

ANNEXURE B

SOUTH AFRICAN NATIONAL ROADS AGENCY SOC LIMITED

ROAD INCIDENT MANAGEMENT SYSTEM FUNCTIONS

	RIMS FUNCTIONS	Responsible Entity
1.	MEETINGS	
1.1.	Steering Committee and Provincial Coordinating and Advisory Committee (PCAC) meetings	
	Three (3) committee meetings will be held in each RIMS system per annum. These meetings are chaired by the nominated chairperson from various services, and the RIMS Coordinator will serve as the secretariat of the committee. The Steering Committee will comprise members from policy/senior and operational management level of the emergency services operating within the geographical boundaries of the RIMS. Emergency Service representatives, should include: • Provincial Ambulance and Emergency Medical Services • Private Ambulance Services • Fire and Rescue Services • South African Police Services (SAPS) • Forensic Pathology Services (FPS) • Traffic Authorities, Metro, Municipal & Provincial • Disaster Management • Centralised Communication Centre (CCC) Non-emergency Service representatives, where appropriate, should include: • Routine Road Maintenance (RRM) – Route Managers (compulsory) • Environmental affairs • Fire Protection Association (FPA) • Breakdown Operators • Chief Officers of Local Authorities • Water Authorities • Automobile Association of South Africa • Toll Route Operator • Motor Industries Federation • Road Authority and maintenance departments • Road Freight Association • South African Road Federation • Specialised Spill Clean Up Companies	RIMS Coordinator
	Membership: It is essential that the respective members are capacitated to make decisions on behalf of their respective organisation. Consistency of members of Steering and Provincial Committees to be maintained by nomination letters be sent to members to confirm their appointment to serve on the RIMS committees.	RIMS Coordinator
	Purpose of the meetings: • Review and Feedback: The RIMS Coordinator is responsible for reviewing the RIMS system based on feedback from the various emergency services involved. • Problem Assessments: Meetings should identify and assess specific challenges and risks based on the RIMS protocols within the system that need intervention.	RIMS Coordinator

	• Meeting Management: The RIMS Coordinator must ensure meetings are productive, addressing all challenges and setting up clear Action Plans to resolve them. • Documentation: All Action Plans and Resolutions must be clearly recorded in the official minutes of the meetings. • Reporting: The RIMS Coordinator must ensure the System Report are compiled and sent to the Chairperson for review prior to the meetings. The key areas of focus include: • Training initiatives; Post Incident Assessment (PIA); Simulations; Stakeholder meetings and communication; Ongoing system monitoring.	
	Provincial Reports: The RIMS Coordinator is required to further analyse the data by highlighting all aspects of the system which will include, hot spots, challenges, resources limitations, response and communication challenges etc. The RIMS Coordinator is required to determine all issues impacting on RIMS and establish communication channel, Action Plans or sub working groups to resolve these challenges. <i>This is discussed at the above meetings.</i>	RIMS Coordinator
	Arrangements for the meeting include: • Timeously distributing invitations and agenda to members advising them of the details of the meeting; • Ensuring follow up telephonically or via email to ensure attendance to meetings by liaising with Heads of Services, Station Commanders etc. Ensure written confirmation of names of candidates who will attend; • Ensuring an appropriate venue which is usually held at one of the Emergency service offices. Liaise with Route Manager to assist, where required; • Arranging for suitable refreshments or lunch where needed.	RIMS Coordinator
	Minutes: All discussions to be recorded by the RIMS Coordinator and minutes distributed to all members within two weeks of the meeting.	RIMS Coordinator
1.2.	RIMS PLANNING MEETINGS	
	The RIMS Coordinator shall attend meetings with the Employer which includes SANRAL RIMS Focus Group meetings, National and Provincial meetings as and when required, and to attend and report on the status of all systems.	RIMS Coordinator
	SANRAL RIMS Focus Group meetings: These are held quarterly and usually rotated in various provinces and includes all SANRAL RIMS System managers as well as their respective Consultants. System feedback and reporting is required, and co-ordination of all systems are standardised by this committee. All systems are audited quarterly by the assigned team and RIMS Co-ordinator is responsible to ensure all Provincial RIMS systems are functioning optimally.	RIMS Coordinator
	National Technical Committee (NTC) meetings: These are usually held a day after the SANRAL RIMS Focus Group meetings. Invitations are sent to members from SANRAL Eastern region who co-ordinates all NTC events. The RIMS Coordinator to submit all respective reports, provincial presentation and feedback to this meeting.	RIMS Coordinator

1.3.	TASK GROUP MEETINGS	
	Task Group meetings will be held as and when necessary, to address specific issues such as communication difficulties, system protocol issues, system shortcomings, special campaigns, etc. In some cases, a Task Group will serve as a Sub Steering committee which is established in specific area of that system, in order to deal with the challenges in that particular area, for a certain period of time.	RIMS Coordinator
	Representatives of these meetings will be operational members or Heads of the respective emergency services (see above). Membership of these committees will thus vary according to the issue being discussed.	RIMS Coordinator
	Arrangements for the meeting include: • Timeous distribution of invitations to members advising them of the details of the meeting; • Ensuring follow up telephonically or via email to ensure attendance to meetings by liaising with Heads of services, Station Commanders etc. • Ensuring an appropriate venue and lunch is arranged for attendees. Minutes of the Task Group meetings will be recorded and distributed to all members within two weeks after the meeting.	RIMS Coordinator
1.4	RIMS STAKEHOLDER LIAISON MEETINGS / EMERGENCY SERVICES	
	This activity involves: • Ongoing discussions with the emergency services and CCC's concerning the implementation of Incident Management on scene and within their services in accordance with the agreed procedures and protocols of the system. • Engagement with Heads of departments to discuss challenges or shortcomings in the system is important to the success of the systems. • Discussion concerning difficulties encountered by these emergency services as well as possible solutions. • Certain Post Incident Assessment concerns may also be best resolved through Service and RIMS Stakeholder Liaison. • Liaison may take the form of telephonic contact with the members of RIMS or comprise scheduled or spontaneous visits, with various role-players, when in the area for Steering Committee meetings. Written correspondence concerning specific issues raised may be required. • It is the responsibility of both the RIMS Coordinator and Route Manager to have these meetings to deal with challenges or to develop task groups where needed.	RIMS Coordinator & RRM
2.	REPORTS	
2.1.	FACT SHEETS - MONITORING AND DATA EVALUATION REPORTS	
	Fact Sheets are easy to read handouts highlighting significant statistics in a monitoring period. • The Route Manager is required to create the Fact sheets by extracting graphs from ITIS and drawing up a Bi-annual and Annual Fact sheet. Data manipulation and extractions will be carried out and monitoring documents produced. • The Route Manager is responsible for submitting a formal Fact Sheet Report which indicates trends, Hazlocs, road safety challenges and risks. Engineering plans and interventions should be documented and discussed at the above meetings and at RRM site meetings. • Fact sheets are due to be submitted to the RRM PM and RIMS Coordinator on a Bi-annual and annual basis.	Route Manage

	Incident management and reporting; • It is the duty of the RRM Contractor to obtain all information pertaining to incidents on the roads under their management in a standard form and manner. This includes ensuring that all Incident Report Forms (IR) forms are completed. • Route Manager must ensure that all Incident Report forms are thoroughly completed on the scene. The RIMS Incident Report Form is a document which helps the RRM Contractor to record all information regarding an incident. This form is used to capture data on ITIS. • The above information shall be captured electronically on ITIS by the Route Manager • The above shall be captured electronically and sent to the Employer every 6th and 12th month of each year.	<i>Route Manager</i>
2.2.	RIMS PROVINCIAL ANNUAL REPORTS	
	The RIMS Coordinator is required to analyse functions and challenges and collate it into a Provincial Report for Hazardous locations, indicating each of the system challenges by considering the following: • Summary of all work done in each system. • Ensure comprehensive reports <i>clearly</i> reflect challenges, Actions, Resolutions. • Evaluation of services of each system to ensure systems are operating optimally. • Fact sheet and data sent by RM's are analysed into this report. • Hazardous locations for each area and recommendations for intervention from an Engineering, Education and Enforcement aspect. • Review all PIA and simulations that indicate areas of concern where stakeholder engagement meetings may be required. • The identification of high accident locations. • The frequency of these incidents and their nature and severity. • The main causes of incidents. • The number and severity of casualties, fatalities. • Types of vehicles involved. • Actions taken and possible solutions recommended, if and where applicable. • The performance of the Incident Management System with respect to response times, the duration of road closures and partial closures, and specifically identified problems as well as any general observations deemed necessary to be brought to the attention of the Employer. • Any recommendations for the development of new, or the modification of existing protocols. • Defining the various structures and operations of each emergency service and how they manage and respond to road incidents based on the RIMS protocols. • Performance of RIMS in various districts, shortcomings, limitations, challenges, interventions and recommendations. • Updated Resource list for all emergency services and systems.	RIMS Coordinator RIMS Coordinator
2.3.	PROVINCIAL SYSTEM REPORTS	
	RIMS Consultant is required to submit the provincial accumulative system reports at NTC meetings. This report captures all work done in each system – Summary of: • All meetings held, • Summary of all actions from minutes of meetings, • Training done/planned, • Simulations, • Post Incident assessments,	RIMS Coordinator

	• Hazardous locations, • ITIS summaries of incidents to date, • Challenges and actions, • Stakeholder engagement meetings, resolutions, • Some of the above information is received from the Accumulative report done by Route Manager. The RIMS Coordinator/ Provincial chairperson to present the above content at the National Technical Committee (NTC) meetings.	
2.4.	SIMULATION REPORTS	
	Simulations are subject to the approval of the Employer, to address major challenges in the RIMS system. It is the responsibility of the RIMS Coordinator to set up simulations in collaboration with other stakeholders. Focus on challenges and short comings in the system. After training, test the challenges addressed in RIMS meetings and see if there is improvement or if more intervention is required. CCC simulations are also required to test the effectiveness of communication when dealing with incidents. This should be tested after training has been provided. RIMS Coordinator ensure reports on findings and lessons learnt are distributed to Heads of department and discussed at Stakeholder meetings.	RIMS Coordinator
2.5	POST INCIDENT ASSESSMENT (PIA) REPORTS	
	PIA meetings are set up by the RIMS Coordinator where representatives of the emergency services are invited to constructively discuss the management of a specific incident. It is recommended that a PIA be considered after: • Hazardous chemical incidents, or heavy vehicle incidents that results in disruption at the scene; • Incidents requiring road closure or use of alternative routes; • Incidents at which the protocols of the RIMS were not adhered to; • Major Incidents involving 5 or more fatalities; • Well managed incidents that will provide a learning experience. RIMS coordinator to set up further stakeholder meetings in order to resolve challenges on findings.	RIMS Coordinator
3.	RIMS TRAINING	
	RIMS coordinator shall provide adequate training to all emergency services personnel and relevant stakeholders. • Management and planning of venue, refreshments, leaning material, facilitation and certification of training to be done by the RIMS Coordinator. • Various training workshops to be rolled out: ○ RIMS One Day workshop ○ Introduction to Dangerous Goods Awareness training ○ CCC/call centre operator training	RIMS Coordinator
4..	ADDITIONAL REPSONSIBILITES OF THE ROUTE MANAGER	

	Additional duties of the Route Manager: • Submit RRM Monthly accumulative reports to RIMS Coordinator. • Attend RIMS Steering committee and PCAC meetings. • Assist RIMS Coordinator in updating guideline documents, maps and alternative routes. • Ensure alternative routes are travelled annually to assess the safety and provide feedback to RIMS and RRM PM. • Once appointed Route manager to visit the CCC and ensure that they have the contact details and are aware of the change in Route managers within the district. • The Route Manager shall be responsible to ensure that the Contractor is fully aware of the response protocols and the Contractor's duties in this regard and shall monitor the efficiency and quality of the service rendered by the Contractor in respect of incidents occurring on the road. • Ensure Emergency Contractors have training in RIMS within 4 months after appointment. • Ensure that all Standard Operating Procedures (SoP) developed by RIMS are adhered to and applied. SoP's listed as follows: ○ Abandoned vehicles – management and removal ○ Adverse weather-related incidents and road closures SoP and communication protocol ○ Snow protocol ○ Conventional projects – RIMS hand over on response to incidents ○ Bridge damage reporting ○ Road Closure protocols (to provide awareness of when provincial roads are closed that feed to the SANRAL road. ○ Fire Protection Association – requirements ○ Breakdown services required for removal of vehicles obstructing the roadway and creating a hazard to road users • Attend Steering Committee meetings together with the assistant Route Manager and ensure all minute actions allocated to the RRM are carried out. PCAC meetings are to be attended by the Route Manager (assistant to attend only if the Route Manager is unavailable). • Provide all third-party claim and cost recovery information for incidents to the RIMS PM, including Job Instructions, hours spent and replacement costs, ensure closure of claims is confirmed at site meetings, and provide a final report based on the Letter of Demand/Summons stating whether the claim was paid. • Support SANRAL brand awareness initiatives (roadblocks, meetings and stakeholder engagements) as and when required. • Participate in the Wellness Programme by putting forward names to the Wellness Care Champion and enforcing attendance. • Ensure familiarity with applicable regulations, including Regulation 320 (vehicles left or abandoned on a public road), Section 30 of NEMA (emergency incidents) and Regulation 176 (amber warning lamps).	Route Manager
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INCIDENT REPORT FORM

S A NATIONAL ROADS AGENCY: Western Region

IMS/AUTHORITY:		INCIDENT NO:	
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Day/Date:		Time:	
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CONTROL ROOM INFORMATION:

Operator's Name:		Caller's Name:	
Call Received Via:	L/line:	Radio:	
	Cell:	Other:	
	SOS:		

LOCATION OF INCIDENT:

Route (eg N1, M2):	N	R	Section:		Direction of Travel:	N	S
	M	P				Km Marker:	
Description of Location:							

TYPE OF INCIDENT: (Please tick (✓) the appropriate box)

Collision:	☐	Secondary Collision:	☐	Other:	☐
Hazardous Material:	☐	Breakdown:	☐	Please Specify:	

PROBABLE CAUSE/REASON OF INCIDENT: (Please tick (✓) the appropriate box)

Pedestrian related:	☐	Falling asleep:	☐	Drunk in charge:	☐
Ignore yield/stop/robot:	☐	Driver lost control:	☐	Overheating:	☐
Head on collision:	☐	Vehicle reversed:	☐	Vehicle on fire:	☐
Insufficient foll. distance:	☐	Fuel/oil spill:	☐	Veld fire:	☐
Cut in front/side swipe:	☐	Animals in road:	☐	Hail/snow:	☐
Enter traffic unsafely:	☐	Mechanical failure:	☐	Lost load:	☐
Speeding:	☐	Tyre burst:	☐	Natural causes:	☐
Dangerous stop/park:	☐	Object in road:	☐	Other:	☐
Slippery road:	☐	Blinded:	☐	Please specify:	

NUMBER OF INJURIES:

Yes	No	??
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ENTRAPMENTS:

Yes	No	??
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Slight/Green:	
Serious/Yellow, Red:	
Fatal/Blue:	

Total entrapments:	
Total injuries:	

INCIDENT REPORT FORM (Cont)**TRAFFIC INFORMATION:**

Road closure:

☐ Yes ☐ No

Direction:

☐ N ☐ S ☐ E ☐ W
Degree of Closure:

Time Begin

Time End

Alternative Route (if used):

Total closure: (all lanes):

Partial closure: Fast lane:

Middle lane:

Slow lane:

Shoulder:

INCIDENT CLEARED: Time:

Date:

SCENE CO-ORDINATION:

Co-ordinator's Name:

Co-ordination/Management Team:

☐ Yes ☐ No

Time FCP set up:

WEATHER CONDITIONS:

HAZARDOUS CHEMICAL SPILLAGE:
☐ Yes

☐ No

☐ ??

Name of Vehicle(s):

Chemical(s) Name:

Chemical(s) Description:

Chemical(s) Code:

UN Number(s):

SABS 0232 Code:

Protocol Used:

Activated by:

Time:

Description of waste
Extent:

Multi load:

☐ Yes	☐ No

FIRE:
☐ Yes

☐ No

☐ ??

Heavy Motor Vehicle (#):

Light Motor Vehicle (#):

Cargo/Load:

Grass:

Other (#):

Specify:

INCIDENT REPORT FORM (Cont)**SERVICES ALERTED:**

Service:	Provincial/ Local Authority:	Person Notified:	Time of First Call:	Time of Second Call:	Time of Arrival:	Time of Departure:
Traffic:						
Ambulance						
SAPS						
Rescue						
Fire						
Hazmat						
Other (specify): e.g. Tolcon/Media/ Clean-up/ Breakdown/ Local Auth/Other						

TOW OPERATOR(S) USED:

Private towing:

Yes No

Traffic Department Tow Contract Used:

Yes No

Name of Operator	Tow Vehicle Registration No.	Destination to which Vehicle was Towed	Damaged Vehicle Registration No.

VEHICLE(S) / OBJECT(S) INVOLVED: (# indicate how many involved)

Heavy Vehicle (#):		Bakkie (#):		Pedestrian (#):	
Articulated Vehicle (#):		Motor Car (#):		Animal (#):	
Tanker (#):		Occupants (#):		Roadside Object (#):	
Bus (#):		Motor Cycle (#):		Other (#):	
Minibus (#):		Bicycle (#):		Please specify:	

DESCRIPTION OF INCIDENT:

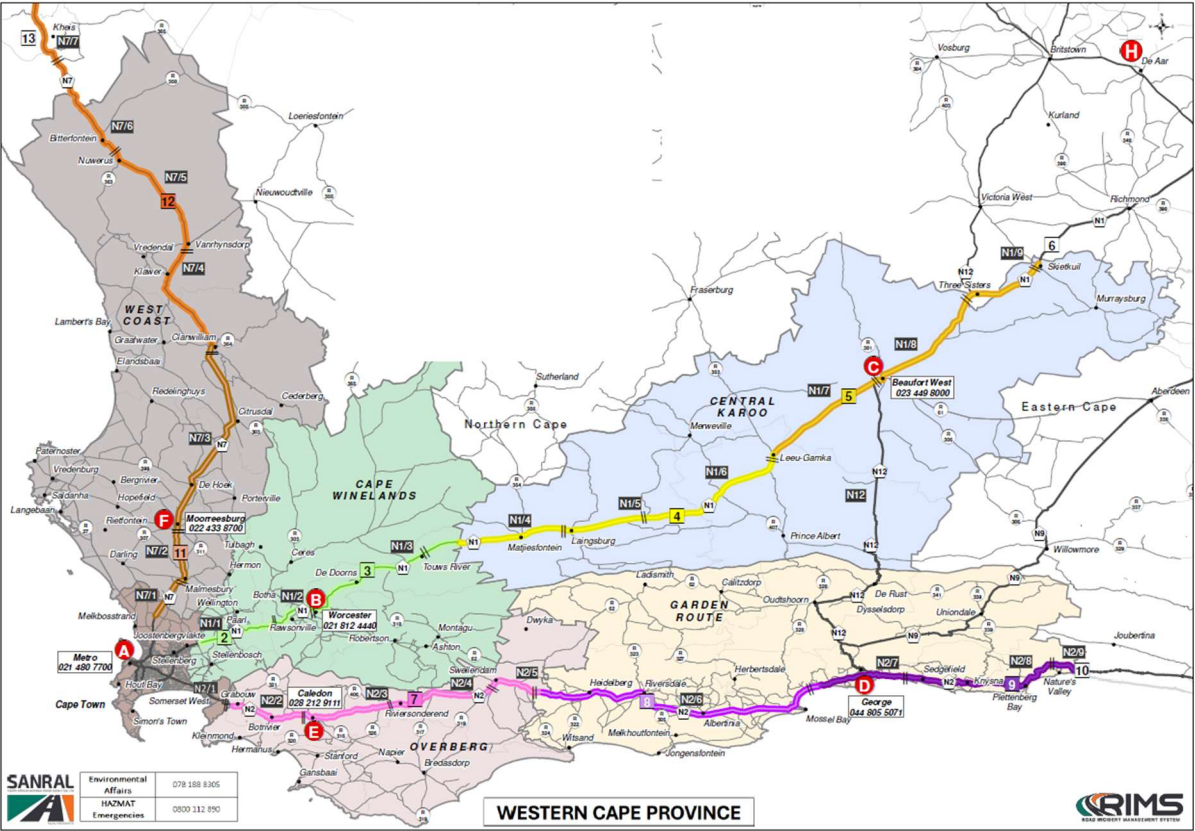
PROBLEMS / COMMENTS:

DEBRIEFING REQUIRED?

Yes No

Requested By Whom:

Organisation:



EMERGENCY CALL CENTRES			
No	District	ECC / CCC	Number
A	Frances Baard	EMS Kimberley	053 833 9264 / 9290 0800 00 12 18
B	Pieter Ka Seme	Pieter Disaster Management Centre: De Aar	053 631 0860/ 0088 079 936 8036
C	John Taolo Gaetsewe	JTG Disaster Management Centre: Kuruman	053 712 0457 / 0599 087 759 2154
D	ZF Mgcawu	EMS Upington	054 337 9700 087 759 2153 / 0800 00 1217
D	Namakwa (All other districts)	EMS Upington	054 337 9700 087 759 2153 / 0800 00 1217
E	Hantam & Karoo Hoeslans Lms only	Namakwa District Municipality: Calvinia	027 341 1414 / 8132

