

# PA 511/Emergency Planning & Response Guidance Meeting

November 29, 2011

## Speakers:

- Jon Fleming, PennDOT - Incident Command/Travel Waivers
- Bob Pinto, PennDOT - PA 511 Site
- Derek Ruhl, PDA – Emergency Response

## TRAVEL WAIVERS

When a travel waiver is requested during a weather emergency, the Pennsylvania Emergency Management Agency (PEMA) and the PA State Police (PSP) will immediately ask - is a travel waiver truly necessary? The usual response by state agencies to industry – just put more drivers on (which is often not possible). Company representatives must provide descriptive rationale via email in order to substantiate having waiver requests approved. In addition, when a travel waiver is requested, providing a timeframe for the waiver to be in place is also necessary. Please note that it takes time to grant an emergency travel waiver. It must make its way through all of the proper channels and be finalized by the Governor's office before seeing a press release approval announcement.

How do you best “sell” the request? Companies must send an email containing specific details regarding your situation for PFMA's Annette Knapp at [aknapp@pfma.net](mailto:aknapp@pfma.net) to pass on to Derek Ruhl at the Department of Agriculture. *See page three for waiver request form for help.* Derek Ruhl is the Emergency Preparedness Liaison for the food industry as part of Emergency Support Function (ESF) 11. Derek will pass along these requests to PennDOT for assessment. The chain of command must be followed. Jon Fleming who is also in charge of disaster recovery at PennDot ultimately determines whether any industries will receive a travel waiver during an emergency.

Jon advises companies not to ask for a “blanket waiver”. Trucks cannot be running 24/7. If a driver is sleepy, they could kill someone. Big mistakes were made in the past in approving blanket waivers that won't happen again.

There are no automatic waivers set up for winter weather conditions. For instance, you won't be granted an automatic three hour exemption. Take note that there is nothing automatic set up for even propane haulers and heating oil companies in winter. The agency/ESF committee must review requests on a case by case basis.

Within the Pennsylvania Code, Title 37 governs control of the state in an emergency. PEMA coordinates everything. The state police, local municipalities, motor carriers, law enforcement and contiguous states all play a roll. During an emergency, routine conference calls are scheduled for attendance by all state agencies/ESFs in order to put the whole picture together. For disaster purposes, the 60/70 rule was suspended during the last storm.

Even though commercial vehicles are not experiencing more accidents these days, the highway cleanup is very difficult. It takes much longer to remove the large wreckage.

An incident management system emerged post-Valentine's Day snow storm of 2007. The resulting overall plan is – rather than queuing traffic, detour it. Assess contingency plans based on the phase you are in.

**First phase** – Impose a progressive system of restrictions. Identify travel corridors experiencing difficulty. Use the message boards on the roads.

**Second phase** – Impose speed limit restrictions (45 mph) – that was used a lot last year.

**Third phase** – Restrict commercial vehicle travel for 2-4 hours. Remember these phases can be put on corridors and not the whole state. You might be able to travel around the affected area.

**Fourth phase** – Close on-ramps to interstate traffic. Thru traffic can continue, but no new traffic can enter the system.

**Fifth phase** – Impose a total closure of the system. This is a very rare occurrence.

## **PA 511**

<http://www.511pa.com/>

Pennsylvania is working with other states to create a national phone number for vehicle operators to call for emergency road conditions. NY, NJ, MD and Ohio are negotiating for interactivity with our site. We'll support call transfers to get there.

The PA 511 site was created in 2009 along with the dynamic road sign messaging system. The 511 system is accessible by any telephone. They are working to pull the Turnpike information into the 511 system.

The road condition reporting system database is the backbone of 511. National Weather Service alerts, watches and warnings also available on the site. Average traffic speeds are provided using GPS technology.

Users can set up a profile and receive multiple roadway alerts. An alert system can be set up from exit to exit. It is interactive voice response/blue tooth enabled.

There are 737 licensed roadways. All interstates, U.S. Routes and 3,000 miles of road, including the turnpike are covered.

Not covered are local and municipal roads. Call your county emergency management coordinator for details on those roadways. Contact info: [http://www.pema.state.pa.us/portal/server.pt/community/county\\_ema\\_9-1-1\\_coordinators/4629](http://www.pema.state.pa.us/portal/server.pt/community/county_ema_9-1-1_coordinators/4629)

There is a separate website for smart phones. <http://www.511pa.mobi/> is optimized mobiles. PennDot is carrying out additional work on mobile apps – launching in late spring 2012.

The system can handle 250 calls at once. So far there have been no complaints of not getting through. However, PennDOT does not have a 24/7 call center. The Turnpike, however, is a 24/7 operation.

There is often a slight lag time between the placement of a 911 accident call and the update making it into the system. The system is updated every 2 hours. It is a two hour time frame because snow plows take that long to make their loop.

Take note: you can't have the web site speed layer and winter condition layer open at once on the screen.

Please consult the PennDot 511PA Pres 11-29-11 attachment for more details on PA511.

## **Emergency Planning & Response**

Please consult Derek Ruhl's PDA Presentation - 11-29-11 attachment for more details on the guidance that PFMA shares with PDA/ESF 11.

# Hours of Service Waiver Application

To: Department of Agriculture EPLO via PFMA Liaison

Contact: Annette Knapp at email (preferable) [aknapp@pfma.net](mailto:aknapp@pfma.net) or PFMA fax: 717-760-5953.

Please be advised that our company, a carrier of \_\_\_\_\_ is experiencing severe difficulties meeting demand for \_\_\_\_\_ while simultaneously complying with the Hours of Service Regulations contained in 49 CFR 395.

**The following CHECKED conditions are causing difficulties with HOS regulation compliance:**

**(Check ONE or MORE that apply).**

- Recent storm patterns and road conditions prolong trip times and impede travel to and from supply and delivery points.
- Above average demand for \_\_\_\_\_ is placing substantial pressure on our supplies and the driver hours necessary to accommodate this demand.
- Supply disruptions at the manufacturer or wholesale level are forcing us to travel to alternative points of supply for product. Increased distances are increasing driver hours to maximum allowed levels.
- The emergency has caused shortages of drivers and has had a cascading impact on HOS compliance.
- We have engaged additional contract carriers, but are not able to secure a level sufficient to meet our supply logistics.
- We have attempted and are unable to secure additional contract carriers to address our supply and delivery needs.
- We have been unsuccessful obtaining temporary stock to meet our demand.
- We've attempted & have been unsuccessful in obtaining temporary qualified drivers to meet our peak demand or shortage.
- The current situation leaves us in a position where we have to cease deliveries upon reaching the HOS threshold, thereby exposing our customers to disruptions in the supply of necessary product. An HOS waiver declaration is prudent to prevent interruptions in the flow of critical \_\_\_\_\_ during this period of peak supply and demand dislocations. The delivery of product to approximately \_\_\_\_\_ locations in the Commonwealth of Pennsylvania will be impacted.

The following contiguous states that we operate in have issued an HOS waiver for this event \_\_\_\_\_  
\_\_\_\_\_ Number of Days HOS Waiver was Issued For? \_\_\_\_\_

We request that a granted waiver be in effect for \_\_\_\_\_ days starting on \_\_\_\_\_ and ending on \_\_\_\_\_.  
(Historically, a 5-day HOS waiver has been granted for food delivery operations.)

Comments & specific notations for consideration \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signed: \_\_\_\_\_ (Authorized Company Representative)

Print Name: \_\_\_\_\_ Title: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Please contact me to discuss our specific situation because additional information is necessary.

Additional page of comments included.



511PA. Travel Info To Go >>



Robert J. Pento, P.E.

Bureau of Highway Safety and Traffic Engineering



## What is 511?

- 511 dialing code allotted in July 2000 by FCC
- SAFETEA-LU directs that a national, interoperable 511 system be implemented by September 30, 2010



## 511PA – Another Tool for Traveler Information

- 511PA (Phone/Web)
- Dynamic Message Signs
- Highway Advisory Radio



## 511PA

- Statewide traveler information service launched in September 2009
- Timely and accurate traffic, weather, and inter-modal information
- Accessible via telephone or at [www.511PA.com](http://www.511PA.com)
- Email/Text Message Alert Service via subscription
- Supplement public incident data with private speed data



## 511PA – User Safety

- Designed for hands-free use (Voice Interactive)
- Users encouraged to not use cellular phone while driving and pull over before dialing 511.
- “Know before you go”:
  - Check [www.511PA.com](http://www.511PA.com) from home or office
  - Review email from Personalized Traveler Alerts system



## 511PA – Data Sources

- Incident and winter road condition data from the Road Condition Reporting System (RCRS)
- Similar data from PA Turnpike
- Average traffic speed data from INRIX (private sector supplier)
- National Weather Service
- Links to transit and other transportation related services.

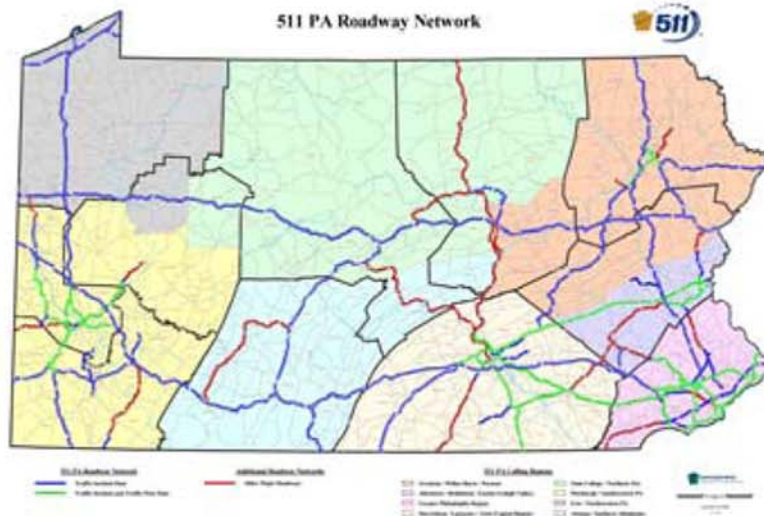


## 511PA - INRIX Data

- Information collected using GPS technology.
- Over 700 miles of urban interstates, freeways and corridors
- For 511 PA:
  - Website: R/Y/G Speed Flow map
  - Phone: Slow down reports and travel times for selected routes
- For PennDOT Operations:
  - Improved situational awareness and performance metrics (Traffic Operations, WZ Final Rule, etc.)
  - Help meet requirements of Real-Time System Management Information Program
- Accuracy Validation Efforts:
  - I-95 Corridor Coalition Vehicle Probe Project
  - 511 PA Speed Data Validation Program



## 511PA Roadway Network



## 511PA - Interactive Voice Response (IVR)

- Accessible from Landlines or Cellular Telephones
- Hands-Free Navigation
- Customized Menus for Calling Regions
- Alert "Floodgate" Messages
- Transfers to VisitPA, Transit, etc.



## Public Website - [www.511PA.com](http://www.511PA.com)

- Traffic Map
- Ticker Alerts
- Travel Links

Personalized Alerts

511 PA Roadway Network

### Map Legend

- Incidents
- Weather/Alerts
- Special Events
- Construction
- Cameras
- Show Speeds
- Winter Road Conditions



## Transit/Bike/Ped Info [www.PaCommutes.com](http://www.PaCommutes.com)



## Mobile Website [www.511PA.mobi](http://www.511PA.mobi)



# 511PA Mobile App

Coming in 2012




## Follow us on Twitter!

Get short, timely messages from 511PA Statewide. Twitter is a rich source of instantly updated information. It's easy to stay updated on an incredibly wide variety of topics. **Join today** and **follow @511PAStatewide**.

**511PAStatewide**

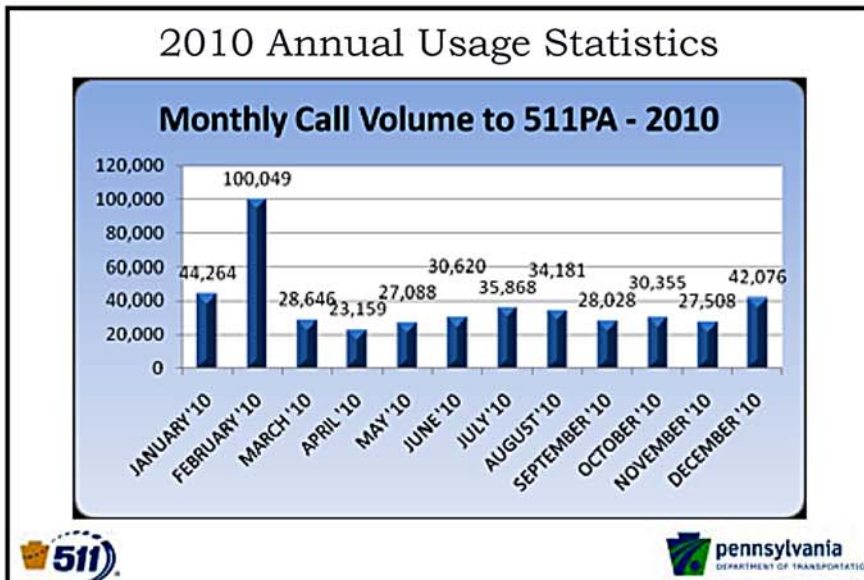
Our regional offices doing good job w/road closure/flood info on local Twitter accounts. Which one is for you? <http://ow.ly/4cH4m>

CLEARED road maintenance operations PA Turnpike Turnpike I-76 east East Exit 286 - US 222/10 PA 272 left lane

1 185 11

14,419 Tweets







## 2010 Annual Usage Statistics



## October 2011 Usage Statistics

Category	Total
Web Visits	60,724
Web Page Views	3,413,991
IVR Calls	38,866
Total Traveler Alert Subscribers	13,698
Camera Views	136,471





## Public Awareness

- Stakeholder Newsletters
- Press Releases
- Public Agency and Partner Website Links
- PA Tourism Map
- Highway Signs
- Multi-state 511 Brochures (under development)
- We need your help!



**Traffic, Travel and Transit Info**

**What is 511?**

511 is your free source for traveler information! Simply log on to the Web or call 511 from any phone for immediate access to real-time travel information.

New York, New Jersey, Maryland and Pennsylvania's 511 systems seamlessly work together and can transfer calls among states -- a great service if you're traveling the Interstate 95 Corridor. In addition to information available for the I-95 corridor, 511 also provides current information about conditions on other state highways. That service is available 24 hours, seven days per week.

While your 511 experience will vary by state, travelers have a wide variety of information available to help them better plan their travel. Whether you need traffic information, driving times, transit delays or weather information, 511 has a service for you.

511 websites also give you access to traffic camera images so you can see conditions before traveling -- remember it's better to know Before You Go! Distracted driving is dangerous and 511 users are urged to check out your state's 511 website or call before traveling. Each state also offers mobile 511 alerts.

**What does my state offer?**





**New York**  
www.511ny.org, mobile applications, or mobile at www.511ny.mobi

**Pennsylvania**  
www.511pa.com or mobile at www.511pa.mobi

**New Jersey**  
www.511nj.org for both desktop and mobile devices.

**Maryland**  
www.md511.org or mobile at www.md511.mobi

More regional travel information is available at the I-95 Corridor Coalition website at www.i95travelinfo.net. It provides long-distance trip planning with travel times for your trip along the corridor, based on real-time travel information from each state.

## 511PA – Emergency Transportation Operations (ETO)

- Coordinated through PennDOT Area Command
  - ❑ Winter Operations
  - ❑ Flooding Events
  - ❑ Homeland Security



## 511PA - Interagency Coordination

- PennDOT must maintain situational awareness at all times
- Incidents are not entered into RCRS without validation
- Interagency Coordination is key:
  - PA Turnpike Commission
  - Local and State Police
  - PEMA
  - County EMAs



## ▶ Contact Information

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## COMMONWEALTH OF PENNSYLVANIA

Emergency Preparedness and Response Guidance (EPRG)  
for Emergency Managers, Wholesale Distributors & Retail  
Food Merchants



in partnership with the  
Pennsylvania Food Merchants Association

Derek Ruhl, PDA Emergency Preparedness  
Randy St. John, Vice President, PFMA

## INTRODUCTION



- Emergency events can impact all nodes of the food supply chain and ultimately jeopardize the availability of traditional food sources to citizens
- Warehouses and stores have mass resources and could possibly assist in mass feeding for a large-scale disaster

## INTRODUCTION

- Public/private partnerships are necessary to help prepare for, respond to, and recover from natural and man-made emergencies that impact the food supply
- There are large-scale interdependencies in the food supply system and many 2<sup>nd</sup> and 3<sup>rd</sup> order effects can result from emergencies
- The food system depends on the timely movement of product at all nodes – Large emergencies will usually disrupt this
- There is only a 3-5 day supply of food at every node

## OBJECTIVES

- Information Sharing
- Resource Coordination
- Emergency Mgmt Overview
- Roles & Responsibilities
  - State Agency Liaisons
  - Private Sector Liaisons



## Information Sharing

- Power Outages
- Large Scale Road Closures
- Situational Awareness
- NWS Weather Briefings
- 2-Way Requests for Assistance
- Waiver Assistance

## EMERGENCY MANAGEMENT OVERVIEW

- Municipalities and Counties
- Regional Task Forces
- Emergency Support Functions
- State Emergency Operations Center (SEOC)
  - Activation Levels

## ROLES & RESPONSIBILITIES OF STATE AGENCIES & PRIVATE SECTOR

- PA Emergency Management Agency
- PA Department of Agriculture (primary liaison)
- PA Department of General Services
- PA Department of Public Welfare
- PA Department of Transportation
- PA Department of Health

## ROLES & RESPONSIBILITIES OF STATE AGENCIES & PRIVATE SECTOR

### Dept of Agriculture

- ✓ EPLOs Liaison with PFMA, when necessary
- ✓ Report situational awareness to PFMA and conversely to PEMA during applicable emergency
- ✓ Represent this portion of the food supply in the SEOC as ESF 11

## ROLES & RESPONSIBILITIES OF TRADE ASSOCIATION & PRIVATE SECTOR

### PA Food Merchants Association

(primary private sector liaison)

- ✓ Serve as conduit between state emergency mgmt liaisons and private sector liaisons for all emergency management related activities in preparedness, response, and recovery phases of emergency



## ROLES & RESPONSIBILITIES OF TRADE ASSOCIATION & PRIVATE SECTOR

### PRIVATE SECTOR

- ✓ Represent private sector company on emergency management related activities