



## Executive Summary

On January 31 through February 1, 2018, attendees from the states of Alabama, Florida, Georgia, North and South Carolina gathered in Atlanta to discuss Transportation Management and Operations Strategies that were deployed during Hurricane Irma. The following topics/ideas and recommendations were results of the meeting.

- Florida shared its ESU program package (Concept Plans, IM/TCP/LE) along with its Standard SOP's with the regional states.
- For the most part, the most logical ending for the Florida ESU was determined to be at the I-10/I-75 interchange and it was agreed that this would be the case for most hurricane events.
- There is a need to develop a synchronization plan/communication protocol when implementing an ESU or contraflow plan to notify bordering neighbor states as well as regional partners.
- To improve communication, the states would like chat line texting capability. The use of a common smartphone app by defined personnel could be the next step. Creating a standard template that is used to communicate data through the common app would help to streamline the communication process.
- States want better real time communication with a point of contact in each state with a list of who is to receive messages. This is where to start with the communications protocol.
- If a state is standing up a response plan, it was agreed that the state needs to provide a heads up to regional states that a plan is being implemented. This is a good step to improving real time communication. If mandatory evacuation orders, contraflow or ESU plans are to be implemented, this would warrant a text/call.
- A preseason coordination meeting was brought up. This could help to develop the game plan for communications before the season starts rather than a multi-state after the season meeting. Possibly RITIS meeting could be used to set up a regional meeting in May once plans are updated. Then a communication protocol process could be vetted and confirmed.
- The group agreed that more development of the arterial network is needed to relieve capacity from the Interstates and Turnpike sections in certain locations.
- For real time data sharing, the group noted that real time volumes are the most important piece of missing data that the agencies need, especially when monitoring these events. There is a need to determine how to make this data available between the regional states. States discussed an automated data push to a common website for access by all regional states. A standard report showing volume, percent difference and speed updated every hour during events could then be compiled.

## Session 1 Hurricane Response Notes

- Can a checklist of tasks that are needed in order or have an ESU program be shared with the group?
  - Concept Plans, IM/TCP/LE plans along with SOP's (Requested Deliverable)
  - Florida's After Action Report once available (Requested Deliverable)

- For the most part, the most logical elegant ending for the ESU is at the I-10/I-75 interchange and this would be the case for most hurricanes.
  - In the event of another Irma, the scenario would most likely be revisited and that close coordination with neighboring states would occur in the event that the ESU was moved beyond the I-10 point.
  - Florida noted that they could add the appropriate signage on their side to notify travelers that the ESU would be ending.

- Develop a synchronization matrix to communicate that an ESU is being implemented. See Session 3 notes for further information.
  - Determine when is the proper time to engage/implement the ESU
  - Work to improve vertical (Executive to boots on the ground communication) as well regional communications.
  - Work on local communications in an outreach plan
  - Have an annual meeting prior to the season to develop communication process (how do we want to receive data)
  - Georgia will provide both its Governor and State Agency Synchronization Matrix (Requested Deliverable)

- More development of the arterial network is needed.
  - All red cars exit here and the white ones stay on the interstate . . .
  - Develop an outreach plan for the arterial network.

- Make an exception for EDL for the trucking industry – should this be an industry standard?
- Develop design standards to make shoulders available for ESU use – this is state specific because this is also a funding issue?
- Develop consistent terminology.
- Provide a sample RFP for the Pre-Event Contract (Requested Deliverable)
- Hold a Regional After Action Review
- Share each state's map of the contraflow plans with stats (Requested Deliverable)
- Talk more about the post event element of the response

**Session 2: Cross Regional Data sharing Notes**

<p><b>Volume Data:</b></p> <ul style="list-style-type: none"> <li>• Probe data is only speed data</li> <li>• States need volumes and percent change.</li> <li>• Provide information to the attendees on the Volume and Turning Movement Project</li> </ul>	
Florida	Florida uses ATR's to compare with historical data timeline. Florida has a prohibitive contract with HERE so they cannot readily share speed data with their neighboring states.
Georgia	GA would like to be able to produce data reporting similar to Florida on a quick turnaround basis.
South Carolina	SC already has a program and process to run the data collected from our ATR's. At this time, a link to this data is internal only, but could be shared with other DOT's during an event.
North Carolina	Both would like real time volume data.
Alabama	
<p><b>Road Closure Data:</b></p> <p>Some states use WebEOC to capture this data but the data is really a challenge to share because it is not integrated with any state's ATMS system. The ability to transfer data near the borders about road closures would be very helpful but states do not need the entire road closure list, Is there a desire to be notified only of closed roads within the first 10 miles into the bordering state?</p>	
Florida	WebEOC is primary data input followed by ATMS and 511
Georgia	WebEOC is primary data input followed by ATMS and 511. Georgia would like to make the case to change this process and to make their ATMS system the prime data input. (Make the case about customer service and that the public needs that info- use the funding argument.) They are looking to integrate WebEOC into their new ATMS system. **GA would be willing to share the system requirements developed for this integration once completed.
South Carolina North Carolina	SC and NC are responsible for all roads so their systems take precedence first and then data is sent to WebEOC (ATMS to WEB)
Alabama	Their ATMS is the primary data input followed by WebEOC
For sharing Border Cameras, states look at each other's cameras on the 511 sites for situational awareness.	
For Dynamic Message Boards, there is close collaboration to place boards across some neighboring borders.	
<p>Weather Data is shared through Vaisala for all the states The states use their Emergency Management weather contacts for forecasting updates. This works well. Is there the need to develop a communication protocol or barking chain between states for storm events?</p>	
<p>PM3 MAP-21 data requirements and FHWA Compliance Reporting is available through the RITIS platform. All states have access to the new functionality within RITIS for reporting and there is no additional cost. Do the states want documentation that further defines this functionality?</p>	

### Session 3 – Communication Protocols Notes

➤ What worked well and what did not?

- Cell phone and email worked well but communications were based on relationships and they were not always timely.
- People tended to talk with the next adjacent state. Florida was talking with Georgia but not thinking about North Carolina.
- States want chat line texting capability.
- There is no desire for a common website. People want the ability to text to each other.
- They want simple info transfer like login credentials and few fields required to click.
- Attendees liked the idea of text groups. There should be a texting and call platform.
- If using the WhatsApp, can a one-page checklist be developed of what you need to say on the app?

➤ The recommendation is to develop some sort of process or system (i.e. an email blast) so that phone calls do not need to be made.

➤ States want better real time communication with a point of contact in each state with a list of who is to receive these messages. This is where to start with the communications protocol.

➤ What are triggers that should drive the need to reach out to neighboring states?

- Is your state standing up a response plan? If so let's provide a heads up to regional states that we are implementing this plan.
- If there are mandatory evacuation orders, if contraflow or ESU plans are to be implemented, this would warrant a text/call.
- Be cautious of the media and political side to this – be prepared to justify why are you not doing the same thing.
- For monitoring events, it is helpful to start 72 hours out.
- When you start the monitoring process, one of the boxes on the check list that you check should be "Notify your neighbors".

➤ Traffic Monitoring – how do we better communicate here?

- Traffic volumes are critical information and states need to know the change in volume capacity for these types of events.
- States should be working together on traffic monitoring and reporting.
- States need an automated push to a certain website showing real time volume data.
- Each state could push its data to this site for retrieval by another state.
- States only need real time
- A standard report showing volume, percent difference and speed updated once every hour during events would be the ideal. How do we get this done? It should be a simple standard report.
- The attendees requested a link to the Florida website for distribution. (Requested deliverable)

- A preseason coordination meeting was brought up. This would help to develop the game plan for communications before the season started rather than a multi-state after the fact.

- Possibly RITIS meeting could be used in May- June once plans are updated. Then a communication protocol process could be vetted and confirmed.

**Session 4 – Communication to the Public**

- For Communication to the public, what worked and what did not work well?
  - NC has gone to a live person answering the 511 phone calls using the women’s prison.
  - There are 6 operators who also answer Travel and Tourism calls CS gone to 90%
  - Customer Service Feedback has gone to over 90% positive response.
  - Major cost is to pay for a supervisor to be in the room.
  - Original budget was \$300K and they are not spending \$60K with no turnover
  - They can transfer calls back to TMC after hours.
  - North Carolina also stood up response teams to help answer the phones for Irma

- What was the experience of Crowdsourcing during Irma?
  - Georgia used its 511 floodgate to reduce the number of calls.
  - WAZE did not perform well for Georgia during Irma.
  - Georgia notes WAZE reported events directly on its 511 system.
  - Florida attributed WAZE on its 511 but does not have a separate legend icon like Georgia.
  - Florida worked closely with WAZE when implementing its ESU plan.
  - There is a need to provide height and weight restricted information to WAZE but how do we get it to them?
  - WAZE did not get the detour routes through its systems in Florida

- The sharing of OS/OW permit information was discussed.
  - Could the state’s share core superload information?
  - Could a template with defined information about superload transfers be developed that is shared between the states via email?
  - A recommendation is to look at superload process by other states.
  - Is there a way to develop a clearing house for permits?
  - Florida will share its report on fuel access based on lessons learned when it becomes available

**Requested Deliverables:**

- Florida ESU Sample Plans, Standard Operating Procedures, Pre-Event RFP and Contract, AAR Report
- Georgia’s Synchronization Matrix Checklist
- Georgia’s State Agency Synchronization Matrix
- South Carolina Sample traffic volume reports
- Share each state’s map of the contraflow plans with stats (To be assembled)
- Link to the Florida website for distribution to everyone
- Email invite to the Volume & Steering Committee webinar (2/13/18) for distribution.