



## Winter Operational Service Plan 2017-2018

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**Community: Environment**  
**Plan No: HERTS-WINTER PLAN 17-18**

### Ringway Statement of Intent

Ringway are the principal contractor for Hertfordshire County Council Highways Services Term Contract.

#### Purpose:

This Winter Service Operational Plan is a statement of intent to ensure that the management of the Contract delivers the Client's requirements and those of BS EN ISO 9001:2008. It is a unique working document to provide guidance and direction for the effective management of the winter maintenance service for the above Contract.

The Winter Service Operational Plan identifies those practices, resources, activities, controls and procedures to be used on the Highways Works Contract to deliver customer satisfaction and comply with the corporate management system.

Agreed by:  Date: 15/9/17  
Hertfordshire County Council – Head of Contracts & Network

Agreed by:  Date: 15/9/17  
Hertfordshire County Council – Assistant Network Manager

Agreed by:  Date: 19/9/17  
Ringway - Operations Manager

Approved by:  Date: 18/9/17  
Ringway - Performance Manager



## RECORD OF REVIEW / REVISIONS

*This management plan shall be reviewed during the summer period (between winter maintenance periods) and updated accordingly. The reviews, including nil returns, shall be noted below.*

Date	Topic of Change	Section(s) Changed	Rev No.	Approved	Agreed
May 17	Updated for 2017-18 season	Review and minor amendments to sections; 1.0, 5.1, 6.1, 6.2, 6.3, 8.0, 8.1, 10.0, 11.2, 11.3, App B, C, D & I.		RS	JP/SJ
Sept 17	Updated to include signature for Head of Contracts & Network	Front page		RS	RS/SJ

## REGISTER OF CONTROLLED COPIES

Copy No	Holder	Company / Organisation	Location	Rev & Date of First Issue
N/A	Performance & Quality Manager	Ringway	Master copy on site Intranet / network shared drive	Rev 2 30/8/16
1	HCC /ITCC		Hard copy in BST Library HCC Herts direct	
2	Richard Stacey			
3				
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8				



## 1.0 Governance

- 1.1 Governance for winter operations includes a reporting line into the Highways Panel.
- 1.2 Everyone working on the highway, making changes to the highway or impacting on traffic flows has an interaction with the network management group. The remit of the group is to consider the impact of any proposals on the network and where appropriate seek mitigation measures, which will require close working with all service providers.
- 1.3 The table below indicates the key links with other service plan areas:

SP	Service Community	Interaction / Dependency	H/M/L
1	Contracts & Performance	For measurement of NM performance including permitting annual report and for demonstrating delivery of NMD.  Collection of FDEs aligned to network management functions	M
2	Bridges	Impact of works delivery on movement of people and goods  Weight restrictions requiring TROs  Abnormal Loads	L
3	Network Management (inc ITCC)	Providing real time information to the public and using intelligence to inform crews to ensure efficient delivery in adverse conditions	H
4	ITS	Key for providing new equipment and maintenance of existing  ITS deployment  ITS use and benefits realisation especially ITCC  Maintenance of ITS equipment and impact on network operations  Impact of works delivery on movement of people and goods	H
5	Major Projects	For ensuring NM principles are included in schemes	L

SP	Service Community	Interaction / Dependency	H/M/L
		<p>Scheme development and Network Management input on congestion/network issues</p> <p>Impact of works delivery on movement of people and goods</p> <p>TRO requirements</p> <p>Permitting</p>	
6	Cat 4 Maintenance	<p>Impact of works delivery on movement of people and goods</p> <p>TRO requirements</p> <p>Permitting</p>	M
7	Joint Planning Team	<p>Coordination of internal works</p> <p>Planning of works delivery</p> <p>Impact of works delivery on movement of people and goods</p> <p>TRO requirements</p> <p>Resource planning</p>	H
8	Cat 1 & Emergency Service	<p>Impact of incidents and unplanned works/traffic restrictions;</p> <p>Impact of works delivery on movement of people and goods</p> <p>Emergency road closures;</p> <p>Licence and enforcement actions</p>	H
9	Development Management	<p>Key that new developments allow for implications on the movement of traffic on the network</p> <p>Scheme development and Network Management input on congestion/network issues</p>	M



SP	Service Community	Interaction / Dependency	H/M/L
		<p>Impact of works delivery on movement of people and goods</p> <p>TRO requirements</p> <p>Permitting</p> <p>Section agreements and network inputs – alignment to build programs and permitting</p> <p>Licence and enforcement actions</p>	
10	Street Lighting	<p>Impact of works delivery on movement of people and goods</p> <p>TTRO requirements</p> <p>Permitting</p>	M
11	Cat 2	<p>Works development and Network Management input on congestion/network issues</p> <p>Impact of works delivery on movement of people and goods</p> <p>TRO requirements</p> <p>Permitting</p> <p>Licence and enforcement actions</p>	M
12	Cat 5 (inc Highway Inspections)	<p>Impact of works delivery on movement of people and goods</p> <p>TTRO requirements</p> <p>Permitting</p> <p>Licence and enforcement actions – and inspection service</p>	M
13	Member & Community Strategies	So that all activities are considered and the potential resultant impact on traffic	M

SP	Service Community	Interaction / Dependency	H/M/L
		<p>flows</p> <p>HLB scheme development and Network Management input on congestion/network issues</p> <p>Impact of works delivery on movement of people and goods</p> <p>TRO requirements</p> <p>Permitting</p> <p>Licence and enforcement actions – and inspection service</p> <p>Provision of information via WEB</p>	
14	Cost Reimbursable	Income via licences, NRSWA and permitting services	M
15	Transport Planning & Strategy	Key in joining up all activities and the affect on all traffic on the network	H
16	ITP	<p>Scheme development and Network Management input on congestion/network issues</p> <p>Impact of works delivery on movement of people and goods</p> <p>TRO requirements</p> <p>Permitting</p>	H
17	Communications	Key for providing information about activities on the highway network	H
18	Customer Journey & Community Engagement	<p>In providing real time information about the state of the highway network.</p> <p>NMD requires authority to provide information on network activity.</p>	H
19	Winter Service	<p>Winter is a weather related incident which falls within the remit of the Network Management Duty;</p> <p>Ensuring key routes are kept available for the movement of people and goods.</p>	H



SP	Service Community	Interaction / Dependency	H/M/L
	Other stakeholders (Name)	Utilities and other works promoters Event Organisers Passenger Transport Unit Emergency Services Neighbouring Authorities Freight Transport	H

## 2.0 The Golden Thread

2.1 The term 'golden thread' is widely used to mean the clear cascading of objectives from national and local priorities, through corporate and community plans, service planning and on to team and individual objectives to make sure that what's important gets done.

2.2 It is vital that all plans at different levels are connected by a 'Golden Thread' with a clear link from high-level and strategic goals down to the plans of individual teams and specific objectives for members of staff.

2.3 The winter service Operational Service Plan is one of the key parts of the highway service in supporting the corporate vision. Providing a service which enables the highway to fulfil its primary purpose of the movement of people and goods will drive key elements of the Highways Vision of "Enabling Safe, Convenient Travel" by:

- Supporting the provision of a lean and efficient service;
- Manage and deliver on customer expectations
  - Accessible service which fixes defects
  - Planned programmes of maintenance using cost effective asset management
  - Member-led discretionary service
  - Reliable journeys and information
- Be reliable, through managing risks and doing what we say
- Provide a competitive service in which each player is accountable for its own performance

2.4 The Winter service Operational Service Plan will form a key element of the highway service in supporting HCC's Corporate Vision:

"We want Hertfordshire to remain a county where people have the opportunity to live healthy, fulfilling lives in thriving, prosperous communities".

As the countywide democratic organisation, our ambitions go well beyond the services that we are directly responsible for delivering. We have a legitimate interest in everything that affects the wellbeing of Hertfordshire and its residents:

- Being ambitious for our residents and communities, creating opportunities for everyone to maximise their potential
- Enabling people to have a greater influence over local decisions, sharing responsibility for their own communities.
- Joining with others in the County, from the public or private sector, and voluntary and community groups, to meet the aspirations of our residents



**2.5 The starting point will be the Corporate Plan which sets out the following priorities:**

- Opportunity to get the best out of life – by managing the network to enable safe and effective travel for all;
- Opportunity to share in Hertfordshire's strong economy - by managing the network for the movement of people and goods, balancing the competing needs of different users;
- Opportunity to be healthy and stay safe – by managing the network in a way which caters for all modes of travel
- Opportunity to take part – by the provision of information on services;

**2.6 Ringway Bid Promises (QP Register)**

- The 13 weather recording stations will be maintained throughout the year, with major servicing and calibration carried out prior to the start of each season. A programme of regular cleaning during the winter will be established to ensure stations continue  
Sharing experience across the Contract, the Operations Manager will be invited to attend the Ringway Winter Forum to gather experience and learning from across the business.
- Proactively assist in review of winter service operational plan
- Use of e-serve vehicle tracking and data management data collection, demonstrate when actions have been completed and take required actions within specified time scales
- Tracking systems will lock into routes allowing text and email alerts for any deviations from route, speed direction of travel spread rate and width
- Electronic salt stock management system with vehicles being weighed in and back to allow accurate record of stock
- Separate salt stocks for grit bins
- Liaison with parish and residents associations via DSAs and LNTs

**2.7 Equalities Assessment**

**What is an Equality Impact assessment (EqIA)?**

A way of considering the effect on different groups protected from discrimination by The Equality Act 2010 in order to:

- Consider if there are any unintended consequences for some groups.
- Ensure the policy, project or review will be fully effective for all target groups.
- Consider the cumulative effect of a number of decisions (within a review of services).

- Identify practical steps to tackle negative effects or discrimination.

### **When should an Equality Impact Assessment be done?**

- Before implementing any new policy.
- At the early stages of a project or review
- In advance of Member decisions to ensure they are fully aware of the equality impacts of the decisions they are making.

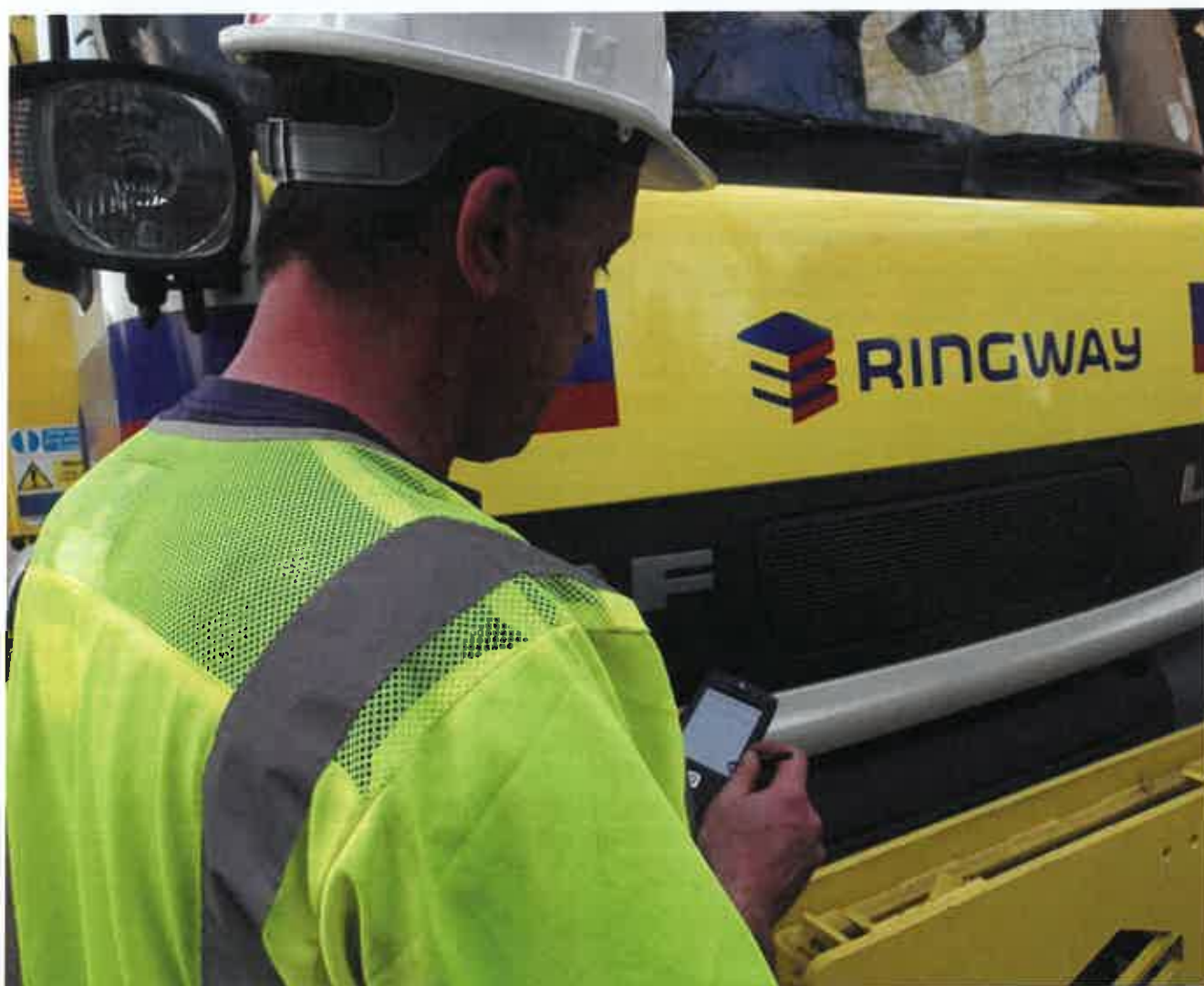
The Public Sector Equality Duty sets out best practice on how we can meet the requirements of the Equality Act 2010. The guidance for completing Equality Impact Assessments (EqIAs) focuses on the quality of the analysis and how it is used in decision making. The duty covers the following protected characteristics:

- Age
- Disability (included learning disability and long term mental health conditions)
- Race
- Gender reassignment
- Pregnancy and maternity
- Religion or belief
- Sex
- Sexual orientation
- Marriage & civil partnership (relates only to discrimination aspect of duty)
- Carers are included by association with any of the above.
- From April 2015, carers will be entitled to an assessment of their own needs in the same way as those they care for. If the focus of your EqIA relates to care and support, consider carers' new rights and see the [Care Act pages](#) on Compass for more guidance

**The duty states we must:**

- Analyse the effect of existing and new policies and practices on equality, **before** making the relevant policy decision.
- Include consideration as to whether any detrimental impact can be mitigated.
- Keep a written record to demonstrate that due regard had been taken, provide evidence of how policies or practices would further or have furthered the aims of the duty and record the information considered and any engagement undertaken.

## Operational Service Plan Winter Maintenance Service



Date	Prepared by	Checked by	Approved by	Review Date
May 17	Wendy Walker / Debbie Brown	Chris Martin Winter Service Manager	Andy Day Operations Manager	May 18
Signature:				
Date:				

[illegible]

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## 1.0 Policy

There are two elements of legislation that relate to the provision of a Winter Maintenance Service in England and Wales

1. Section 41 (1A) of the Highways Act 1980, which was modified on 31st October 2003, by Section 111 of the Railways and Transport Act 2003. The first part of Section 41 now reads:
  - a) *The authority who are for the time being the highway authority for a highway maintainable at the public expense are under a duty, subject to subsections (2) and (3) below, to maintain the highway.*
  - b) *(1) In particular, a highway authority are under a duty to ensure, so far as is reasonably practicable, that safe passage along a highway is not endangered by snow or ice."*

This is not an absolute duty, given the qualification of "reasonable practicability" but it does effectively overturn previous legal precedence, albeit not with retrospective affect.

2. Section 150 of the Highways Act 1980 still imposes a duty upon authorities to remove any obstruction of the highway resulting from *"accumulation of snow or from the falling down of banks on the side of the highway, or from any other cause"*.

In addition, the Traffic Management Act 2004 placed a network management duty on all local traffic authorities in England. It requires authorities to do all that is reasonably practicable to manage the network effectively to keep traffic moving. In meeting the duty, authorities should establish contingency plans for dealing promptly and effectively with unplanned events, such as unforeseen weather conditions, as far as is reasonably practicable.

The plan must also comply with the general duty imposed by Section 41 of the Highways Act 1980: to maintain those highways maintainable at public expense in a safe condition.

Hertfordshire County Council therefore undertake to provide a winter maintenance service which, as far as reasonably practical, will permit safe movement of traffic and minimise delays and accidents directly attributable to adverse weather conditions.

Every employee who is involved with delivering the winter maintenance service shall be fully acquainted with and have access to this plan.

Guidance has been taken from NWSRG practicable guidance where appropriate for Hertfordshire's resource arrangements.

## 2.0 Scope

This Plan describes the winter operational service for Hertfordshire County Council's 3000-mile road network. It is compiled in conjunction with the contract requirements and covers all elements of the service.

The arrangements include utilising personnel and plant to enable precautionary and post salting of the network in accordance with specified response and treatment times.

## 3.0 Responsibility

**HCC Client manager (Assistant Network Manager strategy)** - To establish Policy, Scope and remit and to manage all aspects of the Winter Maintenance Service,

**Ringway** – to provide efficient and effective winter maintenance service, which as far as possible, allows the safe movement of traffic on Hertfordshire County Council's road network, keeping delays and accidents caused by adverse weather conditions to a minimum. Ringway are also responsible for updating the winter maintenance plan (WSOP).

**Duty Officer** – HCC Officer responsible for monitoring weather forecast information to make informed winter maintenance action decisions.

**Winter Service Manager** – Ringway staff member with responsibility to ensure sufficient operational resources are available to deliver the winter maintenance service as laid out in this plan.

**District & Borough Councils** - to provide additional manpower for the clearance of snow and ice from specified footways as requested and defined by the Duty Officer.

**Volunteer and resident groups (Self Help)** - To distribute bagged salt to localised Hot spots on the Highways network.

**Farmers** - to provide additional snow clearing services on rural roads as requested and defined by the Duty Officer

**Communications Coordinator** - under extreme or prolonged severe weather conditions a communications coordinator (could be HCC or Ringway) will have direct responsibility for logging and recording communication during the period as per directed in Section 7.0.



## 4.0 Operational Periods and Priorities

The winter maintenance season runs from 1st October to 30th April, but may be altered should conditions dictate. The season is divided into three main periods as shown in the table below. In the low periods (October and April) only half cover service will be provided due to the reduced risk and severity.

Period	Time (Months)	Winter Conditions
High	December, January, February	Severe - Probable
Medium	November and March	Severe - May occur
Low	October and April	Severe - Not expected

Winter maintenance operations are geared to the safe movement of traffic. To ensure operations are effective the relative importance of roads and footpaths is identified in relative priority of classes of road as shown in the tables below. It must be noted that should national salt shortages or other weather and operational conditions dictate, a reduced network may be adopted (resilience network). This is included in the table below, roads not indicated by any priority will be treated as and when resources are available.

Hertfordshire's road Priority description (Revised 2016-2017).

Road Priorities	
Priority Number	Description
Priority 1 (Red)	Primary Roads (Resilience Network*).
Priority 2 (a) (Red)	Main Distributor Roads. Secondary Distributor Roads. Roads serving significant industrial areas and shopping centres.
Priority 2 (b) (Red)	One road to each village All Scheduled Bus Routes (where accessible without reversing spreading vehicle). Rural Community link:- The access route to the main settlement of a Parish of 50 or more households not already on the precautionary salting route therefore providing a Cohesive network linking main centres of Rural or Urban population.
Priority 3 (Blue)	Other roads with steep gradients in urban / residential areas. Rural roads with poor drainage where the remainder of the road network running or standing water is a hazard.

### \*Resilience Network

This resilience network is a subset of their normal treatment network and provides a minimum essential service to the public, including links to the Strategic network, access to key facilities and other transport needs.

A&B Road network, some critical bus routes, links to emergency service facilities, Other critical infrastructure sites, critical link roads.



1. The Council has entered into a term contract with the Contractor for the provision of Highways Services under the terms and conditions set out in the contract documents.

2. The Contractor shall provide the services specified in the contract documents, including the provision of a dedicated team of staff to manage the contract and provide a regular report to the Council on the progress of the contract.

3. The Contractor shall be responsible for the day-to-day management of the contract, including the provision of a dedicated team of staff to manage the contract and provide a regular report to the Council on the progress of the contract.

4. The Contractor shall be responsible for the day-to-day management of the contract, including the provision of a dedicated team of staff to manage the contract and provide a regular report to the Council on the progress of the contract.

5. The Contractor shall be responsible for the day-to-day management of the contract, including the provision of a dedicated team of staff to manage the contract and provide a regular report to the Council on the progress of the contract.

6. The Contractor shall be responsible for the day-to-day management of the contract, including the provision of a dedicated team of staff to manage the contract and provide a regular report to the Council on the progress of the contract.

Footway Priorities		
Priority number		Description
1	High Traffic (HCC High priority*)	Town and City centre outside local community shops plus footways linking transport interchanges
2	Medium Traffic (HCC High priority*)	Busy Urban footways leading from housing estates to town and city centres. Frequently used public amenities. Main streets in villages
3	Low traffic (High Risk)	Housing estates with high incidence of defects due to age of footway, extensive utility trenches or vandalism lengths where there are significant high numbers of vulnerable users e.g. outside old people's homes
4	Low Traffic-Urban	Housings Estates and other urban footways
5	Low Traffic Rural	Little used rural footways

\*Footways Identified during Network review process June 2010

## 5.0 Organisational Arrangements

In all cases sufficient labour, plant materials and other resources should be provided to ensure that treatment of the network can be completed within the timescales set out in the Highways term contract. More information on the resources available can be found in Section 6 of this plan.

Operations will be carried out from the four depots located at South Mimms, Kings Langley, Stevenage (Corey's Mill) and Ware (Hoe Lane), using specialised plant and equipment. Appendix A shows the locations of these four depots. Each depot has fully covered salt storage facilities. Personnel resources will be provided and a full list of nominated individuals for the current season is included in Appendix B.

Should any of these depots be unavailable then salting operations will be run from other Depots, under emergency planning arrangements as directed by the HCC Client Manager and the Winter Service Manager (Ringway).

**HCC Client manager**– The Assistant Network Manager Strategy.

**HCC Duty Officers** – will be appointed trained HCC staff and they will operate on a rolling schedule.

**Winter Services Manager** – will be appointed by Ringway to oversee and co-ordinate winter maintenance operations.

**Winter Maintenance Supervisors** – will be appointed by Ringway to coordinate depot response to Winter Maintenance activities.

**Winter Maintenance Operatives** – sufficient trained and competent operatives are to be available to fulfil service requirements. They are trained to City & Guilds Winter Service Operations – 6159

In order to provide the required response to weather conditions, we will operate a combination of standby at home and standby at the depot in addition to the normal and continuous working shifts.

Duty Schedules and Standby Rotas will be published centrally in the Integrated Transport Control Centre (ITCC) at County Hall. The definitions of operational staff rotas:

<b>Call Out</b>	Off duty personnel available for duty as demand arises but without any prior commitment to be available.
<b>Standby</b>	Personnel committed to be available to report to the depot or direct to a route within 1 hour of being called out from elsewhere or home.
<b>Normal shift</b>	Personnel on duty at the depot or at a work place during normal working hours.
<b>Continuous shift</b>	Personnel on duty at the depot on patrol, gritting or ploughing route.

## **5.1 Snow Desk**

During severe weather conditions, a jointly manned severe weather event team "Snow Desk" which will be established in the Integrated Transport Control Centre (ITCC) in County Hall, Hertford where the Winter Service Manager or Deputy will be present. During severe conditions, the police may request that the control desk be set up at Police HQ where a Duty Officer will also be present. The Highways Agency may also have a Snow Desk representative at Police HQ, it must be noted if conditions dictate remote outstations /working can be employed.

Snow desk duties both at the ITCC and at police HQ will include liaison and joint operations in support of blue light services. Closed circuit TV in the ITCC, across the highways agency network and via borough/district CCTV systems will be used to establish extent and disruption of any snow fall and to coordinate snow clearance and spreading operations.

HCC Client manager (or if delegated; Duty Officer) will take full operational control of all activities and will be the lead member of the team. They will select and mobilise the team required to assist in manning of the Snow Desk.

During prolonged severe weather or in a period of salt shortage or other operational instance, the HCC Client Manager will head up a severe weather event team ("Snow desk") which will include:

- Duty Officer
- Network Manager
- ITCC Manager
- Winter Service Manager
- Communication coordinator
- HCC communications team representative

This team will meet at an agreed time in line with operational circumstances.

Their responsibilities will include agreeing communications in line with the winter communications plan and incident management protocol, conference calls to district and borough partners, stock assessment, weather conditions, current forecast and current Network Impact.

## 5.2 Treatment & Response Time

Treatment routes and shift arrangements have been organised to achieve defined standards of response and treatment times on the specified network highway hierarchy.

Our operational standard is that it is essential to maintain free flow on the major routes to minimise delay and unsafe conditions. These routes will also provide arterial network to enable plant and equipment to reach lesser priority roads when necessary.

**Response Time:** Is defined as the time taken from the decision to begin precautionary treatment until the winter maintenance vehicles are loaded, manned and ready to commence actual salting.

**Treatment Time:** Is defined as the time as the time taken from the start of the route and beginning treatment of the network through to completion of the treatment, this will be determined using the vehicles tracking system

Response and treatment times are detailed in tables 4391/1 and 2 in Schedule 5 to The Contract

The response time takes account of the distance between home and depot for many of the salting crews and the time taken for the decision to reach all the crews. The treatment times takes account of the lower speeds, general road layout and other traffic, and is a balance between a longer period using larger but fewer vehicles and a shorter period using smaller but more vehicles

An Operational Situation Report for every route and action will be completed by 0800 each day throughout the winter operational period and sent to the HCC Client manager.

This report will be stored and held according the table in section 10

## 6.0 Plant, Vehicles, Equipment, Material and Resources

### 6.1 Salt

Fine Rock Salt to BS 3247:1989 (minimum 6mm) shall be used with a Safecote additive as the prime material for combating snow and ice.

SA NAMAS approved laboratory will be used when any Salt Certification is required. Each certification will be forwarded to Hertfordshire County Council. Certificates will be provided for every 500 tonnes of salt supplied regular moisture content test should be undertaken in line with H6 of NWSRG Winter Service Practical guide.

Salt will be supplied by Compass Minerals.

Salt Union Ltd, De-Icing Business, Winsford Rock Salt Mine, Winsford, Cheshire, CW7 2PE

Salt stockpiles will be stored under covered salt barns at the four Winter Maintenance Depots additional salt for footway clearance and for use in severe weather events will also be stored at District and borough locations. Additional salt may also be stockpiled within other locations provided by Ringway.

The required contract commencement maximum and minimum salt stock levels (during each winter service period) shall be maintained as directed in Appendix 436/9 of Schedule 5 of The Contract.

#### Guidance on Determination of Minimum salt stocks

Table H		Minimum Salt Stocks			
Routes	Normal Salting Network (Tonnes/Run)	Minimum Salting Network (Tonnes per run)	Minimum Stock		
			Pre-Season Stock. Precautionary Salting Network (12 days /48 Runs)	Core Winter Period stock Minimum Network (6 days 36 Runs)	Overall Winter Period Minimum Network (3 Days 18 runs)
Precautionary Network	264	132	12672	6132	2376
Secondary /Footways	200	-	400	200	200
Salt Bins	300	-	300		
Bagged salt	100	-	150	100	100
Total			13522	6432	2676

Using Well-Managed Highway Infrastructure Code of Practice guidance HCC absolute minimum stock levels are as below\*.

1 <sup>st</sup> Oct -30 <sup>th</sup> Oct	2700 Tonnes
1 <sup>st</sup> November	13500 (includes bagged salt) Tonnes
1 <sup>st</sup> November- 1 <sup>st</sup> March	6500 Tonnes
1 <sup>st</sup> March – 30 <sup>th</sup> April	2700 Tonnes

\*It must be noted that the calculation is based upon a 15g spread rate as this is HCC "heavy spread rate" Contractual levels are well above this determination.

Salt stock reconciliation will be achieved using monthly physical reconciliation and comparing this with weighbridge measurements, taken as spreaders leave and return from the depots, to ensure that minimum and maximum levels as in the above table are maintained.

The Winter Service manager (Ringway) will order and arrange delivery in line with these minimum levels set out in table above.

Weekly reports will be made to the HCC Client manager of stock holdings.

For the purposes of stock control, a mean density of 1.3 tonnes/m<sup>3</sup> will be used.

Salt will not be stored:

- above the top of the concrete retaining walls (3m high);
- more than 6m high at the peaks;
- In such a manner that the working face is less than 60° to the horizontal, and avoids the creation of steep faces liable to collapse.
- Moisture Content should be within an optimum range of 2-3.5%

Salt will be loaded over the sides of the spreaders by front end loading shovels until the required amount of salt is loaded to suit the gritting route.

## **6.2 Salt Bins and Bagged Salt**

Salt bins are provided in over 1000 locations across the county for 'self-help' during icy highway conditions.

These bins will be refilled at the beginning of the winter season and after a prolonged snow or ice period. An electronic record will be kept of each bins location and latest fill, missing/damaged bins will be replaced prior to the season and during the season as resources allow. The location of all salt bins can be found at [www.hertsdirect/winter](http://www.hertsdirect/winter).

The HCC Policy on Salt bins can be found on Hertfordshire website

Bagged salt will be provided for District, Parish and Town Councils as well as recommended recognised volunteer groups. The HCC Client manager and Ringway will liaise with these partners and produce list of deliveries prior to the High risk winter period 1<sup>st</sup> December, each delivery will be on a one off basis with restocking only considered in the most severe conditions and if resources allow. Applications and deliveries for bagged salt after this date will not be made.

Applications can be made via County Councillors via Herts Direct.

<http://www.hertsdirect.org/services/transtreets/highways/hhonline services/saltingroutes/selfhelpsaltbag/>



## 6.3 Vehicles & Equipment

The following specialists gritting vehicles for delivery of the service are listed below. All spreaders will be fitted with snowploughs when required.

The spreaders will be fitted with equipment, which complies with the requirements of BS 1622:1989 and Highway Works Term Contract. Calibration procedures, as shown in Appendix D, and testing shall be completed before October unless otherwise agreed with Hertfordshire County Council. The spreader and coverage testing for all Spreaders will be undertaken by Econ Engineering Limited to ensure capability of symmetrical and asymmetrical spreading in accordance with Well Managed Highway Infrastructure: Code of Practice requirements.

### Calibration procedure:

Calibration should be carried out for every spreader in the fleet and will check:

1. That the total amount of salt being discharged is within acceptable tolerances
2. That the salt is being spread to the target area.

Calibration should always involve a direct measurement of the amount of salt being discharged and where it is being spread

Calibration must be carried out by a competent and trained person.

Snowplough blades shall be adjusted so that the wearing strips are within 10mm of the road surface over the whole length of the blade. Any damage or worn wearing strips will be replaced or turned as a matter of routine. Snow ploughs and wearing strips shall on every occasion of use be checked, adjusted and repaired as necessary for optimum performance. "Back to black" type blades are being trialled and will be attached to ploughs for specific roads.

All winter operational vehicles will have an appropriate testing and calibration certificate available for inspection.

All vehicles and winter operational equipment will be maintained by Ringway

All other Spreaders will be mechanically maintained by Econ Engineering Limited.  
For the attention of: Jonathan Lupton, Econ Engineering Limited, Boroughbridge Road, Ripon, North Yorkshire, HG4 1UE Tel: 01765 605 321

All Contact, Maintenance, Breakdown and Hire arrangements for contract plant should be initially obtained from the Ringway Fleet & Plant Department.  
For the attention of Steve Pattenden, Divisional Plant and Fleet Manager, Ringway Infrastructure Services, Corey's Mill Highways Maintenance Depot, Hitchin Road, Stevenage, herts, SG1 4FD.Tel – 01438 315937.

### Driver's qualifications

All drivers have undertaken units 08,011,012,013 city and guilds.  
Both the Winter Service manager and the HCC Client manager are unit 21 qualified.



### Cycleway treatments

On every precautionary treatment the agreed cycleway network will be treated. The response time will be as for precautionary treatments.

Type of treatment may include testing the use of liquids or pre-wetted variants in line with the agreed national codes of practice for these types.

### Footway salting equipment

Salting of High priority footways for the removal of ice and snow will be carried out using a mix of resources. Each operational depot will provide sufficient works vehicles with salt, shovels and brooms for allocation as required.

## 6.4 Weather Prediction

A full Winter Weather forecasting service will be provided throughout the winter service period (1<sup>st</sup> October to 30<sup>th</sup> April inclusive) by METEOGROUP Ltd:

For the attention of, The RoadCast Manager, METEOGROUP Ltd, 292 Vauxhall Bridge Road, London, SW1V 1AE

The Weather recording system, Findlay Irvine ICELERT, will be provided and maintained by Findlay Irvine.

For the attention of Rob Simms, Director of Sales. Findlay Irvine Limited, 42 / 44 Bog Road, Penicuik, Midlothian, Scotland, EH26 9BU

There are twelve weather-recording outstations located on the Network including four forecast outstations. These are detailed in the on the following page.

Surface sensors will be cleaned pre and mid-season or when required (HCC duty officer may request additional cleaning as required). An indication of salt concentrations on the road surface should be used only as a guide in the decision making process.

SITE REF.	SITE LOCATION	O/S GRID REF.
A505-LL	A505 Lilley	TL 126 263*
A120-BST	A120, Bishops Stortford	TL 486 233
B136-BGH	B1368, North of Hay Street, Braughing	TL 393 268*
A119-STP	A119, North of Stapleford	TL 310 173
B487-HH	B487, Redbourne Road, Hemel Hempstead	TL 093 107
B488-TRG	B488, New Mill, Tring Wharf	SP 927 131*
A4147-HH	A4147, Maylands Avenue, Hemel Hempstead	TL 077084
U53-OFF	U53, School Lane, Offley, Bridge Deck Site	TL 141 275
A41-CR	A41 Cow Roast	SP 953 097*
C183-HC	C183 (Old A10) North of High Cross, near Barwick	TL 366194
A505-BB	A505 Baldock By-pass tunnel entrance	TL 525232*
A10-RE	A10 Reed Northbound	TL 357364

\* indicates forecast outstations

## 6.4.1 Forecasts

### Frequency and Intensity of forecast information

Field	Frequency	Data Intensity
Morning Summary	8:00 Daily	Single Field
36 Hour Forecast (Text)	Operational Winter Period: 08:00, 12:00 and 18:00 Daily Operational Summer Period: 08:00 Daily	Single field
36 Hour Forecast (Domains)	Operational Winter Period: 06:00, 12:00 and 18:00 Daily Operational Summer Period: 08:00 Daily	For each domain, daily
2-10 Day Forecast	Operational Winter Period 12:00 Daily Operational Summer Period: 08:00 Daily	Day 2 to 5 – Area based, daily Day 6 to 10 – Single Field
Site Specific Forecast	Operational Winter Period: 12:00 Daily Operational Summer Period: None	For each domain, hourly.
2 Week Forecast	The following 2 weeks	See below
4 Week Forecast	The following 4 weeks	See below
24hr Consultancy Service	24/7	See below
24hr Monitoring Service	24/7	See below
Statistical Analysis	End of month	See below

The parameters forecast will vary between the Operational Winter and Summer Periods. The table below details which forecast parameters are to be provided.

## Notes

All forecasted temperatures should be stated to one decimal place.

Decision makers will be able to use the weather forecasting services from any SMART phone or tablet.

Forecast Parameter	Winter	Summer
Minimum road surface temperature	✓	x
Maximum road surface temperature	x	✓
Minimum air temperature	✓	x
Maximum air temperature	x	✓
Dew point / Relative humidity	✓	✓
Surface state	✓	x
Wind speed (various) - in MPH including timing at 1.0m.	✓	✓
Wind direction	✓	✓
Accumulations of snow (depth)	✓	x
Visibility expressed in meters	✓	✓
Snow level (height above sea level)	✓	x
Hazard – Ice	✓	x
Hazard – Heavy Rain	✓	✓
Hazard – Freezing Rain	✓	x
Hazard – High Temperature	x	✓
Hazard – Hoar frost	✓	x
Hazard – Fog	✓	✓
Hazard – Snow- intensity	✓	x
Alert Level - define parameters	✓	x

## **36 Hour Forecast**

The 36 hour forecast consists of two parts; a 36-hour text forecast and a domain forecast in tabular format. During the Operational Winter Period a detailed 36-hour text forecast and a domain forecast should be updated and delivered at 06:00, 12:00 and 18:00.

During the Operational Summer Period a detailed text and domain forecast shall be updated and delivered daily at 08:00 covering the period from 08:00 to 00:00.

Additional optional elements can be included at the request of Service Providers. This may include:

Extension of forecast periods from the forecast issue time up to thirty-six hours ahead.

## **Text Forecast**

The 36-hour text forecast will be valid for the ensuing 36-hour period from the prescribed issue time.

The text of this forecast must include:

- **Headline weather description**
- **A general synopsis, with timings, over the following 36 hours, including:**
  - Summary of the meteorological synoptic situation with timings of significant meteorological changes during the forecast period with particular reference to hazards such as snow, ice, hail, hoarfrost, freezing rain (including super cooled and rain falling on frozen surfaces), wind, fog, lightning and rain/showers which are expected to affect any of the agreed HAWIS forecast domains.
  - Expected road surface conditions indicating whether roads are likely to be dry or wet.
  - Onset, duration and intensity of hazards such as rain, hail, sleet, snow, rain falling on frozen surfaces and freezing rain, including potential accumulations of snow on road surfaces described in centimetres (assuming no treatment has been undertaken).
  - Relative humidity and dew point, including a warning of any predicted combination of low temperature and low humidity conditions (less than 80% winter, 60% summer).
  - The likelihood and timing of any precipitation or deposition on road surfaces and the likelihood of surface water on the carriageway depth).
  - If snow is forecast, its timing, amount and type and the direction from which the snow will develop, the likelihood of drifting and the height above which accumulation is likely.
  - Visibility – danger of thick fog (<1000 m visibility) or freezing fog formation, the location and timing, distance expressed in meters

- Average wind speed at 1.0m, direction and maximum gust speed at six hour intervals (between 06:00 - 18:00 and 3hr intervals between 18:00-06:00) from the time of forecast.
- General confidence level in the forecasts (low, medium or high as per following table)
- General alert level

Level 0 (Green)	There are no expected hazards on the road surface and road surface temperatures are expected to be above +1°C when confidence is high or above +2°C for all other occasions.
Level 1 (Amber)	<ul style="list-style-type: none"> <li>• Road surface temperatures are expected to be between +1°C and +2°C when the confidence is low.</li> <li>• Road surface temperatures less than or equal to +1°C and greater than or equal to zero.</li> <li>• Road surface temperatures below zero but road surfaces are expected to remain dry.</li> </ul>
Level 2 (Red)	Road surface temperatures are expected to be below zero and road surface hazard(s) exist. Road surface hazard include ice, snow, freezing rain and hoar frost.

## Domain Forecast

The domain forecast will have a variable validity period as follows:

### Winter Operational Period

- 08:00 domain forecast validity period will be 12:00 to 08:00 (20 hours)
- 12:00 domain forecast validity period will be 12:00 to 12:00 (24 hours)
- 18:00 domain forecast validity period will be 18:00 to 12:00 (18 hours)

### Summer Operational Period

- 08:00 domain forecast validity period will be 08:00 to 08:00 (24 hours)

By domain, the following information shall be provided, where appropriate including an indication of confidence level as High, Medium and Low and the period of occurrence (including zero crossing point):

- Minimum and maximum road surface temperature
- Minimum and maximum air temperature
- Accumulation of snowfall on road surfaces and height above sea level
- Occurrence of ice, heavy rain, high wind greater than 20 mph at 1.0 m, freezing rain, high temperatures, hoar frost and fog

- **Alert level**

Additional optional elements can be included at the request of the Client. These should include:

- Urban/rural road surface temperatures
- Bridge deck temperatures

## **2 to 5 Day Forecast**

A 2 to 5-day forecast must be obtained with the 24-hour forecast. The first element of this forecast must detail anticipated conditions in 24-hour periods for days 2 to 5. The 24 hour periods must be 12:00 to 12:00 during the Winter Operational Period and 08:00 to 08:00 during the Summer Operational Period. The parameters to be forecast will differ between the Summer and Winter Operational Periods and should comply with the table above in 3.1. The forecast must include:

- A general synopsis and anticipated trends over the period with particular emphasis on the following hazards: Hoar frost, ice, snow, drifting, freezing rain, rain falling on frozen surfaces, heavy rain, fog and high wind greater than 20 mph at 1.0 m.
- Daily general alert level
- Maximum and minimum road surface temperatures
- Maximum and minimum air temperature
- Occurrence of snow, ice, heavy rain, high wind greater than 20 mph at 1.0 m, freezing rain, high temperatures, hoar frost and fog
- Wind speed and timing at 1.0 m
- Confidence level in the forecasts (low, medium or high)

## **6 to 10 Day Forecast**

A second, text element of this forecast must also include a general synopsis and anticipated trends over the 6 to 10-day period with particular emphasis on the following hazards: Hoar frost, ice, snow, drifting, freezing rain, rain falling on frozen surfaces, heavy rain, fog and high wind greater than 20 mph at 1.0m.

## **Site Specific Forecasts**

Detailed 24-hour site specific forecasts must be delivered by 12:00 for all primary environmental sensor stations. These forecasts apply for the Operational Winter Period and must include on an hourly basis:

- Road surface temperature
- Air temperature
- Dew temperature
- Surface state
- Wind speed and timing at 1.0 m
- Humidity %

Additional optional elements should be included at the request of Service Providers. These include:

- Rain state
- Cloud state
- Cloud amount
- Textual site specific forecasts

### **Further Updates of Forecasts**

Forecast updates apply to 36-hour forecasts and 24-hour site specific forecasts. Whenever a change to any forecast occurs the text forecast will also be re-issued with explanatory notes in the headline along with any other associated changes to the forecast.

Time stamp of update is required which confirms the date and time the forecast was produced.

The facility to obtain access to previous forecasts is required, allowing the Client to access archived forecast information.

In the event of the update criteria being met the procedure shall be to notify the client immediately whenever the change will have an impact on proposed salting operations then re-issue the amended forecasts as appropriate. Notice shall be provided by telephone to the client no more than 1 hour following the criteria being met and the updated forecast shall be issued within a further hour. Updates should only be issued between 18:00 and 06:00 or during the overall hazard period; however, the following shall apply in all cases:

The Service Provider shall take note of proposed Client's actions and in the event of a weather forecast changing or actual weather occurring that could result in a change of action by the Client, the Service Provider shall take appropriate action to inform the Client in advance of the changed weather forecast.

The suggested standard update criteria are as follows:

- A change in the forecast or an actual event occurring that could result in a change in the action taken by the client. This includes changes such as:
  - When hazardous conditions are sufficiently more intense or the timing has changed by two or more hours which, in the Service Provider's opinion, may impact on salting operations.
  - When road state changes or snow, ice, heavy rain, high wind (define as 20mph), freezing rain, high temperatures (summer), hoar frost and fog are present when they have not previously been forecast.
  - A road surface temperature crossing either the +1°C or 0°C threshold two hours earlier than previously forecast or when not previously forecast to do so.
  - A significant difference in any precipitation forecast which, in the Service Provider's opinion, may affect the salting times, e.g. showers lasting later into the evening than originally forecast.





- A significant change in any snow forecast, e.g. a change in timing, intensity, accumulations or the level to which it will fall.
- When the actual road surface temperature is between plus 0°C and minus 5°C, if the forecast and actual road surface temperature deviates by 1°C or more for a sustained period of more than 1 hour.

In addition, exceptions to normal practice are as follows:

- In the event of forecast winter hazard, such as frost, ice or snow, during the Operational Summer Period the 24-hour forecast, domain forecast and site specific forecast will revert to that of the Operational Winter Period
- In the event of a primary forecast site failing for a period of over a month, the Service Provider shall transfer forecast provision to the secondary environmental sensor stations within the climatic domain.

### **Morning Summary**

A morning summary must be issued by 08:00. The text of this report should include:

- A brief summary of weather experienced over the previous 24 hours (each domain) summarise including - timing min air/road temps, wind speed, snow/rain fall (data from all weather stations).
- Notification of any suspected faults in the bureau Weather Information Service.

### **24 Hour Consultancy Service**

The Client shall ensure that the Service Provider is available by telephone 24 hours a day, 7 days a week, 365 days a year (including leap years) for consultation on the weather conditions and details of forecasts. The Client should ensure that the Service Provider provides a response within five minutes of any Client enquiry.

### **Season Analysis (provided electronically and via web site secure area)**

At the end of each calendar month and at the end of each Operational Winter Period, the Service Provider produces an Operational Assessment Report, within 15 days of specified dates. This report will include details on the accuracy of forecasts based on information provided in the initial and final forecasts. For each forecast site, this analysis must include:

- A graphical representation of actual versus forecast minimum road surface temperatures
- A graphical representation detailing the frost prediction accuracy by comparing forecast frost against actual frost conditions (i.e. frost/frost, frost/no frost, no frost/frost or no frost/no frost)
- The bias and root mean square error in the forecast of minimum road surface temperature.



- Number of evening updates amended within period (using criteria covered in further updates of forecast)
- Outline of lessons learned and particular successes from the previous season.

The Service Provider will retain copies of the analysis and make them available to the Client if required.

The Service Provider may also be asked and expected to attend any meeting called by Client to discuss "in season" forecasting issues.

A glossary of terms used in Meteorological Forecast can be found in Appendix E.

## **6.5 Resources**

Beyond normal precautionary salting operations, the HCC Duty Officer may take the decision, in consultation with the Winter Services Manager, to call upon additional resource to that outlined in Organisational Arrangements Section 5.0. This resource would be used to assist with secondary salting and clearance of snow and ice. The level of this resource will be dependent on the severity and extent of the conditions as determined by the Duty Officer.

These additional resources will be sourced from an approved list of other Local Contractors, District/Borough Council, and Farmers. These resources will be deployed once a decision to do so is reached (see decision making section 8.0) and through the appropriate communication channels (see section 7.0).

## **7.0 Communication**

Good communication between all parties involved in the Winter Operational Service activities is essential. Due to the wide range of personnel and activities involved, the modes and volumes of communication will need to follow defined channels to be the most effective it can be. In this section significant channels and processes of communication are mapped out.

### **7.1 Prior to Winter Season**

The HCC Client manager and the Winter Services Manager will meet and review this plan prior to the winter season to ensure it is fit for purpose.

Farmers and sub-contractors Districts, Boroughs and community volunteers as well as all Utilities will be contacted via letter (see Appendix F) reminding them of the upcoming season and the requirements of their services should they be engaged.

## 7.2 Precautionary Salting Communication Process

Decision made based on Section 8.0, consulting forecasts as per section 6.4

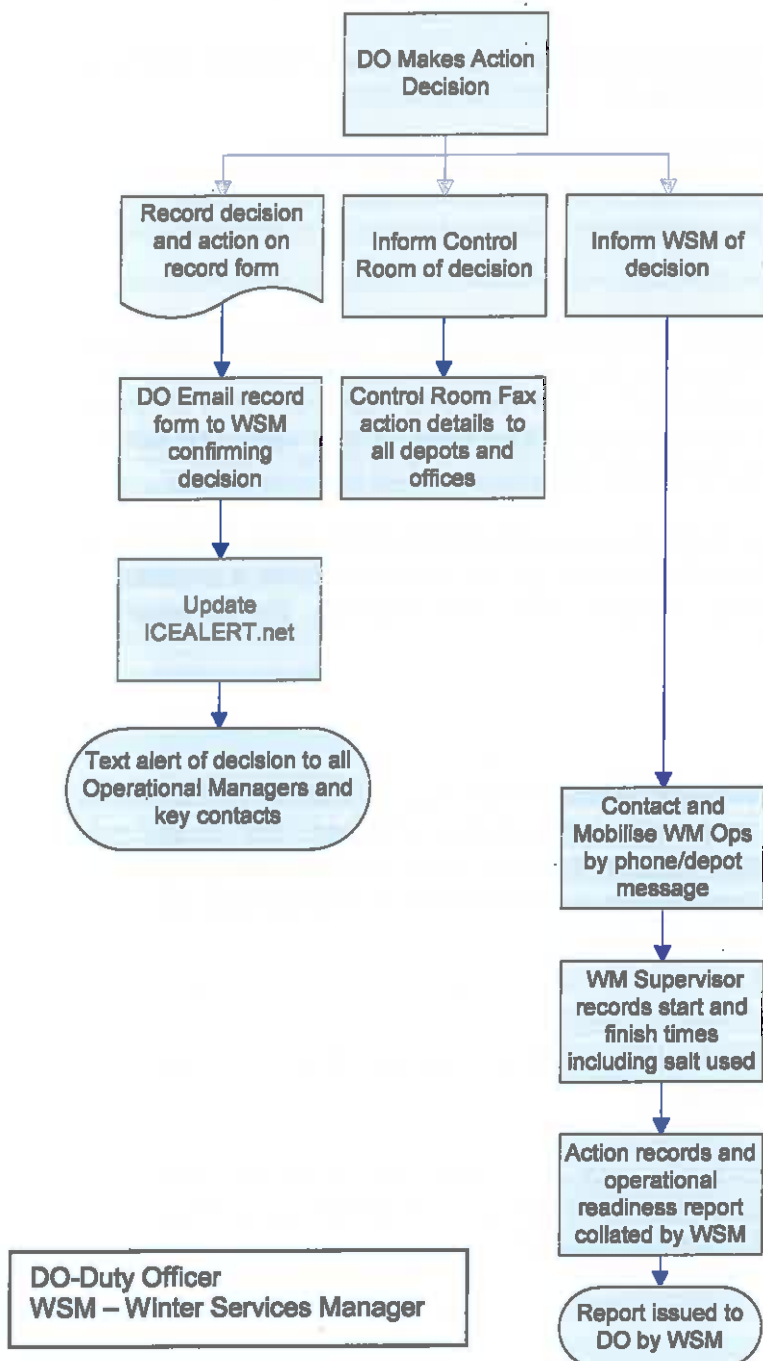
Decision to be made and communicated by 1pm daily

If the WSM is unavailable, then the DO should contact the Emergency Duty Manager

Information on ICEALERT see section 6.4.1

Messages are sent using the ICELERT system.  
Duty Officer to Twitter

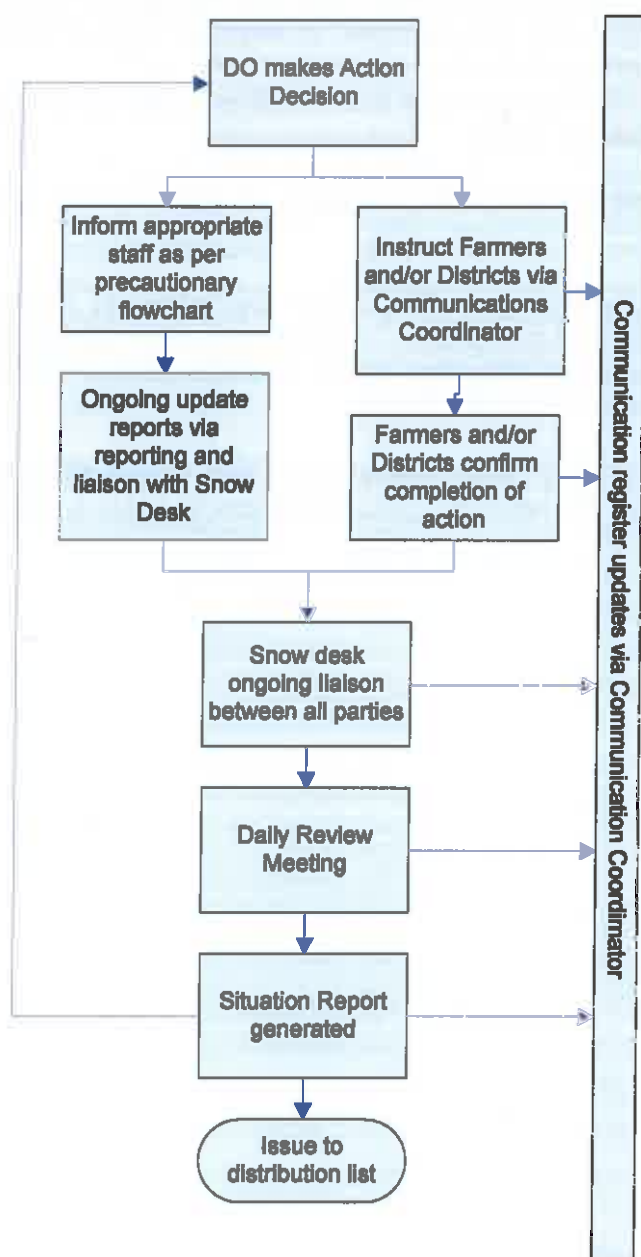
Key contacts include, PTU, Police, Schools etc as identified in Appendix G



### 7.3 Severe or Ongoing Winter Action Communication process.

A Communication Coordinator will be appointed to manage a communication log; this log keeps a record of all key communications during the severe or ongoing period until such time that the Duty officer feels the need has subsided. The log will be kept up to date on an hourly basis. The Communication Coordinator also has further key roles in the communication process as outlined in the flowchart below.

If during these periods a call is received from a member of the public, the caller should be informed that all available resources have been deployed in the deliverance of the Winter Service Operational Plan, and all roads will be treated by their priority rating.



Decision made based on Section 8.0, consulting forecasts as per section 6.4 Utilising information and feedback from Involvement in Snow Desk Operations and the Daily review meetings

Precautionary flowchart pg 11 of this plan

Farmers and Districts Call to Action registers to be completed by Communication Coordinator

Snow Desk is the designated one point of contact for all enquiries as identified to all 3<sup>rd</sup> parties

Snow Desk facilitate 1hr/2hr updates between DO & WSM

Daily Review meetings to be minuted by the Communications Coordinator and stored and issued appropriately

Situation report administered by Communications Coordinator, Use of Twitter

Distribution list includes: ITCC HCC Comms, PTU, Police, Schools etc as identified in Appendix G



## **8.0 Decision Making**

The HCC Duty Officer is responsible for making any treatment decisions. A secondary Officer will be available throughout the Winter period to aid with verifying any decisions and act as back up.

Decision makers will be suitably trained and equipped to make the winter service decision across the full range of conditions that may be experienced in a winter season.

They should:

- have a thorough understanding of the local network and any temporary or permanent conditions that may require particular consideration in delivering
- have an understanding of the technical process to determine how changes in de-icer, de-icer condition, spreading capability and late changes to weather, road or traffic conditions may impact the level of service delivered
- Undertake appropriate training and certification where this is available, this will include refresher training at a minimum of every 3 Years.

Decision makers will keep accurate records of the decision making process and will verify actions with the secondary officer.

He / She will then instruct the Winter Service Manager of the action and treatment method. For full details of the dissemination of the decision see section 7.0 Communication. Guidelines for the decision making process that should be consulted are in NWSRG Winter Service Practical guide. An aide memoir to this process is included below.

Every day throughout the winter period the duty officer will produce and record all winter activity and these actions will be recorded on the weather bureau as below in Table x and on form attached as Appendix I.

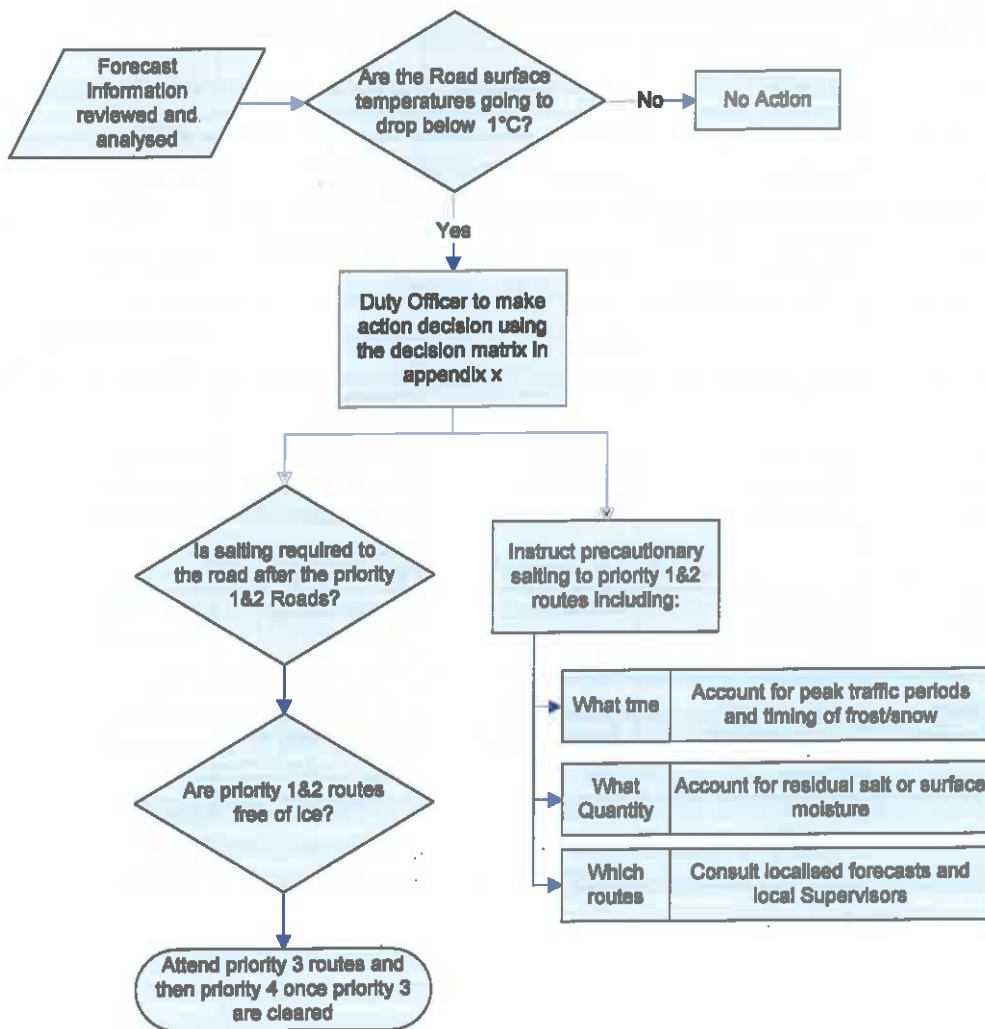
Ver:17/18

Table X

Winter Officer's Decision	Duty	No Action	Standby	Action		Snow	Other
		Routine Messages				Non-standard messages	
Message type:		No Action	Standby	Action Proposed		Action Proposed	General Message/Action Update
Route:		Message	Message	Primary		Primary or Secondary	Message
Action:		No Action	Standby at home	Standby in depots	8g (15g) 15g	15g or multiples of	Select from list
Time of Action:				[time]		[time]	Refer to message text
Message text		Free text (up to 160 characters)	Free text (up to 160 characters)	Free text (up to 160 characters)		Free text (up to 160 characters) Include snow timing and expected accumulations	Free text (up to 160 characters)
Send as email		E-mail all recipients? Yes	E-mail all recipients? Yes	E-mail all recipients? Yes		E-mail all recipients? Yes	E-mail all recipients? Yes
Add footer to email		Hertfordshire County Council Yes	Hertfordshire County Council Yes	Hertfordshire County Council Yes		Hertfordshire County Council Yes	Hertfordshire County Council Yes
Priority		Normal (High by exception)	Normal (High by exception)	Normal (High by exception)		High	Normal (High by exception)

The flowchart below shows the process followed in decision making:

**NB Peak Traffic periods are assumed to be 07:30 to 09:00 and 16:30 to 18:30**



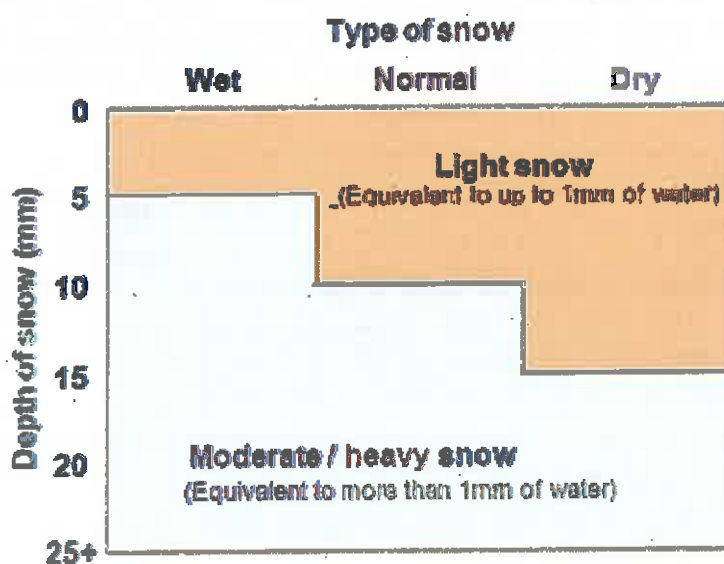
## 8.1 Aid to decision making flow chart and table

Precautionary Treatment Decision Matrix				
Road Surface Temperature	Precipitation	Predicted Road Conditions		
		Wet	Wet Patches	Dry
May fall below 1°C	No rain No hoar frost No fog	Salt before frost	Salt before frost	No action likely monitor weather
Expected to fall below 1°C	No rain No hoar frost No fog			
	Expected hoar frost Expected fog		Salt before frost (see note b)	
	Expected rain BEFORE freezing	Salt after rain stops		
	Expected rain DURING freezing	Salt before frost, as required during rain and after rain stops		
	Possible rain Possible hoar frost Possible fog	Salt before frost		Monitor weather conditions
Expected snow		Salt before snow fall		
The decision to undertake precautionary treatments should be, if appropriate, adjusted to take account of residual salt. All decisions should be evidence based, recorded and require continuous monitoring and review. Decision on treatment timing should account for traffic and road surface wetness at time of treatment and after, as well as forecast conditions.				

Road Surface Wetness		
Definition	Description	Water film thickness (mm)
Dry road	A road that shows no signs of water or dampness at the surface but may be just detectably darker (however it may have moisture contained in pores below the surface that is not 'pumped' to the surface by traffic)	0 to 0.03mm
Damp road	A road which is clearly dark but traffic does not generate any spray. This would be typical of a well-drained road when there has been no rainfall after 6 hours before the treatment time	0.03 to 0.05mm
Wet road	A road on which traffic produces spray but not small water droplets. This would be typical of a well-drained road when there has been rainfall up to 3 hours before the treatment time.	0.05 to 0.1mm

## Treatment Matrix

<b>TREATMENT MATRIX C TREATED SALTING (De-Icer spread rates in g/m2)</b>		
<b>Frost or forecast frost Road Surface Temperature (RST) and Road Surface Wetness</b>	<b>Good Coverage High Traffic Normal loss</b>	<b>HCC Current Spread rates</b>
RST at or above -2°C and dry or damp road conditions	7	8
RST at or above -2°C and wet road conditions	7	8
RST below -2°C and above -5°C and dry or damp road conditions	7	8
RST below -2°C and above -5°C and wet road conditions	11	15
RST at or below -5°C and above -10°C and dry or damp road conditions	13	15
RST at or below -5°C and above -10°C and wet road conditions°	22	Multiples of 15





Timing of treatments for snow and freezing rain	
Timing of treatment	Treatment type
Before snowfall and freezing rain	Salt spreading
During freezing rain, or where there are minor accumulations of ice	Salt spreading
During snowfall	Ploughing Salt spreading
After snowfall When there is slush on the road	Ploughing Salt spreading
After snowfall When there is compacted snow or ice on the road	Ploughing Salt spreading Salt and abrasive mixtures Abrasives only

### 8.1.1 Railway Level Crossings

Salt should not be spread across railway crossings. The Railway authority must be consulted before any action is taken to treat accumulations of ice or snow.

### 8.1.2 Boundary Arrangements with Neighbouring Authorities

There are a number of local arrangements with neighbouring authorities where a road length will be salted crossing over the boundary. However, no routes will stop short of the Hertfordshire boundary.

Current agreed arrangements are as follows (Road Length, treated by):

- A111 Stag Hill from Cockfosters Road to M25 J24 (London Borough of Barnet)
- A1005 The Ridgeway to M25 J24 (London Borough of Enfield)
- A505 Royston from Hyde Hill Farm to A10 roundabout (Cambridgeshire)
- A1010 Abbey Road Waltham Cross Junction of Mollison Ave to Rd-About @ Abbey Road (London Borough of Enfield)
- B655 between Barton and Pegsdon
- Hitchin Road, Arlesey from County boundary to jct with Arlesey New Road
- Arlesey New Road from junction with Stotfold Road to County Boundary (Bedfordshire treats for Hertfordshire)
- B655 from C146 Pegsdon to County Boundary Norton Road, Stotfold B4540
- (Pt) from County Boundry to junction of Woodside Road, Slip End
- B653 from Country Boundary to East Hyde crossroads (Hertfordshire treats for Bedfordshire)

### **8.1.3 Mutual Aid**

During severe weather Highways will seek to fulfil its obligations to ensure movement of traffic on its own roads and on those of adjoining authorities by providing assistance to its neighbours, and expects the same in return. Agreements on mutual aid exist with the Highways Agency where their Motorways and trunk Roads run through the county also with the neighbouring authorities within the East of England consortium group. Aid may also be requested from other parts of the Ringway group.

### **8.1.4 Road closures, diversions and Road Traffic Collisions (RTC), Road sections that are inaccessible**

For planned road closures, consideration should be given to the effect on the salted road network.

Usually it will be the diversion route that is salted, unless the scheme promoter has instructed that the closed section of road is to also receive salting. Even where a non-precautionary road is to be closed, the scheme promoter should assess if the increased traffic on the diversion route warrants a change to salting practices.

Where a road closure without special instructions, or an unplanned closure such as an RTC, is encountered by a salting vehicle, the default will be to salt the alternative route or signed diversion route.

Further instruction may need to be sought for part time closures where the untreated closed road section may be reopened to traffic while temperatures are still below or may fall below zero.

When undertakers are planning works during the winter period they should consult with HCC as to how risks of the formation of ice /snow on the Highways can be mitigated.

Where road sections are inaccessible due to parked cars or unrecorded changes in the road construction, the driver must make every reasonable safe effort to treat these sections and will report these instances immediately upon returning to the depot to enable a record to be made, and for suitable alternate salting to be delivered i.e. smaller vehicle hand salting etc. and for consideration of removal of that road section from the treated network, a daily report will be submitted to the duty officer by 0800 the following day.

### **8.1.5 Police and other authority requests during routine treatments and snow events**

Specific requests from the police will be co-ordinated through the HCC Duty Officer but the total resource will be controlled by the Winter Services Manager. Under no circumstance is a driver to be diverted from their route unless specifically directed by the Winter Services Manager.

### **8.1.6 Snow Clearance**

The decision to move to the snow clearance operation shall be made by the HCC Duty Officer following consultation with the Winter Service Manager, who will then control this operation.

Snow fall of less than 30mm will not normally require any further action than precautionary salting unless prolonged sub-zero temperatures are forecast.

For snow falls in excess of 30mm or when drifting occurs, post salting and ploughing will take place as soon as is practicable. The majority of ploughing vehicles should be concentrated on priority 1 and 2(a) roads with sufficient resource to establish as rapidly as possible one clear lane in each direction. This allows a programmed approach to dealing with ice on non-precautionary salting routes.

In the most severe cases it may be necessary to deploy all available resource to maintain free flow on the major routes and minimise unsafe conditions. These routes will provide an arterial network enabling plant and equipment to reach lesser priority roads.

When the HCC Duty Officer is satisfied that the priority 1 and 2(a) roads are operational to the standards set down, he should deploy the ploughing vehicles to priority 2(b), then priority 3 and then other parts of the network as resources are available.

The operational resource will not move from one priority treatment to another until all the higher priority roads are to the operational standard and should reports of ice or snow be received on a priority already treated, then that priority should be monitored and revisited.

The priority for treatment of the road and footway network is set out in the table in section 4 of this plan.

Communication of all decisions will be recorded by the duty officer and the action log during snow events. Daily /weekly bulletins will be issued, along with "Twitter" updates.

Additional resources including Local farmers who have registered with Ringway may self-mobilise or shall be mobilised by the HCC Duty Officer / "snow desk".

### **8.1.7 Additional Treatments**

During severe weather conditions the duty Officer may request in consultation with the Winter Service Manager additional salting and actions on roads of specific importance such as the A41, A505, A507. These actions may include escorted runs under police rolling road blocks the use of salt /sand /Grit mix may also be considered.

### **8.1.8 Clearance of Snow and Ice on High Priority Footways**

As with carriageways the footways will be dealt with in strict priority order, and will be treated with the same priority system. Dependant on weather conditions the Duty Officer may approve some pre-treatment of the high priority footways. As per the priorities set out in section 4.

### 8.1.9 Reports of Ice on the Public Highway

Information from the police or emergency services will be actioned in line with the priorities as described in this plan.

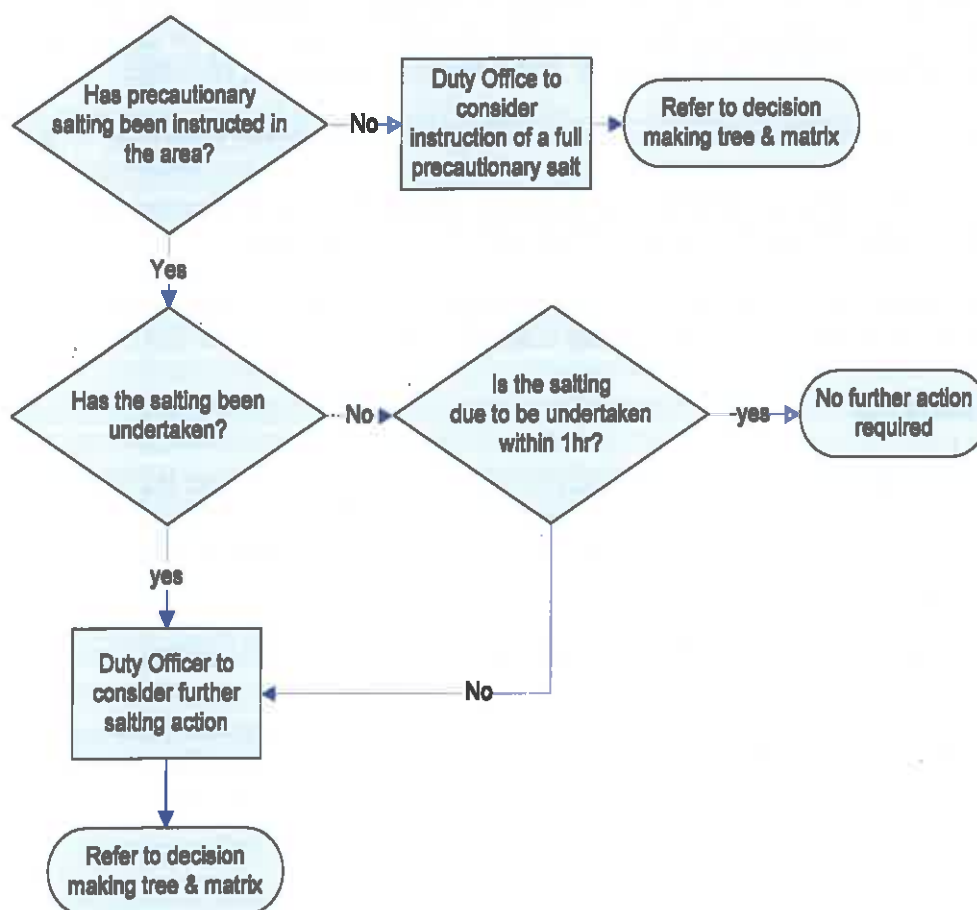
Clarifications should be sought as to whether it's one specific site or a general area and to the cause of the slipperiness. For example, it could be either a diesel spill or a result of salt in solution.

No action will be taken to treat ice on private roads (i.e. where there is no public right of highway rights) unless specific arrangements are in place.

Where seepage and run off from adjacent properties where the risk of ice has been reported. Where these are on sections of the priority (1, 2, 2a, b) treated network, response teams will be dispatched to mitigate these risks the local engineering team will also be notified for suitable remedial actions to be considered and undertaken.

### 8.1.10 Report of Ice on a precautionary salting route

Reports of ice on precautionary salting routes will be actioned as follows:



Decision making matrix

Further Action may be full treatment of a route or just an isolated/specific section of concern as determined by the DO

### **8.9.11 Report of ice on a non-precautionary salting route**

Only the following reports will normally be actioned (unless post salting is instructed, see below). The target time to respond to these is 2 hours.

1. Request following an accident where ice is a contributory factor.
2. Where an incident has caused a significant increase in traffic onto a non-precautionary salting route.
3. Any other incident causing a significant increase in traffic, e.g. a motorway closure, or major event.
4. After fire-fighting activities where there is (potential for) significant amounts of ice.
5. For any utility leakage onto the highway the water authority responsible must be given the opportunity to remove the ice and each will have their own response plans for this scenario. If the owner of leak is unknown, action should be taken to treat the ice or potential for ice. In extreme circumstances it may be necessary to sign areas, or cone off or close sections of Highway if the police feel the potential hazard is great.

During severe weather events consideration of re treatment of lower priority roads will be made by the HCC decision maker.

### **8.1.12 Prolonged freezing temperatures.**

When prolonged sub-zero temperatures are forecast, (temperatures below 0°C for a period of longer than 48 hours), post salting (Priority 3,) will be considered. This allows a programmed approach to dealing with ice off of precautionary salting routes.

### **8.1.13 Schools**

Treatments to schools are limited to those who are adjacent to the priority treated network as set out in section 4.

Schools not adjacent to the priority network <100m can apply for salt as part of the self-help scheme.

### **8.1.14 Bus Routes**

During each summer review HCC scheduled bus routes will be checked against the priority coverage, Bus routes that enter cul de sacs or private non maintainable areas where spreading vehicles cannot turn without reversing will not be treated, for these areas schools should be referred to the section above for winter self-help.

## **9.0 Treatment Methods**

### **9.1 Precautionary Salting**

The target is to pre-salting the precautionary network before ice forms or snow settles on the road. Essentially it is planned as a result of weather forecasts to pre-set spread rates following the Decision and Treatment matrices.

When continuous snow is forecast every effort will be made to ensure enough salt is applied to melt the initial snowfall and to provide a wet surface.

### **9.2 Snow Clearance**

Snow ploughing shall be undertaken as soon as snow depths exceed 30mm and combined with successive salt spreading.

Light snowfalls may call for ploughing where local drifting has occurred, or to remove snow not dispersed by traffic. E.g. where traffic is reluctant to use outer lanes of dual carriageways, or at night when traffic is light.

If snow depths reach 120mm, or when tackling drifts or when working on gradients, ploughing may be undertaken without salting as the weight of the load may aid vehicle traction. As soon as the situation is under control spreading will be resumed.

Where heavy or prolonged snowfalls accumulate on well-used footways, arrangements will be made to clear a route for pedestrians as soon as practical. If freezing conditions persist, footways cleared of snow should be given a light salting to melt the ice, consideration may be made as to high priority footways being pre-treated. This may be carried out by District and Borough staff.

Clearance of snow from less heavily used footways will depend upon the anticipated duration of freezing conditions. Provided the more heavily used footways have been cleared and freezing conditions are expected to persist, then these footways may be cleared. Local Farmers may self-mobilise to clear snow in rural areas.

## 10.0 Documentation/Recording of Information

All duty officer reports and actions will be forwarded to The HCC Client manager for electronic storage.

Documents will be stored according to dates and timings of actions.

Reference	Description	Responsibility for Records a) Retention of. b) Disposal of.	Location Held/ Storage Medium Electronic (E),	Retention Period Years(Y) Months(M)
H23-01	Winter Maintenance Operational Report	a&b Duty Officer	E	6 years
H23-03	Winter Maintenance Record Form	a&b Duty Officer	E	6 years

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## 11.0 Key Performance Indicators (KPIs)

<b>Response to Salting Decision</b>	Complete Pre-Treatment or Post-Treatment salting within the required response period notified to the HST Contractor's Duty Manager by the Council's Decision maker in accordance with the Service Information.	Any failure to complete salting of any individual Salting Route within the required response period (subject to extenuating operational circumstances being given by the Contractor and reasonably accepted by the Employer)	£200 per decision per route.
<b>Winter Service Salt Stock Levels</b>	Maintain the Winter Service - Minimum Salt Stock Level (as defined in the Service Information) at all times throughout the Winter Service Period.	Any occasion when the total salt stock level held by the Contractor within the Winter Service Depots on the Network falls below the Minimum Salt Stock Level (subject to extenuating operational circumstances being given by the Contractor and reasonably accepted by the Employer)	£200 per day or part of a day.

### 11.1 Resources & Budget

Budget for Year is £2.33 Million



## 11.2 Structure & Resources

<b>Winter Operations team</b>	
Rob Smith, Assistant Director	
<b>Group Manager</b>	Steve Johnson
<b>HCC Lead Officer</b>	Richard Stacey
<b>HCC Decision makers</b>	Theo Scheepers Richard Stacey Chris Allen-Smith Ross Bevan Jon Prince Mark Fell Geoff Bailey Derek Twigg
<b>Ringway</b>	Chris Martin

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## 11.3 Responsibilities / Team Delegations & Accountabilities

<b>Name</b>	<b>Team Delegations &amp; Accountabilities</b>
Cllr Ralph Sangster	Executive member
Rob Smith, Assistant Director	Sign off plan
Steve Johnson	Agree Plan
Richard Stacey	Develop Strategy implementation of plan
Jon Prince	HCC Decision maker
Chris Allen Smith	HCC Decision maker
Mark Fell	HCC Decision maker
Richard Stacey	HCC Decision maker
Geoff Bailey	HCC Decision maker
Theo Scheepers	HCC Decision maker
Ross Bevan	HCC Decision maker
Andy Day	Ringway Operational lead
Chris Martin	Winter service manager

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## **11.4 Service Priorities**

### **Service Levels / Performance Targets (KPIs)**

Adherence to the key performance indicators and application of Failure to Deliver events.

(FDEs) assumes normal operating conditions. Deployment during periods of heavy snow or peak hours of traffic will be seen as potential mitigating circumstances and raised as such with the HCC Client Manager.

Where unforeseen circumstances make accessibility impossible, all reasonable efforts will be made to complete the whole route and/or a suitable diversion route as a priority notwithstanding KPI targets.

Failure of HCC to provide a standby instruction by 15:00, or failure to comply with any other communications protocols as outlined in Schedule 5 to The Contract will be viewed as mitigating circumstances and therefore KPIs suspended.

Any issues that are not resolved between the HCC Client Manager and the Ringway Performance and Quality Manager will be escalated to the Contracts and Performance Working Group for final decision. All mitigating circumstances or unforeseen events will be detailed in the Operational Situation Report

The Performance Indicators in the Contract Performance Framework that directly apply to the Winter Maintenance Service are detailed in Schedule 7 to The Contract (reference 28 and 29) and monitor percentage of salting routes completed in time within a month, and percentage of salt bins filled to an agreed programme.

These PIs are subject to annual review as part of the performance planning regime as outlined in the Performance Plan.

There are other more general indicators affected by the Winter Maintenance Service and these are full detailed in the Performance Plan.

- Ensuring correct spread rates by calibrating the gritting vehicles.
- Controlling the Salt usage by measuring the amount of salt used by weighing the gritting vehicle before and after each call out.
- Measuring the fuel consumption on each route at different times of the day as this may impact the overall cost.
- Recording the overall completion speed of a route through our eServe Vehicle Tracking system.
- Ensuring the route has been completed on time via our eServe Vehicle Tracking system and the time recorded on the weighbridge ticket.

## 11.5 Risks & Challenges

No	Risk	Probablility	Impact	Mitigation	Adequate	Further measures
1	Salt stocks (usage)	Medium	High	Close sock management and resilience planning	Y	
2	Salt stocks (delivery)	Medium	High	Ringway's source delivery mechanism	N	Early Indication of issues and resolution
3	Vehicles	Medium	Medium	Spare vehicles loss, attention to servicing and vehicle checks	Y	
4	Sickness	Medium	Medium	Avallability of spare drivers	Y	
5	Depot closure	Low	Medium	Ability to work from three depots	N	If more than two depots consider salt stocks and resilience, Mutual Aid.
6	Continuous severe weather	Medium	High	Snow desk operation and reduction in network treatment coverage national guidance.	Y	
7	Bureau failure	Medium	Medium	Relationship with provider and back up of servers, maintenance regime, Client officers qualified to assist.	Y	
8	Loss of forecasts	Medium	Medium	Have fall-back position for verbal instruction	Y	
9	Weather station failure	Medium	Low	Use forecaster instruction	Y	
10	Loss of duty officers	Medium	Low	Use of secondary officer roster	Y	
11	Loss of IT	High	Medium	Use verbal communications	Y	
12	Early Withdrawal from current contract	Low (at this time)	Very High	Urgent and Immediate re-procurement at higher value.	N	Additional budget, Mutual Aid

## 11.6 Development Initiatives /Asset Management

Annually the winter operational plan will be reviewed and adapted to meet with the ever developing winter operations market, plans to investigate alternate methods of spreading including pre wet or liquids should not be ruled out.

HCC has historically been a leader in developing its winter operations and will continue to invest in time and resource along with Ringway its contractor to provide the most efficient and effective plan as resources allow.

No	Development Needs	By When	Approximate Cost
1	Duty officer training and accreditation	2016	£4k
2	Route optimisation	2016/17	Borne by Ringway
3	Alternate treatment methods	2016/17	Borne by Ringway

## **11.7 Review & Development Summary**

This plan will be reviewed annually and presented to the Highways Panel in line with the calendar of these meetings.

A cycle of a full review of the treated network will be undertaken every 4 years, with an annual review of minor route changes.

Developments in operational techniques will be evaluated and incorporated as appropriate to Hertfordshire's needs.

## APPENDIX A

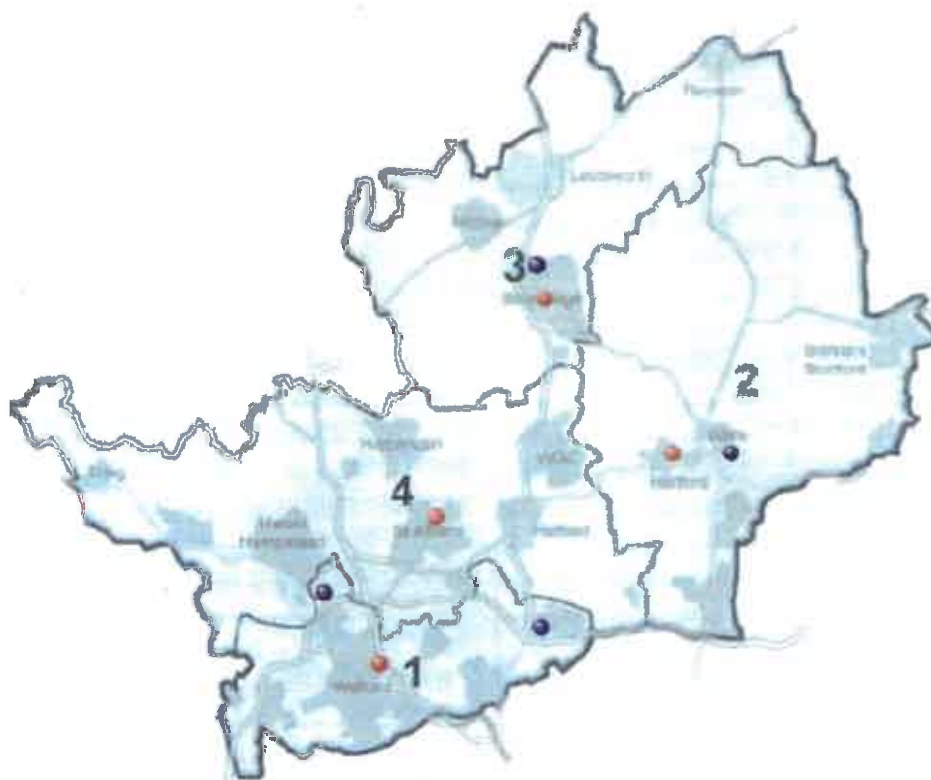
### DEPOTS

**Hoe Lane, Ware**  
Hoe Lane  
Ware  
Hertfordshire  
SG13 9EY

**Railway Terrace, Kings Langley**  
Langley Wharf  
Railway Terrace  
Kings Langley  
Hertfordshire  
WD4 8FE

**South Mimms, Potters Bar**  
Charleston Paddock  
Old St Albans Road  
South Mimms  
Potters Bar  
EN6 3ND

**Corey's Mill, Stevenage**  
Corey's Mill  
Hitchin Road  
Stevenage  
Hertfordshire  
SG1 4FD



*Blue dots denotes depot location*

## **APPENDIX B**

### **TRAINED WINTER SERVICE OPERATIONS PERSONELL & HCC DUTY OFFICERS (Decision makers)**

Theo Scheepers  
Richard Stacey  
Chris Allen-Smith  
Ross Bevan  
Jon Prince  
Mark Fell  
Geoff Bailey  
Derek Twigg

### **Ringway Operation Resources**

Rotas' will be finalised and published in September 2017.

Additional resource (direct and/or subcontractors) will be used to manage and deliver Winter Service operations to a level and duration appropriate to winter events and conditions.

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## APPENDIX C

### LOCATION OF SALT BINS

Location maps of salt bins can be found at  
<https://www.hertfordshire.gov.uk/services/highways>

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## APPENDIX D

### GLOSSARY OF METEOROLOGICAL TERMS

**Accretion** - The build-up of snow on objects such as overhead cables, road signs and tree branches. It occurs when wet snow, with temperatures close to freezing, is accompanied by a strong wind. The wet snow freezes on to objects under pressure of the wind. The build-up of snow can be quite large, and can cause damage to cables and trees.

**Air frost** - This occurs when air temperatures (measured between 1 and 2 metres above the ground) fall below zero degrees Celsius.

**Black ice** - Clear ice which forms on roads due to the freezing of standing water. Occasionally it may be formed by the transformation of hoar frost, under pressure from car tyres. The name black ice is used, as the road blacktop can be seen through the clear ice. The term is much beloved by the media, but is used less frequently in road weather forecasts.

**Bureau** - This refers to an in station that is shared with other authorities (see In station, Master station and CPU).

**Climatic Domain** - An area of a county with broadly similar climatic characteristics e.g. an urban area, or a high level area, or coastal area. See Forecast Site.

**Condensation** - This is the change of state of water vapour to liquid water, thus forming a thin film or mist of water on surfaces such as roads. During the process, heat is released (see Latent Heat, Dew point).

**Confidence Factor** - Used by weather forecast organisations to give guidance to highway engineers on the likelihood of forecasts having to be subsequently amended. Confidence HIGH means that amends are unlikely and confidence LOW that amendments are likely. Some use is made of MEDIUM confidence, although usage is discouraged, as it can be confusing.

**Damped** - This is the thermal map type that occurs on cloudy, windy nights. Temperature differences along a stretch of road are at a minimum (see Thermal Mapping).

**Deliquescence** - The chemical property whereby a substance will absorb water from the air before the air is saturated. Salt is deliquescent and will absorb water from 80% relative humidity upwards (see Relative Humidity).

**Deposition** - This term covers the change of state from water vapour to ice without going through the liquid water stage (see Hoar Frost).

**Depth Temperature** - The temperature measured at around 30cm below the road surface (usually below the main asphalt layer). It can give indication of ground heat flux (see ground heat flux).

**Dew** - Liquid water formed on a surface by condensation from the atmosphere.

**Dew point** - The temperature to which a sample of air must be cooled for condensation to take place. Dew point can be measured directly by instrumentation e.g. road sensors.



**Drifting** - The movement of snow (usually powder snow) under the influence of wind. Snow need not be actually falling for drifting to take place.

**Dry adiabatic lapse rate** - The temperature fall with height within a sample of air before it becomes saturated. The rate of fall is 0.98 degrees Celsius per 100 metres (around 3 degrees Celsius per 1000 feet).

**Evaporation** - The change of state from water to water vapour. The process takes in heat and causes cooling (see Latent Heat).

**Extreme** - The thermal map type that occurs on calm, clear nights. Temperature differences along a stretch of road tend to be at their maximum (see Thermal Mapping).

**Flash Frost** - The rapid build-up of hoar frost on roads around sunrise. Roads can change from dry to a significant cover of hoar frost within 15 minutes (see Hoar Frost).

**Fog** - The suspension of water droplets in air at or close to the ground.

**Forecast Site** - A road sensor site for which a graphical forecast is provided. It is usual to have one forecast site per climatological domain, see climatological domain.

**Freezing Fog** - Fog which forms when air temperatures are below freezing. The fog droplets remain in the liquid state, but will freeze on contact with trees and other objects, and under some circumstances the road surface (see Rime).

**Freezing point** - The temperature at which pure water will change to ice (although strictly it is the temperature at which ice melts) in practice 0.0 degrees Celsius.

**Freezing Rain** - A very dangerous condition where raindrops (from warmer air aloft) fall on to surfaces below freezing, thus freezing instantly and causing widespread ice. Fortunately, rare in the UK. Most likely to occur at the end of a prolonged spell of cold weather.

**Frequent** - Used in conjunction with showers. The term frequent shower implies that nearly all areas will catch a shower, and many places will see more than one shower (see isolated and scattered).

**Frost** - A generic term to cover temperatures below freezing. Where these temperatures occur describes the type of frost (air frost, ground frost, road frost etc.) The rather loose term of 'frost' is rarely used in road weather forecasts without qualifying it.

**Ground Frost** - This term is used to describe occasions when temperatures on the ground (as opposed to in the air) fall below freezing. The official meteorological definition uses the temperature over short mown grass. The term has little relevance to winter maintenance, which is concerned specifically with road temperatures. The term 'ground frost' heard on media forecasts (TV, radio) does not guarantee that there will also be a road frost.

**Ground Heat Flux** - This is a term in the heat balance at the road surface. It represents the flow of heat up from the ground to the road surface (usually overnight) or the flow of heat from the road surface down to the ground (usually during the day). The direction of the ground heat flux can be determined by whether the depth temperature is higher or lower than the road temperature (road temperature lower than the depth temperature implies the heat flux is from ground to road and vice versa).

**Hail** - Precipitation in the form of frozen raindrops. Usually occurs in showers.

**Hoar Frost** - Deposition of water vapour directly as ice on to ground surfaces. The ice forms as white crystals and is usually highly visible. Hoar frost is more common over grass than on roads.

**Ice** - A generic term for frozen water. In winter maintenance terms usually refers to clear ice on road surfaces (see Black Ice).

**Icy Patches** - Used in road weather forecasts to indicate ice formation in prone areas only (gutters, dips in the road surface etc.)

**Icy Stretches** - Used in road weather forecasts to indicate more widespread ice.

**Isolated** - Used in conjunction with showers, isolated showers implies that most places will stay dry, but somewhere within the area of coverage a shower may occur (see frequent and scattered).

**In station** - Generic term for Master station, CPU or Bureau (see Master station, CPU and Bureau).

**Intermediate** - The thermal map type that occurs on nights where cloud cover, wind speed (or both) is variable. Road temperature differences tend to lie between the Damped and Extreme values (see Thermal Mapping).

**Latent Heat Flux** - This term covers heat released or taken in by a change of state of water. The evaporation of water and the melting of ice take in heat (and so cause cooling), whereas condensation and freezing release heat.

**Long Wave Radiation** - This is heat transferred from objects by infrared radiation, at temperatures around the terrestrial norm (say between plus and minus 20 degrees Celsius). This includes the road surface itself and clouds. Radiation from the sun is in the short wave (as the sun is much hotter).

**Marginal** - This describes nights where the road temperature is expected to be very close to freezing (normally within one degree Celsius).

**Master station** - The computer system that dials the road sensors (once an hour usually) controls communications with the weather forecast organisation and allows access by secondary master stations or workstations. (See Bureau and in station).

**Midwinter Solstice** - The day of the year when the midday sun is at its lowest elevation in the sky (in practice when incoming solar radiation is at its weakest). The actual day varies between the 20th and 24th December. At this time the difference between the minimum road temperature and minimum air temperature is at its highest (road temperature around 2.2 degrees Celsius less than the air temperature on average, in the absence of other terms).

**Outstation** - Another name for a road sensor.

**Powder Snow** - The form of snow that occurs when air temperatures are well below freezing (minus 2 degrees Celsius or less). This form of snow is very fine (like sugar crystals), drifts very easily, but does not tend to stick to objects (no accretion). It can be handled by snow blowers. Salt is usually less effective.

**Precipitation** - A generic term that covers all water (or ice) that falls from the skies. As well as rain, sleet, snow and hail it also includes dew, hoar frost and fog.

**Radar** - See Weather Radar.

**Radiation** - A general term which covers transfer of heat from one object to the other by electromagnetic waves (infrared radiation). All objects above absolute zero (-273.15 degrees Celsius) radiate heat, and the hotter an object is, the shorter the wavelength of the radiation.

**Rain** - Water droplets that fall from clouds. Rain takes many forms, and can be of many different intensities and durations. Within road weather forecasts there will often be differentiation between rain and showers, the former usually referring to longer lived but light intensity precipitation, and the latter to short duration but heavy intensity.

**Relative humidity** - This is the amount of actual water vapour held in a sample of air at a given temperature, divided by the maximum amount of water that could be held in that sample of air at that temperature, expressed as a percentage. Within fog or heavy rain, humidity's may reach 100%, on a sunny, warm afternoon in summer; humidity's may fall to 30%. On an average night in winter, humidity's rarely fall below 80% (which is the minimum humidity at which salt crystals will start to absorb water).

**Rime** - Deposition of ice from freezing fog. It is a white form of ice, similar to hoar frost, but has a finer (at times feathery) structure. On roads, tends to be more of a problem at higher levels than lower levels.

**Saturated** - Air is said to be saturated when, at a given temperature, it holds the maximum amount of water vapour possible. Any cooling below its current temperature will result in condensation. The relative humidity of saturated air is 100%.

**Saturated adiabatic lapse rate** - The rate at which air temperature falls with height within saturated air e.g. within fog or cloud. It is less than the dry adiabatic lapse rate, 0.49 degrees Celsius per 100 metres or around 1.5 degrees Celsius per 100 feet.

**Scattered** - Used in conjunction with showers. Scattered showers imply that a wide covering of showers across an area is expected. Most places will see at shower but one or two locations may stay dry (see Frequent and Isolated).

**Secondary Master Station** - A PC/Laptop that the highway engineer uses to access the Master Station. May also be referred to as a Workstation.

**Seepage** - Leakage of ground water from roadside verges. Can cause roads to become wet, when otherwise they would have stayed dry, possibly leading to ice formation later.

**Sensible heat flux** - The transfer of heat between the air and the road surface. This is largely controlled by the wind.

**Sleet** - Partially melted snow. If precipitation becomes heavy, sleet may readily turn to snow.

**Snow** - A form of precipitation where tiny ice crystals bond together into flakes. Snow can be either of the Wet or Powder forms.

**Solar Radiation** - Incoming sunshine during the day. It is short wave radiation.

**Solstice** - See Midwinter solstice.

**Thermal fingerprint** - The temperature trace along a road surface (usually recorded by an infra-red thermometer during a thermal mapping run). Regardless of the mean temperature of

the trace, it shows the thermal characteristics of the road surface (warm and cold spots).

**Thermal map** - The representation of relative variations in road surface minimum temperature for each of three weather categories, presented in colour bands (usually of 1 degree Celsius).

**Thermal mapping** - The technique used to produce the thermal fingerprint of a road.

**Thermal map type** - Defined as damped, intermediate or extreme (see previous entries). When using thermal maps in the forecast mode, the weather forecast organisations will send the thermal map type with the ice prediction graph.

**Wash off** - This occurs when rain is sufficiently heavy to remove salt solution from the road surface.

**Water vapour** - Water in its gaseous state.

**Weather radar** - A network of radars that uses a beam specifically tuned to detect rain droplets (or snowflakes) and hence infers the location and intensity of rain reaching the surface.

**Wet snow** - Snow that falls with air temperature close to freezing point. It melts easily and can be very sticky (see Accretion). It is more common in the UK than the other variant of powder snow.

**Wintry** - This term covers precipitation, which contains ice in one of its many variants (sleet, wet snow and hail). The term is used extensively in media forecasts (e.g. wintry showers are expected; showers will turn wintry over hills). However, the term is ambiguous in road weather terms and hence any precipitation containing ice will be described more fully, with likely effects on the road.

**Workstation** - Typically a laptop PC that can be used by the Highway Engineer to access the CPU or bureau (see Secondary Master station).



## APPENDIX E

### Examples of letters to 3<sup>rd</sup> parties

#### **Winter Self Help Scheme 2017-2018**

#### **Salt for Districts/ Boroughs/Town/Parish Councils, Recognised Resident Groups and Recognised Community Associations**

Following the success of previous winter joint operations Hertfordshire County Council is pleased to release the details of our planned availability of salt supplies for our partners.

During the last season many of Hertfordshire's Districts/Boroughs/Towns/Parish Councils and recognised resident groups assisted with snow clearance and footway treatments. This was of tremendous help to our salting and snow clearing efforts. All of this hard work has meant that our councils' services to the public have not been disrupted.

Following last season's success, we now plan to restock each of our Districts/Boroughs/Towns/Parish Councils, recognised resident groups and recognised community associations to enable the availability of these support operations.

Please note for Town/Parish Councils and recognised resident groups this is a **ONE OFF** delivery for highways use only.

District and Borough Councils can receive up to 30 tonnes to assist with highway treatments at no cost with a further 50 tonnes available at cost.

Town/Parish Councils can apply for up to 850 kg in the form of a Hippo-style Grab bag, or up to 34 individual 25 kg Bags.

Recognised resident groups and recognised community associations can apply via their County Councillor for up to 34 x 25kg bags. To apply please go to: -

<https://preview-hcc.contensis.com/Preview/1/services/highways-roads-and-pavements/roadworks-and-road-closures/severe-weather/gritting-the-road/winter-self-help-gritting-your-road/apply-for-free-salt.aspx>

Additionally, a County Councillor can identify suitable recognised groups that can take delivery of this resource.

Further information regarding salt deployment or regarding Hertfordshire County Council's winter operations can be obtained by contacting us at [winterselfhelp@hertfordshire.gov.uk](mailto:winterselfhelp@hertfordshire.gov.uk) marked Winter Self-Help.

Deployment will begin from mid to late October 2017 to allow resource to be in place prior to the high risk winter period 1 December 2017. Applications after 1st December will not be processed.

We appreciate the continuing efforts in assisting us during severe winter conditions.  
Many thanks

---

**Richard Stacey**  
Assistant Network Manager, Hertfordshire County Council Highways



**Hertfordshire County Council Highways**  
**PO Box 153**  
**Stevenage**  
**SG1 2NG**

Email: [hertsdirect@hertscc.gov.uk](mailto:hertsdirect@hertscc.gov.uk)  
Website: [www.hertsdirect.org](http://www.hertsdirect.org)

Our Ref: Want Discharge  
Your Ref:

Date: 1<sup>st</sup> September 2017

Dear Sir

Again a new winter season is upon us in which we anticipate a greater interest on the impact of the formation of ice on the highway as a result of previous year's severe weather events and a greater public expectation.

In view of this increased activity and visibility we annually contact key partners and review our policy and procedures for the management of water discharged on to the network from third party apparatus i.e. blocked drains, sewers, leaking and burst pipes, pumping out of chambers, road cleaning /sweeping etc. that is likely to constitute a hazard to the highway user during the winter period.

We appreciate that in the nature of your activity the discharge of water on to the network is inevitable. We also appreciate that you will have your own procedures for dealing with the accumulation of water on the highway or where water is likely to be "dragged" by traffic and there is a risk of the formation of ice. We anticipate that these procedures include the use of warning signs and minimal salting actions, where appropriate and would be grateful if you could confirm in writing the arrangements you have in place including emergency contact numbers.

We wish to continue to support these occasions, with Hertfordshire County Council Highways providing additional support through our Emergency Response crews and the gritting fleet.

Your organisation should contact our Out of Hours Emergency contact telephone number 03001234047 and request additional salting support. A clear location and a contact number and an expected time of arrival of any technician or maintenance crew, on occasions where we are the first to arrive at site, our staff will await the arrival of your staff for instruction.

The Winter Duty Officer (Hertfordshire County Council) will have to take into account that "gritters" are not diverted from the pre intended routes. These outings shall be recorded and the appropriate recharge will be recovered from you the requesting utility. Should you require any further clarification or details regarding the County's Winter Service please feel free to contact me on the above number, alternatively the County's Winter Service Operational Plan and information regarding salting actions is available through the web site link below.

<http://www.hertsdirect.org/connect/organisation/env/tmg/hertshighways/more/hhwinter?view=Standard&page=01>

May I also take this opportunity to thank you for your continued support in allowing us to manage the Highway Network for the travelling public in Hertfordshire.

Yours sincerely

**Richard Stacey**  
Assistant Network Manager.

## APPENDIX F

### DISTRICT /BOROUGH COUNCIL CONTACT DETAILS

North Herts	Dan Kingsley	01462 474304
	Jamie Sells	
Stevenage	Lee Myers	01438 218701
East	Cliff Cardoza;	07515 191348
	Trevor Watkins;	07790364412
	Ian Sharratt	07860 112439
Broxbourne	John Mill	
Welwyn Hatfield	Phil Beatty	01707 357177
	Carly Walker	01707 357196
	Nicole Hopley	01707 357555
	Vikki Hatfield	01707 357160
	Durk Reyner	
Hertsmere	Alex Holloway	
Dacorum	Craig Thorpe	07766 395033
	Graham Patterson	
	Simon Coultas	
Three Rivers		
		07900162160
		07775704088
St Albans		
	Jane Parker	01727866100
	Paul Lawrence	01727 819591
Watford	Tim Woolridge;	07880 782431
	Huw Hamer	07795 475620
	Mike Robson	01923 278604 / 07919 540099
	Steff Kemp	01923 278615 / 07900 655177
	Denis Regan Wiggshall Depot	01923 278602 / 07880 724839

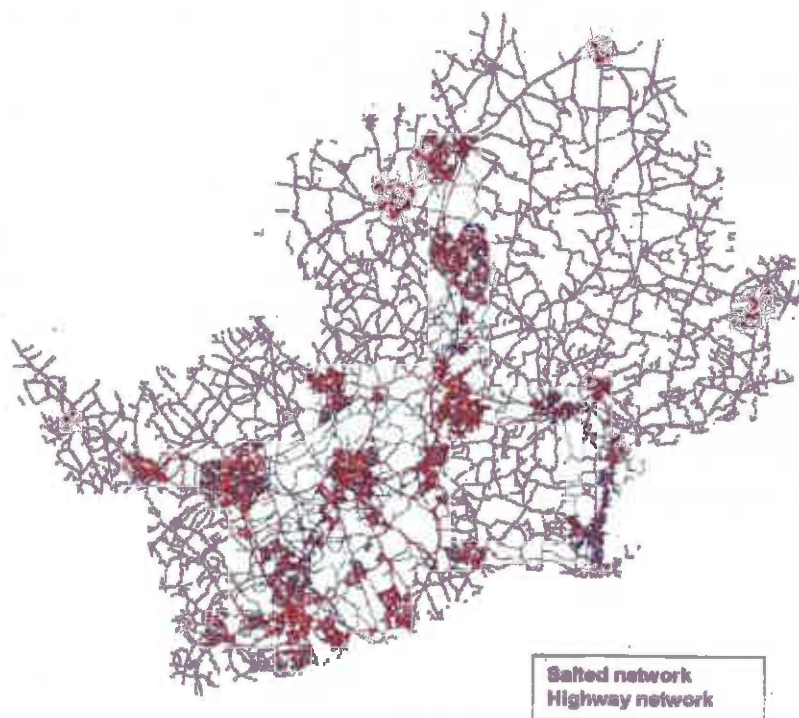


## APPENDIX G

### PRECAUTIONARY SALTING ROUTE PLANS

Updated Information is available at [hertfordshire.gov.uk/services/highways](http://hertfordshire.gov.uk/services/highways)

Ver: 17/18





## APPENDIX I

Duty Officer		Day		Date	
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Previous 24hrs (Note any issues below)	Min Hertfordshire Weather Station RST	°C

Morning Forecast (24 hours' summary)		Time of forecast	
Min Hertfordshire RST	°C	Min Air Temp	°C

Lunchtime Forecast (24-hour summary)		Time of forecast	
Min Hertfordshire RST	°C	Min Air Temp	°C
Below zero temperatures expected between	hrs	And	hrs
Hazards expected			

Actions			
Time of decision	Routes	Action	Time
Informed Works Team		ICELERT	Twitter
Called DC to action		Called Farmers to action	

<b>2- 5 Day Summary</b>

<b>6- 10 Day Summary</b>

<b>Evening Forecast (24-hour summary)</b> <i>Only record details if significantly different to lunchtime forecast</i>				Time of forecast		
Min Hertfordshire RST	°C	Min Air Temp				°C
Below zero temperatures expected between		hrs	And	hrs		
Hazards expected						

<b>Actions Amended following updated forecast</b>					
Time of decision	Routes			Action	Time
Informed Works Team		ICELERT		Twitter	
Called DC to action		Called Farmers to action			

<b>Record of decisions/discussions</b>		
Time	Who with	Detail


<b>Useful telephone numbers</b>	
Forecaster (Meteo Group Weather Centre)	0845 603 0563
Finlay Irvine 24hr help desk	01968 671 255, 07968 080 429, 07970 204 246
ITCC (Mon-Fri 7am to 5pm)	01992 658020
Ringway Duty Officers / Contacts	See weekly rota sent by Ringway





