

## Trafinz Safety Leadership - Highly Commended

### Post Incident Response – Auckland Systems Management

Most of the focus and profile with respect to reducing road trauma is about either preventing the occurrence of an incident, or trying to minimise the severity of the impact should an incident occur.

An equally important element, but one generally with a low profile relates to what we do post incident as this can have significant consequences in terms of incident responder safety, as well as that of the public, due to poor driving decisions resulting from the lost time pressures and ensuing frustration that occurs due to being delayed in congestion post incident.

It is in this aspect that a dedicated core team have demonstrated their leadership by not simply accepting the status quo but being prepared to push the boundaries (sometimes outside of their mandates) to deliver improvements in post-incident response. Their holistic approach to incident management and tenacity to overcome roadblocks over the past two decades has seen the framework they have implemented being recognised as industry best practice with many aspects now being adopted by other networks around New Zealand along with elements being evaluated for use in Australia.

Starting with the adoption of a 24/7 on call Duty Engineer role to respond to incidents in real time; making the incident 'real' rather than just 'numbers' on a page has helped to unlock otherwise 'hidden' intelligence. From this starting point time was taken to initiate and invest effort in working with a wide range of stakeholders to implement incident response teams, develop hardware and best practice frameworks to minimise the impacts on the public while at the same time keeping them safe from the harm that a high-speed/ high-volume motorway environment can pose.



**Andrew Stevens, Auckland Systems Management and Rohan O'Neill Stevens, Trafinz President**