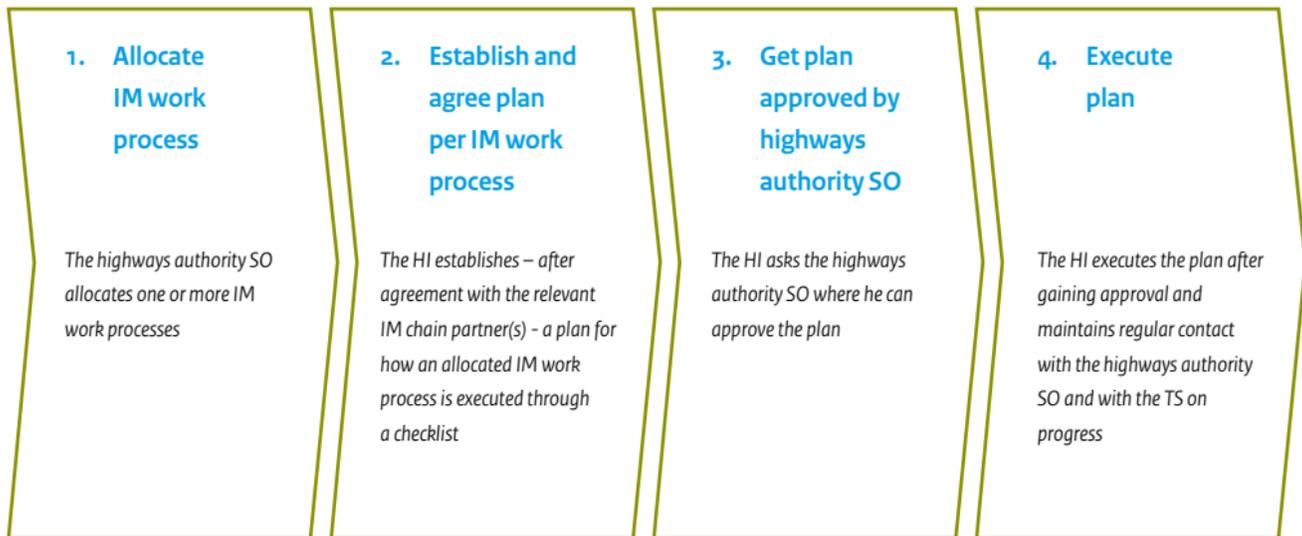
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## In large-scale incidents

In scaling up from phase 1 the highways authority SO orchestrates the supervision of the HI that has to classify the IM work processes, making the HI

responsible for establishing and executing one or more IM work processes. This makes a uniform method necessary for classifying IM work processes. This process is shown below:



**5. Establish overall plan**

*The highways authority SO establishes an overall plan for all individual IM work processes on the basis of the HI plans that influence this overall plan*

**6. Incorporate overall plan in CoPI**

*The highways authority SO discusses his overall plan in the CoPI and makes a decision regarding the agreements that influence this overall plan*

**7. Modify overall plan**

*The highways authority SO modifies his overall plan in line with the agreements made in the CoPI*

**8. Feedback and modify plan per IM work process**

*The highways authority SO feeds back on the modifications to the HI and TS. The HI then adjusts the plan in the light of the IM work process he is assigned*

# 8 Details of IM work processes of the highways authority

The following paragraphs outline the following components per IM work process:

- ◆ description of IM work process
- ◆ tasks and responsibilities
- ◆ target group
- ◆ relationship with other IM work processes of the highways authority, directives and protocols

## 8.1 Safety measures

### *Description*

This IM work process begins with the notification of an incident or an HI's own observation. The TS will verify the notification according to standard verification protocol, key to this being the safety of the HI (smoke, wind, hazardous substances, hostility, etc.) who must go to the scene. The HI will also consider these aspects too, of course.

The start of this IM work process is established during the verification into the notification of an incident or en route to the scene. If the notification appears to require scaling up, this is immediately enforced.

Once at the scene, the HI acts according to the 'Directive for Initial Safety Measures in Incidents for unilateral and bilateral collision danger'.

This directive is not yet translated into English. In 2005, an English translation was released by the Dutch version of the 'Directive Initial Safety Measures for Incidents on Motorways' in 2004. This directive developed in subsequent years into a new directive and differs in parts of the directive in 2004.

The flashing lights discipline is monitored and any subsequent measures initiated.

This IM work process is classified by the HI and agreed with the TS and the police.

This work process relates to the police processes and is the start of classifying the IM work processes: 'traffic flow', 'diversion', 'salvage', 'damage recovery/clearance' and 'inform road users'.

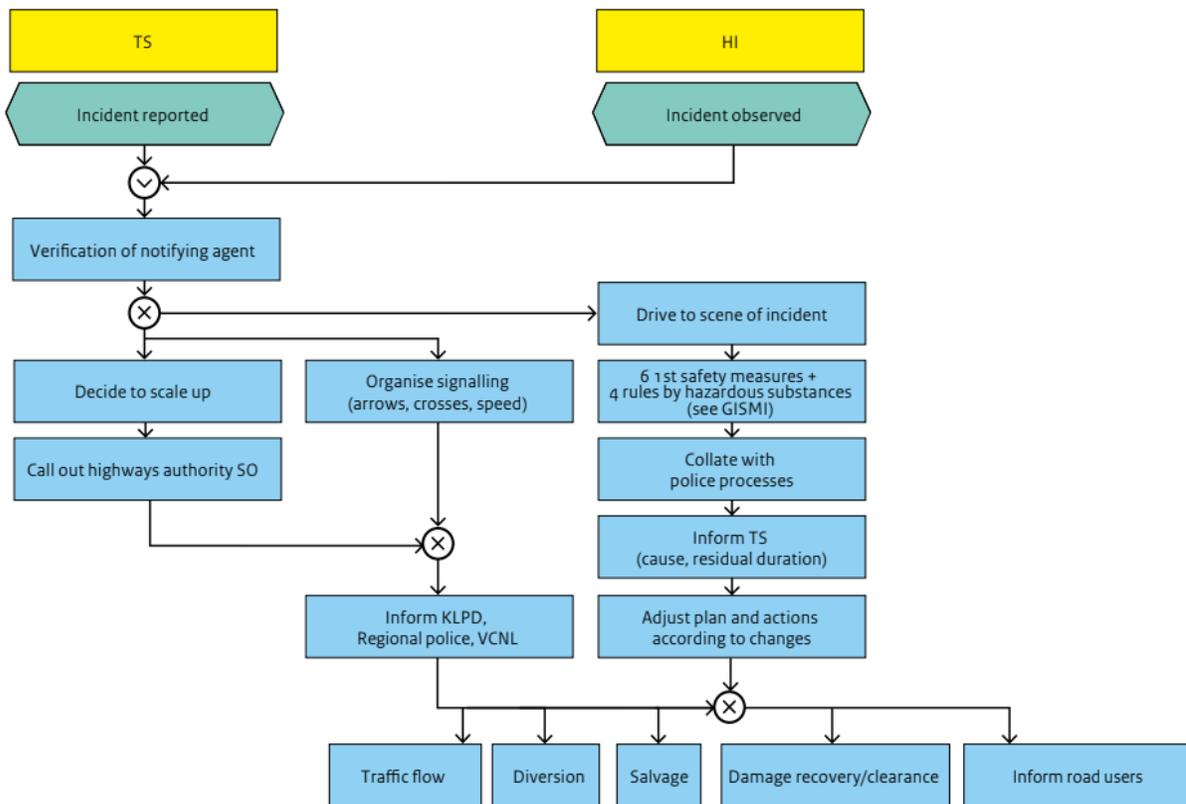


Figure 5: The IM work process "Take safety measures"

### *Goal*

The safest possible workplace at the scene of the incident, taking account of the following priorities:

- ◆ own safety
- ◆ safe workplace
- ◆ safety of those involved
- ◆ traffic safety

### *Target group*

- ◆ emergency services at the scene
- ◆ those involved in the incident and dealing with it, like victims, emergency services
- ◆ other road users

### *Tasks include:*

#### Traffic supervisor (TS)

- ◆ notification verification
- ◆ regulating signaling
- ◆ decision to scale up
- ◆ call up/inform highways authority SO
- ◆ inform police emergency centre, VCNL highways inspector (HI)

#### Highways inspector (HI)

- ◆ notification verification
- ◆ go to scene of incident
- ◆ take initial safety measures
- ◆ inform TS/SO
- ◆ if not first at scene, check with emergency services already present
- ◆ modify plans and actions according to changes

*Relationship with other IM work processes of the highways authority, directives and protocols:*

- ◆ directive for initial safety measures at incidents
- ◆ safeguard investigation
- ◆ directive g6A Measures, WIP
- ◆ disaster plans
- ◆ act upon incidents involving hazardous substances (incl. subsequent damage)
- ◆ act upon incidents involving a (starting) fire
- ◆ undertake rescue
- ◆ trauma care: request collegial back-up following shock
- ◆ IM related police work processes

## 8.2 Traffic flow

*Description*

This IM work process starts following the notification of and/or registered notification of an incident. The TS places traffic measures on the matrix boards emanating from camera pictures or by request of the emergency services.

The work relates to the IM process 'take safety measures' and ensures that the road user is advised concerning speed so as to optimise the traffic flow, for which the HI establishes a plan of action at the scene in agreement with the TS and the police, possibly detailing a number of current and future scenarios.

The IM work process ‘traffic flow’ ends when the traffic measures taken for the incident are lifted; when all DTM measures are no longer in operation and the equipment of the contractor(s) at the scene are cleared.

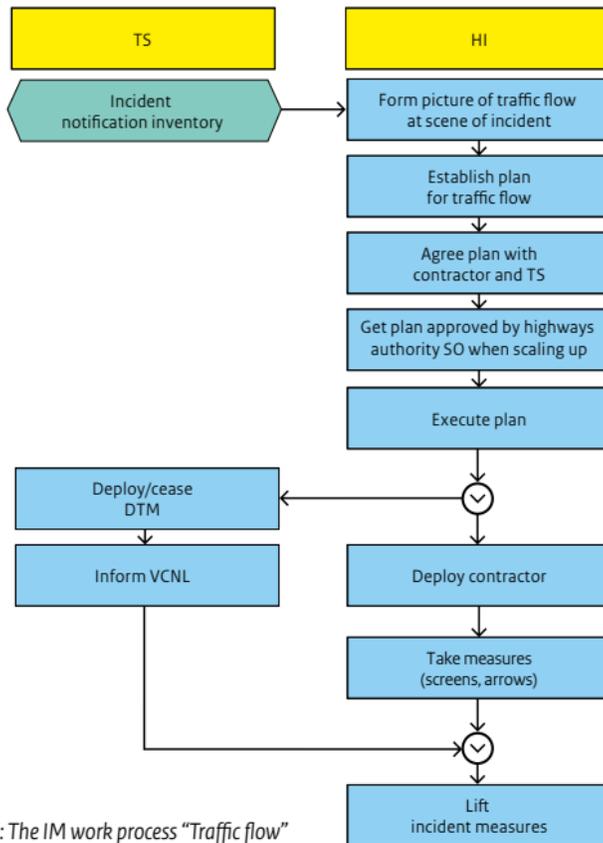


Figure 6: The IM work process "Traffic flow"

### *Goal*

The traffic flow in the vicinity of the incident is safe and optimal, whereby own safety, the safety of the incident scene and those involved at incident are secured.

### *Target group*

- ◆ road users
- ◆ emergency services still en route to the incident scene

### *Tasks include:*

#### Traffic supervisor (TS)

- ◆ deploy DTM measures
- ◆ inform VCNL

#### Highways inspector (HI)

- ◆ inform road user at scene
- ◆ establish traffic flow plan
- ◆ agree plan with TS and police
- ◆ get approval of plan from highways authority SO for scaling up
- ◆ deploy contractor

*Relationship with other IM work processes of the highways authority, directives and protocols:*

- ◆ traffic management at scene

### 8.3 Diversions

#### *Description*

A registered notification of an incident may be the starting signal for the TS to organise a 'diversion' after safety measures have been taken.

If necessary, one or more major diversion routes may be implemented. The RTC has an internal scaling system to indicate who has authority for local, regional and supraregional diversions, whereby scenarios are used. In the event of scaling up local diversions come under the responsibility of the highways authority SO. Work in progress (WIP) may be suspended on the diversion route.

The IM work process ends when the traffic measures taken for the incident are lifted; when all DTM measures are no longer in operation and any equipment of the contractor(s) at the scene are cleared.

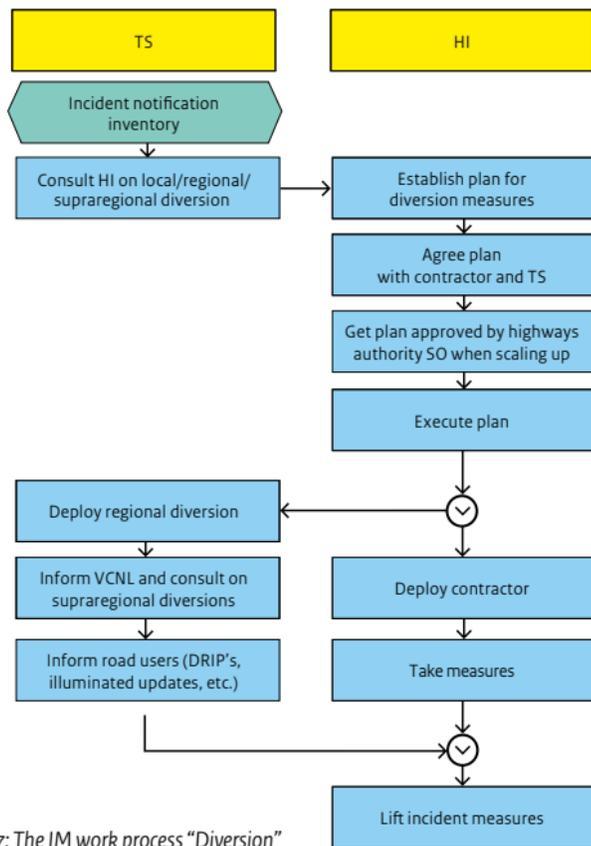


Figure 7: The IM work process "Diversion"

### Goal

Traffic distribution via other overflow routes to relieve/avert the incident area and safeguard traffic flow.

### Target group

- ◆ road users

### Tasks include:

#### Traffic supervisor (TS)

- ◆ consult on local/regional/supraregional diversions
- ◆ implement diversions
- ◆ inform VCNL & consult on supraregional diversions
- ◆ inform road user

#### Highways inspector (HI)

- ◆ establish plan for diversion measures
- ◆ agree plan with TS and police
- ◆ approval of plan from highways authority SO when scaling up
- ◆ deploy contractor

#### Relationship with other IM work processes of the highways authority, directives and protocols:

- ◆ protocol for diversions (local, regional and supraregional)
- ◆ diversion scenarios
- ◆ directive on removal of stranded vehicles

## 8.4 Salvage

### *Description*

The start of this IM work process is a notification received at the National Notification Centre Incidents (NNCI) or Truck Salvage Notification Centre (TSNC), whereby the TS knows that a salvage vehicle is en route. This may run parallel to the process 'take safety measures'. If the TS is cognisant of the fact that a truck is involved in the incident, the TS will notify TSNC, which will send an IM expert to the scene to advise where appropriate on salvage options.

A check must establish which salvage company goes to the scene of the incident, and the HI will examine the vehicle to be salvaged together with the salvage company, establish a plan along with the salvage method.

Upon scaling up, the HI consults with the highways authority SO about the most suitable method and time of salvage, depending on the situation.

Three salvage choices exist:

1. normal
2. accelerated - with any additional damage to the vehicle/cargo/road
3. postponement - until after rush-hour

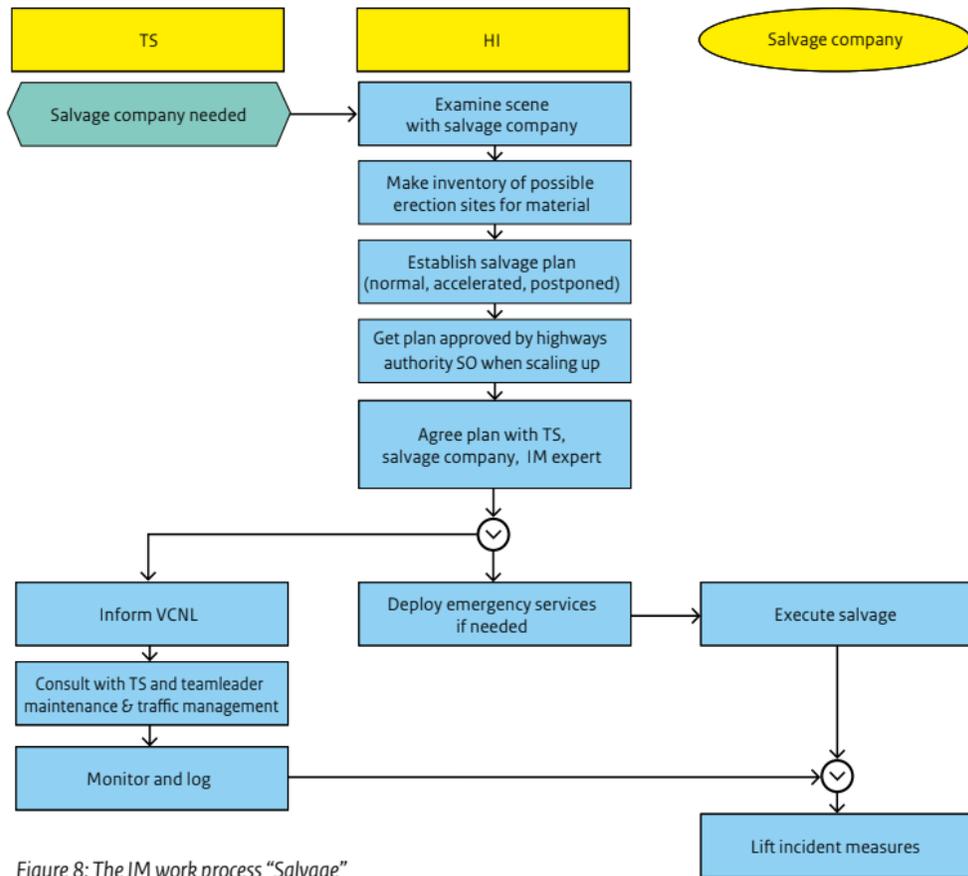


Figure 8: The IM work process "Salvage"

### Goal

The traffic flow in the incident area is optimised by the salvage option and the time it occurs adjusted to the traffic intensity.

### Target group

- ◆ road users

### Tasks include:

#### Traffic supervisor (TS)

- ◆ inform VCNL
- ◆ inform NNCI and/or TSNC
- ◆ monitor and log

#### Highways inspector (HI)

- ◆ examine vehicle to be salvaged with salvage company
- ◆ register possible erection sites for material
- ◆ establish plan for salvage (normal, accelerated, postponed)
- ◆ approval of plan from highways authority SO when scaling up
- ◆ agree plan with TS, salvage company, IM expert

#### *Relationship with other IM work processes of the highways authority, directives and protocols:*

- ◆ accelerated and postponed truck salvage process
- ◆ protocol for additional lanes during rush-hours
- ◆ disasters – contact contractor

## 8.5 Damage recovery / clearance

### Description

The start of this IM work process is a notification received by the TS of damage to the road surface, crash barrier, etc. The contractor can be informed in advance that he may be called upon. The requisite material and personnel must be promptly called in and be available, and the time and recovery/clearance method decided, taking account of minimum traffic disruption. The IM work process ends when the recovery and clearance of the scene of the incident have been executed according to the terms and conditions of the contract.

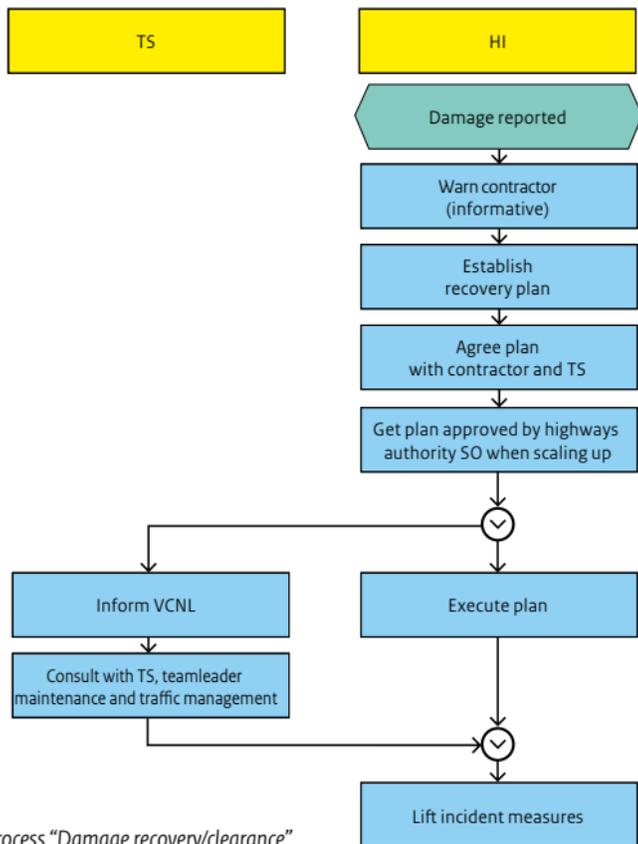


Figure 9: the IM work process "Damage recovery/clearance"

### Goal

The quality and safety of the road, road furniture and/or structures is optimally safeguarded for the purpose of traffic safety.

### Target group

- ◆ road users

### Tasks include:

#### Traffic supervisor (TS)

- ◆ inform VCNL
- ◆ consult HI of highways authority SO (when scaling up)

#### Highways inspector (HI)

- ◆ warn contractor (informative)
- ◆ establish plan for recovery
- ◆ agree plan with TS and contractor
- ◆ approval of plan from highways authority SO when scaling up

*Relationship with other IM work processes of the highways authority, directives and protocols:*

- ◆ directive for emergency and urgent repairs

## 8.6 Inform the road user

### *Description*

The start of this IM work process is a notification received by the TS. If the road on which the incident occurs also has cameras and traffic signalling, these will be activated in one of two ways:

- ◆ automatically, according to data from detection loops in the road (based on speed and/or traffic intensity)
- ◆ manually, based on camera pictures or upon request by the emergency services going to or at the scene

The IM work process can be supported in all events by the HI at the scene using the DRIP on his service vehicle.

If a diversion is implemented, the road user can be informed in two ways:

- ◆ DRIP's above the road. There is national agreement on the texts to be used.
- ◆ VCNL provides the traffic information and a forecast of the duration of the hindrance via providers.

The IM work process ends when the traffic measures are lifted.

N.B.: In cooperation with the Driving Test Organisation (DTO) and driving schools the road user will be informed about IM in the coming years, with attention focusing on the required driving behaviour of road users in traffic jams, alongside incidents and what to do in breakdown situations.

### *Goal*

Road users adjust driving behaviour to the situation (traffic jam/incident) as learned

- ◆ to recognise a situation
- ◆ to recognise the highways authority as in charge of traffic safety and management

### *Target group*

- ◆ road users

### *Tasks include:*

#### Traffic supervisor (TS)

- deploy DTM measures
- inform VCNL

#### Highways inspector (HI)

- inform road user at incident area
- establish a plan for communication to road user
- agree plan with TS and emergency service representatives
- approval of plan from highways authority SO when scaling up

## 9 Scaling up to Highways authority SO

Scaling up may be an informative or operational process.

### Informative

The highways authority SO is informed by the TS.

### Operational

The highways authority SO takes over responsibility for dealing with the incident. This may be remotely (by phone, for instance) depending on the decision of the highways authority SO called up. If the HI or TS requests the presence of the SO at the scene, the SO always goes to the scene.

### Scaling up process

Scaling up ensues based on the first notification or subsequent information that complies with the criteria for scaling up.

## Disaster organisation

Within the disaster organisation of the highways authority there are four distinct scales (see figure 1 chapter 2) that result in four coordination phases (0 to 3) in scaling up containment.

Within the disaster organisation of the highways authority the HI has an operational function level; phase 0, or small-scale incidents. The HI is the representative of the highways authority in on-site coordination and consultation and wears the green bib.

In the case of large-scale incidents, to phase 1, the highways authority SO will come to the scene. The HI is still part of the on-site coordination and consultation and/or CoPI until the SO arrives, after which the SO takes his place in the on-site coordination and consultation.

## Scaling up criteria for highways authority

The following criteria apply to scaling up to phase 1 (GRIP 1) within the disaster organisation of the highways authority:

- ◆ Incidents where the emergency services scale up to GRIP 1
- ◆ Incidents with a significant impact on traffic flow
  - lengthy traffic jams
  - full lane closure
  - diversions
  - incidents just prior to rush-hour
  - complex incidents
- ◆ incidents involving trucks with hazardous substances or livestock
- ◆ incidents involving fatalities or serious injuries
- ◆ incidents involving own personnel /contacts
- ◆ incidents involving significant damage to the property of the highways authority
- ◆ incidents involving (overturned) truck(s) with salvage options
- ◆ cross-district incidents
- ◆ incidents that are politically sensitive and attract the media
- ◆ all other incidents not described under the criteria above but which, in the opinion of the TS, can be considered as serious and time-consuming
- ◆ all incidents not described under the criteria above but which are scaled up on request of the HI

# 10 Main contact details

## Programmabureau Incidentmanagement (PB-IM)

Telephone number – (030) 2807300 / (030) 2807450

E-mail - dut-incidentmanagement@rws.nl

Internet site - [www.incidentmanagement.nl](http://www.incidentmanagement.nl)

## Verkeerscentrum Nederland (VCNL)

Telephone number – (030) 2807300

Emergency number - 34925

## Police

Police required? Then call 112

## Inspectie Verkeer & Waterstaat (IVW) - Central office in The Hague

Telephone number – (070) 456 26 66

## Truck salvage notification Centre

Requests for truck salvage are  
via police emergency centres

Telephone number: 112

## COORDINATING

### **Verkeerscentrum Nederland (VCNL)**

Telephone number – (030) 2807300

## REGIONAL TRAFFIC CENTRES:

### **Noord- en Oost-Nederland - Wolfheze**

Telephone number - (026) 483 43 11

Emergency number - 83447

### **Utrecht**

Telephone number – (030) 280 66 00

Emergency number - 34612

### **Noord-West Nederland – Velsen-Zuid**

Telephone number - (0255) 565 700

Emergency number - 25245

### **Zuid-West Nederland - Rhoon**

Telephone number - (010) 503 21 00

Emergency number - 18682

### **Zuid-Nederland - Geldrop**

Telephone number - (040) 280 95 50

Emergency number – 42309

# 11 Appendices

|              |  |                |  |
|--------------|--|----------------|--|
| <b>CAD</b>   | Conceptualise, Assess, Decide  | <b>HI</b>      | Highways Inspector   |
| <b>CAPS</b>  | Conceptualise, Act, Propose, Summarise   | <b>IM</b>      | Incident Management  |
| <b>CoPI</b>  | Coordination (Command) at the Place of the Incident  | <b>I&amp;M</b> | Ministry of Infrastructure and the Environment                               |
| <b>CTS</b>   | Coordinating Traffic Supervisor  | <b>IPO</b>     | Interprovincial Council  |
| <b>DPSMI</b> | Directive for Primary Safety Measures for Incidents with unilateral and bilateral collision hazard | <b>IRS-EM</b>  | Information, Risks, Scenarios - Effects, Measures<br>(IRS-EM method for CAD) |
| <b>DPW</b>   | Department of Public Works (RWS)   | <b>LPR</b>     | National Passenger Car Regulations   |
| <b>DRIP</b>  | Dynamic Route Information Panels   | <b>LSD</b>     | Listen, Summarise and Discuss  |
| <b>DSC</b>   | Disaster Site Command (in Dutch: CORT)   | <b>MAAD</b>    | Medical Assistance in Accidents and Disasters (in Dutch: GHOR)               |
| <b>DTM</b>   | Dynamic Traffic Measures   | <b>MCT</b>     | Maintenance, Control and Traffic   |
| <b>DTO</b>   | Driving Test Organisation  | <b>MMT</b>     | Mobile Medical Team  |
| <b>EMA</b>   | Emergency Medical Assistance   | <b>MT</b>      | Management Team  |
| <b>GRIP</b>  | Coordinated Regional Incident containment Procedure  | <b>NCC</b>     | National Crisis Centre   |

|              |  |             |  |
|--------------|--|-------------|--|
| <b>NNCI</b>  | National Notification Centre Incidents (in Dutch: CMI)                   | <b>SO</b>   | Supervising Officer  |
| <b>NPC</b>   | National Police Agency (in Dutch: KLPD)                                  | <b>TI</b>   | Transport Inspectorate   |
| <b>NTR</b>   | National Truck Regulations (in Dutch: LVR)                               | <b>TS</b>   | Traffic Supervisor   |
| <b>PB-IM</b> | Program Bureau Incident Management                                       | <b>TSNC</b> | Truck Salvage Notification Centre<br>(in Dutch: CMV)                     |
| <b>PPH</b>   | Preventive Public Healthcare<br>(in Dutch: POG)                          | <b>UPP</b>  | Uniform Primary Processes  |
| <b>PSAAD</b> | Psycho-Social Assistance in Accidents and<br>Disasters (in Dutch: PSHOR) | <b>VCNL</b> | Verkeerscentrum Nederland (The<br>Netherlands Traffic Management Centre) |
| <b>ROT</b>   | Regional Operational Team  | <b>WIP</b>  | Work In Progress   |
| <b>RTC</b>   | Regional Traffic Centre (in Dutch: RVC)                                  |             |  |
| <b>RWS</b>   | Rijkswaterstaat (Department of Public<br>Works)                          |             |  |

## 12 Colophon

The coordinator and owner of this IM work processes guide is the Programme Bureau for Incidentmanagement of Verkeerscentrum Nederland.



April 2011

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