



# STATE SURVEY TECHNICAL MEMORANDUM



# BEST PRACTICES FOR EMERGENCY REROUTING

Prepared for:



Prepared by:



in association with:



James B. Bolger & Associates

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## TABLE OF CONTENTS

Introduction.....1  
 Purpose .....1  
 Technical Process .....2  
 State Selection .....2  
 Key Findings.....4  
 Motivation .....4  
 Involvement and Partnerships .....5  
 Barriers and Challenges .....5  
 Implementation .....6  
 Plan Revisions.....6  
 Public Information .....7  
 Signage .....8  
 Lessons Learned.....9  
 Next Steps .....10

## APPENDICES

Appendix A. Survey Questions and State Response.....A1  
 Appendix B. Interview Questions and Answers.....B1

## FIGURES

Figure 1. Manual Flow of Information .....2  
 Figure 2. Incident Management Sign Examples per MUTCD (*Figure 6I-1*) .....8



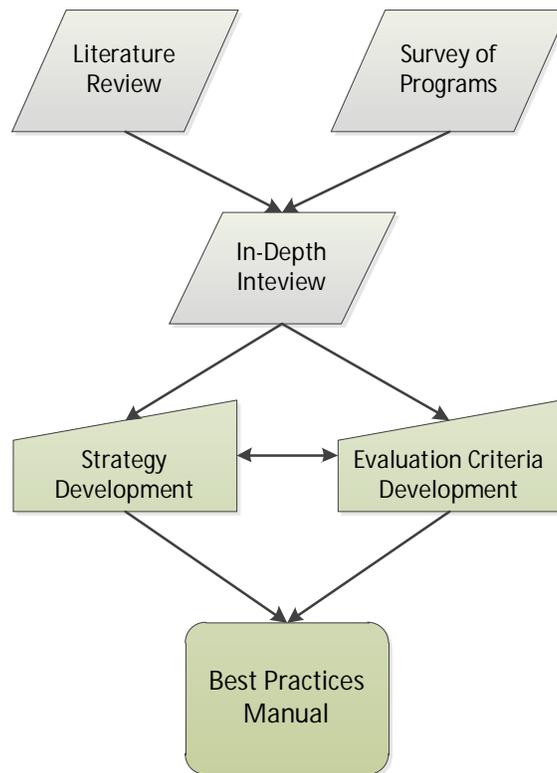
## Introduction

### Purpose

The Michigan Department of Transportation (MDOT) is developing a Best Practices in Emergency Rerouting Manual. The Manual provides guidance for identifying, defining, and implementing alternative routes that accommodate motorists during an incident requiring the rerouting of traffic. Several MDOT regions already have emergency rerouting plans, but the approach to developing the plans is inconsistent. MDOT's goal is to develop a Manual that provides a consistent approach to identifying and documenting emergency rerouting plans across the state. The Manual also will provide information on a standard approach to signing a route. The development of the Manual requires several steps as shown in **Figure 1**.

As part of the development of the Manual, the consultant team researched and documented national practices for emergency rerouting. Sources included publically available publications as well as practices from other states. The information provided by the other states presents perspectives on the development process of their own emergency rerouting plans as well as the application of the plan, identification of key partners involved in the process, and reported benefits.

The State Survey Technical Report involved both the survey of programs within states and in-depth interviews with selected candidate states. The input received serves as a starting point for MDOT to develop the strategies that will be incorporated within the Manual. This Technical Report, along with the Literature Review memorandum, serves as reference information for the state of Michigan to benefit from other state programs that have been implemented across the country and the key elements that make them a success.



**Figure 1. Manual Flow of Information**

The Technical Report discusses the results from the survey and the answers to questions discussed during the interviews. The approach taken with the identification of states is discussed in the Technical Process section. A summary of the results is found in the Key Findings section. The information within the document will help to support recommendations, but mainly serves as reference background and will be an appendix within the Manual.

## Technical Process

### State Selection

Several states were identified to have emergency rerouting programs; however, information about these programs had limited publically-available information. There was important “lessons learned” information that also was not envisioned to be part of any formal plans, so several states were identified as candidates for more detailed surveys to be able to obtain very specific information. The states were chosen based on their similarities to Michigan with regard to roadway partnerships, rural versus urban areas, and potential for weather to impact rerouting decisions.

The states identified to complete the survey included:

- Arizona Department of Transportation (ADOT)
- California Department of Transportation (CALTRANS)



- Idaho Transportation Department (ITD)
- Minnesota Department of Transportation (MnDOT)
- Nevada Department of Transportation (NDOT)
- North Carolina Department of Transportation (NCDOT)
- Tennessee Department of Transportation (TDOT)
- Texas Department of Transportation (TxDOT)
- Utah Department of Transportation (UDOT)
- Washington Department of Transportation (WSDOT)
- Wisconsin Department of Transportation (WisDOT)

The survey consisted of more than 30 questions related to topics such as the length the program had been in place; the motivating factor to begin the program; who was involved in developing the reroutes; considerations during development; who has authority to implement; and how the information gets transmitted to the public. A spreadsheet of the survey questions and state responses is located in **Appendix A**.

As the states were completing the survey, the initial answers were evaluated and five states were identified to follow up with an in-depth interview. The states were identified primarily on how much their program or processes provide insight relevant to Michigan.

Each interview was no longer than an hour and each state provided excellent feedback on their program. The questions and answers from each of the state interviews are located in **Appendix B**. The states that were interviewed included:

- Arizona Department of Transportation (ADOT)
- Florida Department of Transportation (FDOT)
- Idaho Transportation Department (ITD)
- Washington Department of Transportation (WSDOT)
- Wisconsin Department of Transportation (WisDOT)

Input from the survey and interviews will be used in the development of the strategies.



## Key Findings

Once the surveys and interviews were completed, the information assembled was reviewed to see if there were any commonalities among the various states' programs. There were approximately eight common topics, including:

- Motivation – *the driving force behind the implementation of the program*
- Involvement – *who was involved in deciding the reroute*
- Barriers and Challenges – *insights about obstacles encountered during rerouting plan development*
- Implementation – *who gets to decide to implement the reroute and when*
- Plan Revisions – *how often the reroute plans are reviewed and who is involved*
- Public Information – *how information is transmitted to travelers*
- Signage – *types of signs used to designate emergency reroutes, and effectiveness of signing strategies*
- Lessons Learned – *what the states would do differently*

## Motivation

Several emergency rerouting programs are initiated due to motivational factors such as a large-scale event, change in personnel, or simply knowing there is need to improve or develop more standardized processes for emergency rerouting. Based on the surveys and interviews, states cited several reasons that motivated their development of emergency rerouting plans, such as the need to develop evacuation routes, a large scale incident, and the need for a systematic multi-agency approach for effectively rerouting traffic. Also, some of the states had established incident management/emergency management coalitions, and the emergency rerouting program was an extension of the focus areas and activities of those coalitions.

As an example, after the development of the Traffic Incident Management (TIM) teams, Florida DOT determined that they needed a more formal program in place for emergency traffic routing and rerouting during large scale incidents. They already had an Open Roads policy, which is a memorandum of understanding with the local agencies to allow detours on local roads in order to keep traffic flowing. The TIM teams and the Open Road policy help to foster more coordinated incident response as well as the availability of routes to detour motorists.

WisDOT's motivation was the need for a systematic approach throughout the state. Their reroutes are at the regional level, but WisDOT sought a more unified approach statewide for consistency and standardization purposes. WisDOT has regional TIM groups comprised of state and local agencies that collaborate on a variety of incident management and incident response planning activities. ITD was similar in that their detour routes were inconsistent and not standard across the state. There was no formal



or comprehensive mapping of preferred routes. They ranged from informal, not documented to formal in-depth mapping, and ITD wanted a more uniform approach.

## Involvement and Partnerships

Based on the results, local agencies were involved with almost every aspect of the development of the reroutes. Some states leveraged already-established partnerships, such as Florida TIM teams. These teams consist of law enforcement, first responders, 911 dispatch, local agencies, and FDOT. The addition of emergency reroutes built on their current relationship and collaboration. Also, WSDOT relied on the Joint Operations Policy Statement (JOPS) as the biggest supporting factor for promoting multi-agency collaboration on emergency rerouting strategies and plan development. Both WSDOT and Washington State Patrol had a vested interest in cooperating. There also is multi-state coordination, and WSDOT has strong relationships with bordering states (Idaho and Oregon) and Canada.

Some states work closely with local agencies to obtain approved reroutes such as experienced by ADOT. In Arizona, there are few alternatives to choose from in the rural areas. ADOT relies on local knowledge and local partnerships from the District Engineers to make rerouting decisions. Similarly, ITD plans were developed through coordination with local responders and district personnel. These routes were tied to incident response plans and were intentionally very basic. Alternate plans were considered supplemental to the Incident Management plans and developed to be a suggested route plan.

All levels of government are involved for WisDOT. The idea was to have sheriff, police, and high level executive buy-in to the statewide approach to incident management and then tie it into the initiative for a statewide Traffic Incident Management Enhancement (TIME) coalition. WisDOT has a memorandum of understanding (MOU) with some agencies to promote cooperation to work together. There are other MOUs for selected cases for county roads.

## Barriers and Challenges

The greatest obstacles for most of the states included: lack of overall regional coordination, jurisdictional fragmentation; lack of lead agency to coordinate efforts; lack of interest or limited participation among primary/secondary responders; lack of on-site communication; and lack of a unified incident command system.

For ITD, every emergency responder agency was officially invited by letter and email. However, there was only a 10–20% attendance at the meetings. The idea was to have the responders provide insight and share their knowledge so they would feel like they had an active role in developing the plans and process.

Another challenge for most of the states was the format in which the reroutes were housed. Many had hard copies of the reroutes, which included maps for most. These were typically housed either in the transportation operations center (TOC) or at the DOT. The hard copies were not necessarily distributed and each time there was an update, new hard copies had to be reprinted and redistributed to all of the stakeholders. Some states went to CD to help with sharing and updates, but again, a new CD for each stakeholder would need to be written and distributed.



Another challenge for some was on-site communication. When first responders arrived on scene, it was not always known who would be the incident commander and who needed to contact whom for assistance. Several mentioned they thought the dispatchers would continue to contact the DOT, while the dispatchers thought those in the field would contact DOT if they needed traffic control help. There needed to be detailed direction for the roles and responsibilities of those field personnel when contacting specific agencies for assistance.

## Implementation

Each state indicated that they have different thresholds to determine when and where to implement emergency reroutes. Expected lane closure, severity of congestion, incident command decision, and “boots on the ground” judgment were all factors in decisions to implement reroutes. In all cases with responses, state DOT had the authority to implement the emergency reroute. Public safety/law enforcement as well as the incident commander (which typically would be from fire or law enforcement) also had the authority to initiate rerouting.

In the state of Florida, the Florida State Patrol has the authority on the interstates. They will detour if the amount of motorists on the roadway builds while the incident does not appear to be clearing soon. For Florida, duration of the incident is not as high of a factor in establishing the reroutes as the amount of traffic and congestion (capacity). After FSP has stated the need for a detour, the FDOT maintenance or contractors will implement the detour.

The Arizona TOC has a CAD data feed from the Arizona Department of Public Safety (AZDPS). The CAD feed will alert the TOC of reported incidents on any statewide highway. Also, the Arizona state police will contact the operators at the Arizona TOC. ADOT’s Level 1 first responders (maintenance responder) will work in tandem with the AZDPS officers on scene to help to determine whether to reroute. Depending on the ADOT district and available routes, the ADOT District Engineer may coordinate with local agencies if a local route is needed to support an emergency reroute, although ADOT’s preference is to use state highways and facilities. ADOT district staff will communicate to the TOC who will then communicate to other states as needed, and the TOC also will initiate traveler alerts via dynamic message signs or 511.

In Wisconsin, there is no threshold to implement an emergency reroute. The ultimate decision is with the incident commander. Some factors that might influence the decision to reroute include time of day, weather, any special events in the area, and the ultimate safety of the motorists and those involved in the incident. A factor that may influence the route to use is the availability of changeable message signs. The signs that may be available may take longer to arrive at the incident. Field personnel need to consider this timeframe, otherwise motorists may decide which route they want to use before the signs are in place.

## Plan Revisions

Each state conducts incident debriefings, but also may conduct separate emergency reroute debriefings. The reroute debriefings may occur weekly, monthly, every other month, every six months, yearly, or during the incident debriefing. Typically, those states that conduct their rerouting debriefings more readily review all of the plans. They check to see if the reroute roadway still is a viable option, as well as



factors such as whether or not the roadway had been updated, if a community in the area has grown, or if there is a new route that would make more sense to use than the original route.

Florida debriefs their reroutes bi-monthly with a yearly check. If an incident was a very large scale event, critiques and checking the success are done soon after the incident. They also review any incident that takes over 90 minutes for mitigating circumstances. FDOT reviews the following information: response times, incident duration for all incidents covered, and open road duration (the amount of time to get roads open). The mission is to have lower response time and duration times, and keep within the state's goal of clearing incidents within 90 minutes from the arrival of the first responder.

ADOT meets every six months and focuses on the communication aspect. ADOT and partners will meet to debrief following very large-scale incidents. A new TIM Coalition in Arizona is implementing a more regular debrief process for incidents, which also includes local agencies affected. ADOT just recently received an updated NAS (notification assistance system).

WisDOT has done a good job of formalizing the incident debriefing process through after-action reviews. During these incident debriefs, they evaluate the performance of the routes used by reviewing the logistics of each incident and the response, as well as the reviews from those in the field. Weather conditions, truck traffic, and other impacts are considered during these reviews and determine whether the route still fits the need. WisDOT also reviews new roads or updates to existing roads and signals. WisDOT has informal conversations with partners in the field, such as law enforcement, local agencies, etc., to get their opinion on the performance of the route.

WSDOT conducts continuous reviews and incident specific reviews to evaluate the effectiveness of the emergency reroutes. They stay in touch with local and county partners, and once every two years they look at what needs to be reviewed / addressed in the rerouting plans and strategies.

After an incident in Idaho, the local agencies that responded will conduct incident debriefs. These debriefs do not necessarily focus on the emergency reroute used, but rather on the response of the incident and those involved. Because ITD is only involved in the incident if necessary, they are not always involved with the incident debriefs. It is ITD's intent to revisit the emergency reroute plans every five years, during a separate evaluation; however, this has not occurred. ITD does meet with 911 centers regularly to get feedback. The feedback will help when ITD does their reroute evaluation.

## Public Information

When a reroute is implemented, the traveling motorists need to know how to get around the incident. Some states, such as NCDOT and Florida, provide the information through 511. Florida also provides traveler information for freight coming to and from the ports. FDOT also has a partnership with the Southern Traffic Incident Exchange (STIX) as part of the I-95 Corridor Coalition to provide traveler information on their Coalition website.

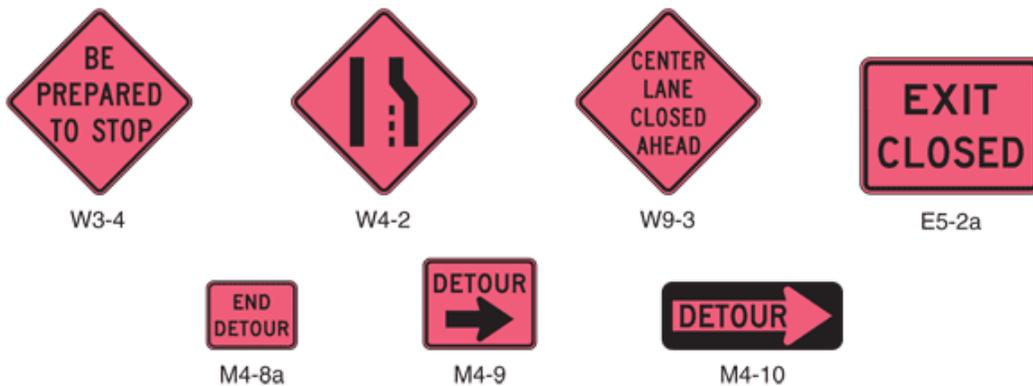
ADOT has a partnership with the Arizona Trucking Association (ATA) for advanced trucker notification. ADOT has a group called CCP, Communication and Community Partnerships, which functions as their public information office (PIO). They send alerts to travelers via twitter, text, and tweet to media, and will

work with the TOC to update 511 for major long-term closures and reroutes. Truckers/travelers also can sign up through CCP to receive alerts. The information from CCP is published on a daily basis.

WSDOT automatically enters information into their Rapid Response software system which is logged every 15 minutes at the transportation management center (TMC). Based on the information in the system, an estimated time for opening the road is calculated. Public Information Offices (PIOs) also have all of the detour routes and descriptions, and will share this information with the media. As soon as the lanes are opened, the information is entered into the system and the PIOs make an announcement. During major events, the PIO is involved with 24 hours/7 days coverage; there always is someone on-call that is notified. However, there are times when the radio operators at the TMC may handle PIO issues, especially if the incident/event is minor. This only occurs if the incident/event is minor; otherwise all major events are through the PIO.

### Signage

The Manual of Traffic Control Devices (MUTCD) recommends using a coral-pink color sign to designate emergency reroutes. **Figure 2** presents examples from the MUTC of possible incident management signs.



**Figure 2. Incident Management Sign Examples per MUTCD (Figure 6I-1)**

However, the sheeting material does not last very long and there are challenges with the current manufacturing processes to be able to get a more durable material for these signs. Most states interviewed indicated they did not use specific or special signage for emergency reroutes, and made use of existing dynamic message signs (DMS), portable changeable message signs (PCMS), fixed trailblazers, or temporary signage. FDOT and ADOT do not use any specific signage on emergency reroutes. FDOT has some permanent signs for hurricane evacuations and is considering placing dynamic arterial signs and dynamic trailblazer signs near the downtown Jacksonville/Gainesville area. As for ADOT, the TOC will activate a message on their travel time signs with regard to an incident. These messages override the travel times during AM/PM peak if necessary. ADOT is expanding its travel time initiative, so additional permanent DMS will be placed statewide and thus be accessible if incident information needs to be posted. If there is not a permanent sign in the area, then districts may use temporary signs. ADOT’s Central office also can place a temporary sign in the vicinity of the incident/event.



WisDOT is moving away from the dynamic trailblazing signs along their reroutes to arterial DMS that may serve multiple purposes. Incident management signs are up to the local agencies and emergency responders to deploy. Due to the lack of funding and resources, local agencies and emergency responders are unable to place these signs, therefore the signs are underutilized.

WSDOT uses two different types of signs on the routes due to the fact that they did the pre-determined routes in two different segments, phase one and phase two. WSDOT uses fold-up signs that are then opened when an event or reroute is implemented on the segments within phase one. The signs have the interstate logo and some have reversible arrows. They are orange and black detour signs with blue and red interstate signing. This takes additional resources and time to accomplish. When closed, these signs carry a Crime Stoppers message; when open, they show detour route information.

The WSDOT segments in phase two are signed with permanent trailblazer signing showing preferred routes to return to the specific highways. All are MUTCD color scheme signing.

ITD has few regions that have a cache of signs; however, they prefer to provide the regions with the freedom of flexibility to place signs as they feel necessary. If ITD needs to close down a road, they do have some signs that are in the bed of trucks they can raise up and use as PCMS. ITD does have a DMS on both sides of highway 21, which is closed often due to hazardous winter weather and avalanche danger.

## Lessons Learned

As each state assessed its program, they indicated a few modifications they would like to make or would have done differently when implementing their emergency rerouting programs. FDOT would like to connect its signal timing with ITS devices. This would be on established reroutes and can be activated through their TMC software (SunGuide). Also, they began with a hard copy of the reroute plans which eventually moved to CD, allowing for easier distribution. Now they are moving to a web-based site, which will allow them to update plans as needed and provide access to the most up-to-date versions by partners. ADOT's modification came in the form of hard copy versus electronic. ADOT's original guide developed over a decade ago was hard copy, but they would prefer it to be more dynamic and integrated with their TOC operating and reporting system.

WisDOT wanted operators, maintenance, all levels of government, and police to come together during the development to come up with different ways of establishing strategies for alternate routes. They would help figure out types or routes and things to consider, and then first responders would be aware of how to respond. The input will help towards a balanced template and standardization.

WSDOT has one department that did not want officers in the intersection to flag traffic. They used Opticom on emergency vehicles to elongate green phase for main approach, and offer alternatives to partners so that they can be engaged as well.



## Next Steps

After the surveys and interviews are completed, a series of workshops will take place over the course of three days. The format will be the same for all three workshops with a focus on the regional area where each workshop is held. The stakeholders invited will be MDOT, local road agencies, townships, police (state and local), fire, 911 dispatch, and others that would influence the implementation of emergency reroutes within the area.

The workshops will be held May 15-May 17 in Kalamazoo, Saginaw, and Gaylord, respectively. The purpose of the workshops is to provide an overview of the project, where the project stands, information needed from the stakeholders, and how the information will be used. These workshops will be very valuable in the development of the strategies.

## Appendix A – Survey Questions and State Responses

Survey Questions and Answers for each State

State Agency	Name	How long has your Emergency Rerouting program been in place	What motivated the development and implementation of the program?	Emergency Rerouting has been developed for which of the following (check all that apply):	How is it decided to implement Emergency Rerouting routes for local areas (check all that apply):	Were local agencies involved in developing the emergency routes?	Who was involved (check all that apply):	What criteria was used to select Emergency Rerouting routes (check all that apply):	How do you obtain highway-specific freight volumes?	Does the state maintain rerouting specific to truck/freight traffic?	What considerations are involved in determining rerouting for freight?	If reroute takes freight traffic onto the interstate highway network that otherwise would not qualify as a truck route, are enforcement officials notified of the situation?	What specific criteria needs to be in place for initiating the Emergency Rerouting plan (check all that apply):	Is the State DOT required to have an agreement/contract to implement detour of traffic onto local streets?	Does the State DOT have an agreement/contract with local agencies to allow detours onto local streets in place?	What signage is used to indicate the emergency reroute to the motorist (check all that apply):
MnDOT	Gary Fried	Greater than 8 years	Nuclear Power Plan Requirements	Statewide Routes	n/a	yes	Public Works/Traffic; Police/Law Enforcement; Fire/Rescue	Height and weight restrictions for bridges and tunnels; lane capacity	n/a	no	n/a	n/a	full lane closures; expected length of closure; severity of congestion	no	no	n/a
ITD	Bryan Smith	4-8 years	Emergency Planning	Statewide Routes	n/a	yes	Public Works/Traffic; Police/Law Enforcement; Fire/Rescue	pavement conditions; availability	n/a	no	n/a	n/a	full lane closures; expected length of closure;	no	no	n/a
ADOT	Dottie Shoup	4-8 years	We handle all incidents on ADOT roadway Statewide	Statewide Routes	n/a	yes	Public Works/Traffic; Police/Law Enforcement; Fire/Rescue; county sheriff's	intersection LOS; height and weight restrictions for bridges and tunnels; lane capacity; potential HAZMAT routing; pavement conditions; freight volume (high and low)	n/a	no	n/a	n/a	full lane closures; expected length of closure; severity of congestion	yes	yes	n/a
NCDOT	Kelly Wells	Greater than 8 years	Large crash	Statewide Routes; Urban Areas; Rural Areas	n/a	yes	Public Works/Traffic; Police/Law Enforcement; Fire/Rescue	Height and weight restrictions for bridges and tunnels	n/a	no	n/a	n/a	full lane closures; expected length of closure; severity of congestion	no	no	n/a
WSDOT	Vince Fairhurst	Greater than 8 years	Number of collisions in a certain area and need to effectively reroute traffic around scene	Statewide Routes; Regional/County/Local Routes; Urban Areas; Rural Areas	n/a	yes	Public Works/Traffic; Police/Law Enforcement; Fire/Rescue; Regional Planning Commission (Other)	intersection LOS; height and weight restrictions for bridges and tunnels; lane capacity; potential HAZMAT routing; pavement conditions; freight volume (high and low); Commute time traffic pattern (Other)	n/a	yes	Parking facilities; Height and weight restrictions; Oversize vehicles (wide loads); Percentage of truck traffic; Ability to communicate with freight drivers; Ability of roadways to handle truck traffic during significant weather events (Other)	yes	full lane closures; expected length of closure; severity of congestion; decision of unified command at the scene (Other)	no	yes	n/a
Caltrans	Robert McNew	n/a	n/a	n/a	n/a	yes	n/a	n/a	census data	n/a	n/a	n/a	n/a	n/a	n/a	n/a
TxDOT (El Paso)	Edgar Fino	Greater than 8 years	State representative (Other)	Statewide routes; Urban Areas	n/a	yes	Public Works/Traffic; Police/Law Enforcement; Fire/Rescue; Emergency Operations Management (Other)	Intersection LOS; Height and weight restrictions for bridges and tunnels; Lane capacity; Potential HAZMAT routing; Freight volume (high or low)	n/a	yes	Height and weight restrictions; Oversize vehicles (wide loads); Percentage of truck traffic	this scenario does not occur as part of our Emergency Rerouting program	Full lane closures; Expected length of closure; Severity of congestion	no	no	n/a
Wisconsin	Paul Keltner	Greater than 8 years	Multiple events requiring a systematic approach	Statewide routes	n/a	yes	Public Works/Traffic; Police/Law Enforcement; Fire/Rescue; Engineering (Other)	Height and weight restrictions for bridges and tunnels; lane capacity; potential HAZMAT routing; pavement conditions; freight volumes (high/low); Other: turning radii, signal locations, rail crossing	n/a	no	n/a	n/a	Other: "boots on the ground" judgement	no	yes	n/a
Tennessee DOT	Derial Bivens	1 year to 3 years	Other: Evacuation planning for Nuclear facilities	Rural areas	Difficulty in setting alternative routes during incidents	yes	Public Works/Traffic; Police/Law Enforcement; Fire/Rescue; Emergency Management (Other)	Height and weight restrictions for bridges and tunnels; Lane capacity; Potential HAZMAT routing; Freight volume (high or low)	n/a	no	n/a	n/a	Full lane closures	n/a	no	n/a

Survey Questions and Answers for each State

State Agency	Who are these agreements with?	Who has the authority to implement Emergency Rerouting (check all that apply):	What public information plans are in place to notify the public of Emergency Rerouting during an incident (check all that apply):	What public information plans are in place to notify neighboring states of Emergency Rerouting during an incident (check all that apply):	Once the reroutes are implemented, are the detours monitored?	Would you be able to submit photos or design drawings for the permanent signs?	Who places the portable signs out during the emergency reroute (check all that apply):	Is it a requirement for these signs to be consistent throughout the state, including freight traffic signage?	How are they monitored (check all that apply):	Have any of the routes been modified to accommodate traffic patterns from the use of in-vehicle GPS devices?	What do you feel is the greatest obstacle(s) toward fostering interagency cooperation of emergency rerouting (check all that apply):	Is your emergency rerouting program and practices/processes documented in a formal plan?	What other agencies reference your rerouting plans?	Are you willing to provide any performance metrics in place by your agency to monitor effectiveness of the emergency rerouting?	Does your agency conduct post-incident or post-event debriefings to discuss effectiveness emergency rerouting strategies?	How often is your emergency rerouting program/processes reviewed and updated?	Additional program information
MnDOT	n/a	State DOT	DMS: Phone (511); Web; Radio; Twitter	Phone: Email/Text	Yes	n/a	n/a	n/a	CCTV; TMC Personnel; On-scene personnel	no	lack of on-site communications	no	n/a	no	yes	annually	n/a
ITD	n/a	State DOT; Local agency; Incident commander	DMS: Phone (511); Web; TV; Radio; Auto notifications	Phone: Email/Text	Yes	n/a	n/a	n/a	CCTV; TMC Personnel; On-scene personnel	no	n/a	yes	Local (above); public (above); dispatch agencies	does not apply to program	yes	greater than 5 years	n/a
ADOT	city; town; county	State DOT; local agency; public safety	DMS: Phone (511); Web; TV; Radio; Auto notifications	Phone: Email/Text	Yes	n/a	n/a	n/a	on-scene personnel	no	lack of unified incident command system	yes	freight	does not apply to program	yes	greater than 5 years	when we contracted for, and then implemented our system. The ability to make this electronic was coming online. We didn't do that we did hard copy. Electronic would be better
NCDOT	n/a	State DOT; public safety	DMS: Phone (511); Web; HAR; Auto notifications	Phone: Auto notifications	Yes	n/a	n/a	n/a	on-scene personnel	no	lack of overall regional coordination; little understanding of duties/priorities among responding agencies; lack of interest among primary/secondary responders	yes	public safety agencies	does not apply to program	yes	every 3 years	NCDOT Divisions are responsible for "detour maps" for their Divisions. They are to work with their local IM teams (fire, police, rescue) to keep them updated. Recently a statewide database of these "detour maps" was created and is being deployed
WSDOT	City; town; county; regional planning agencies	State DOT; public safety	DMS: Phone (511); Web; TV; Radio; HAR; Auto notification; Twitter; Facebook; VMS on trucks (Other)	Phone: Email/Text; Auto notification	Yes	n/a	n/a	n/a	CCTV; Detection; TMC personnel; On-scene personnel; Local law enforcement (Other)	no	Lack of overall regional coordination; lack of lead agency to coordinate efforts; jurisdictional fragmentation; lack of unified incident command system; strained budgets	yes	Local & Public Safety Agencies (Other)	yes	yes	every 3 years	n/a
Caltrans	n/a	n/a	DMS: Phone (511); Web; TV; HAR	Phone: Email/Text	n/a	n/a	n/a	n/a	n/a	n/a	Lack of overall regional coordination; lack of lead agency to coordinate efforts; jurisdictional fragmentation	no	n/a	n/a	no	Has not been updated	Caltrans does not have an overall Emergency Rerouting Plan. State is too large and emergency response plans are developed regionally. Local agencies (cities and counties) develop response plans. (Herby Lissade at herby_lassade@dot.ca.gov)
TxDOT (El Paso)	n/a	State DOT; local agency; public safety	DMS; Web; TV; Radio; HAR; Twitter; Facebook	Email/Text	Yes	n/a	n/a	n/a	CCTV; TMC Personnel; On-scene personnel	no	Lack of overall regional coordination; lack of lead agency to coordinate efforts; lack of unified incident command system; lack of interest among primary/secondary responders; strained budgets	yes	public safety agencies	does not apply to program	yes	Every 4 years	n/a
Wisconsin	Other: Various	State DOT; local agency; public safety	DMS: Phone (511); web; HAR; Twitter	Phone: Auto notifications	yes	n/a	n/a	n/a	CCTV; On-scene personnel	no	Lack of overall regional coordination; jurisdictional fragmentation	no	n/a	does not apply to program	yes	every 3 years	TIME Program and Statewide Traffic Operations Center
Tennessee DOT	n/a	State DOT	DMS: Phone (511); Web; Radio; Automatic notification; Twitter; Facebook	Phone: Email/Text	Yes	n/a	n/a	n/a	on-scene personnel	yes	Jurisdictional fragmentation	yes	Local agencies	does not apply to program	yes	Has not been updated	n/a

## Appendix B – Interview Questions and Answers

The *Interview Questions* below were the questions sent to each state contact prior to each interview. During the actual interview, not every question was answered and additional questions were added. Each state interview and answers begin on page 2, *State Interview Answers*.

Interview Questions:

1. Is there a process in place (formal or informal) for evaluating the effectiveness of the defined emergency reroutes?
2. I want to confirm that the DOT does not use any specific signage on emergency detour routes currently. (type of signage, permanent or temporary, color – do they follow the MUTCD color scheme). For what reasons has the Department decided to not use dedicated signage?
3. What strategies do you use to determine the alternative route?
4. Do you conduct debriefings after significant incidents to evaluate performance of specific routes?
5. Have you determined secondary sites of concern on detour routes that could impact the performance of the network during an incident scenario?
6. When planning potential emergency routes, how are maximum dimensional clearances measured? If the reroute has smaller dimensional clearances than the original route, how is that information conveyed to the driver?
7. How are railroads and railroad crossings considered in the development of emergency routing plans?
8. What is the threshold (time duration) of an incident that warrants the implementation of a emergency reroute?
9. If an emergency rerouting plan must be implemented outside of regular business hours, are there additional requirements in order to implement a detour? (incident duration threshold, personnel available, different incident commander?)
10. Do you have specific advice or guidance to accommodate access for emergency vehicles trying to reach an incident scene?

## State Interview and Answers:

### Idaho – March 8

Bryan Smith –Emergency Program Manager for ITD.

1. Can you describe your role within the Department specifically towards Emergency Rerouting?

*It was 7 layers from Director. Now emergency management has been moved up to under Deputy Director. Emergency Management and IM Engineer serves same role. The role is combined within Idaho. Detour routes – had a mismatched set of mapping (ranging from back of a napkin to in depth mapping). It is coordinated with local responders and district personnel to develop plans that tied into incident response plans. Intentionally very basic, qualify the incident 0-30 minutes, 30 – 2 hours, over 2 hours. Emergency contacts (not 911 contacts, includes office numbers). Alternate plans are a supplement to the IM plans. Alternate route plans are developed to be a suggested route plan. It is up to incident commander to make final decision on preferred route. There have been identified routes that have specific limitations since commander can choose alternates.*

*Web does not include contact numbers. ITD has authority to close the roads. Local Law Enforcement does not technically have authority. They can block, but cannot close roads. Once the road is officially closed, law enforcement can write tickets and enforce.*

<http://www.itd.idaho.gov/NewsandInfo/publications.htm>

2. Following up on the plan that was developed, what follow-up has occurred since the initial plan was completed?

*Better job to get this out to 911 centers. Meet with them regularly to get feedback. There was a meeting last fall with one of the 911 centers. On web site, mapping can be downloaded. ID has a contract with state communications center to handle dispatch statewide. Also handle statewide HAZMAT coordination. The call-in duty officers handler EM homeland security.*

3. Has the glovebox guide ITD developed been helpful? Have they gotten feedback from partners (law enforcement) that it is useful for incident response and emergency rerouting in the field?

*Not sure. They were handed out to a lot of people. Some information in the pocket guide that was not in the response plan or detour plans.*

4. Specifically regarding winter weather impacts: How does weather factor in with identification and designation of detour routes, especially with eastern Idaho?

*Not too often did the weather activity directly impact the selection of detour routes.*

*MDOT likes online mechanism for sharing detours.*

5. Barriers / challenges

*Officially invited by letter and email every emergency responder agency. 10 – 20% attendance at meetings. ID wanted the emergency responders to feel like they owned materials. Need to establish similar software for mapping so agency can take over.*

*Freight - Looked at not detouring around the port of entry; May have to park trucks until route is re-opened. Alert communities up stream know of closures.*

6. What is the frequency for revising the plans?

*Not coordinated. Intent was to revisit every 5 years. Such a major change from what was in existence.*

7. Is there a process in place (formal or informal) for evaluating the effectiveness of the defined emergency reroutes?

*Currently there is no evaluation process.*

8. I want to confirm that the DOT does not use any specific signage on emergency detour routes currently. (type of signage, permanent or temporary, color – do they follow the MUTCD color scheme). For what reasons has the Department decided to not use dedicated signage?

*Have DMS on both sides of Hwy 21 that closes often due to avalanche danger. A few districts have a cache of signs. Prefer the freedom of flexibility. Have some signs in bed of trucks they can raise up and use as PCMS.*

9. Do you conduct debriefings after significant incidents to evaluate performance of specific routes?

*It is rare that these debriefings focus on rerouting. They are focused locally. Most of the time, the State does not even hear about the debriefings.*

10. Have you determined secondary sites of concern on detour routes that could impact the performance of the network during an incident scenario?

*“Open to cars only” note can be included to discourage use of certain routes that are not identified as emergency reroute. Other information such as weight restrictions, height restrictions, etc. are included on detour maps.*

11. When planning potential emergency routes, how are maximum dimensional clearances measured? If the reroute has smaller dimensional clearances than the original route, how is that information conveyed to the driver?

*Measured as Overheight /Overweight – the intent is that the vehicle would be held and not directed to detour. This is communicated to freight vehicle in the field during an incident. Weight limits were increased from 80K to 115K. The plans need revising to accommodate raised limits.*

12. Do you have specific advice or guidance to accommodate access for emergency vehicles trying to reach an incident scene?

*State Police were involved at all meetings. May have surfaced through conversation, but not obvious. Not sure if police access detours from MDTs.*

## Washington – March 13

Vince – Washington Statewide IM Manager

Additional information

*Rapid Responder program is on a laptop that documents emergency assets. Emergency reroutes are mapped within this program. Divert winter weather road clearing forces when detours are activated.*

*Permanent mounted detour signs.*

*Ocean, mountain pass, to desert – different cultures also influences the approach from 6 regions. Assist regions in support of operations. Work in collaboration with state police. Allow police more road time. Have QC legislation. Move over laws.*

*Original detour routes signs were placed in 1999/2000 – cut in half and folded in half. Back has crime-stoppers number and log. During event, the signs are opened. Detour sign with Interstate logo. Some have reversible arrows. Orange and black detour signs with blue and red interstate signing.*

*Which routes receive permanent routing? Finished up south end within cities. Newer sections are using trailblazers. Motorist information green with TO I-#. The sections within the cities (more urban). Looking to move to more trailblazers instead of detour routing signs.*

*We are using a thermal plastic logo in the lane to direct traffic.*

1. Is there a process in place (formal or informal) for evaluating the effectiveness of the defined emergency reroutes?

*There is continuous review and incident specific reviews. Stay in touch with local and county partners. Once every 2 years to look at what needs to be reviewed / addressed. Respond directly from home with equipment.*

2. I want to confirm that the WSDOT does not use any specific signage on emergency detour routes currently. (type of signage, permanent or temporary, color – do they follow the MUTCD color scheme). For what reasons has the Department decided to not use dedicated signage?

*We use two different types of signs on the routes themselves due to the fact that we did the pre-determined routes in two different segments. We use a fold up sign on the older segments that have to be opened for an event. This takes additional resources and time to accomplish. When closed these signs carried a Crime Stoppers message, open, they showed Detour route Information. The newest segments are signed with permanent Trail Blazer signing showing preferred routes to return to the specific highways. All are MUTCD color scheme signing*

3. What strategies do you use to determine the alternative route?
  - Multi agency planning, State, County, City, Traffic managers, fire and police agencies, public works
  - Former state highways, county roads and county planning commission, height / weight limitations, weather impacts, have back-ups identified so
  - Mapped in rapid responder. Who can access the S/W? WashDOT;
  - Also mapped through statewide EOC
  - TMC has the text describing every detour. Numbered by direction and MP.
  - Emergency Response Centers in all 6 regions. And 1 statewide.
  - When activated, trooper in charge closed more than 2 hours. First call when detour was open, that county fire and dispatch so they could plow and salt route.

- *Incident response is all that the crew does. There is a lot of coordination between agencies with lots of face to face coordination and developing these routes. Everyone feels invested in the program.*
- *Law enforcement, DOT, and fire fighter that trained up. Active shooter. Follow-up with MDOT about Rapid Responder software. Provide training. Someone on scene must have active internet connection. We are using Verizon with 4G connection. WashDOT is on the state patrol radio system. Trained on system and use the system. We can see an incident when it is mapped. DOT can refine location when they confirm.*

4. Do you conduct debriefings after significant incidents to evaluate performance of specific routes?

*Yes*

5. Have you determined secondary sites of concern on detour routes that could impact the performance of the network during an incident scenario?

*Yes*

6. When planning potential emergency routes, how are maximum dimensional clearances measured? If the reroute has smaller dimensional clearances than the original route, how is that information conveyed to the driver? Changeable message boards on incident response vehicles or radio controlled PCMS boards for long term detour or closure(more than 8-10 hours)

*All of our current routes have been cleared for all normal oversized loads, Super Loads would be handled on a case by case situation*

7. How are railroads and railroad crossings considered in the development of emergency routing plans?

*They are treated as normal hazards, we are lucky that most RR crossings in our routes are not at grade level, all over crossings have very adequate clearance*

8. What is the threshold (time duration) of an incident that warrants the implementation of an emergency reroute?

*Lasting 3 hours or more*

9. If an emergency rerouting plan must be implemented outside of regular business hours, are there additional requirements in order to implement a detour? (incident duration threshold, personnel available, different incident commander?)

*Just a little longer because responding from home*

10. Do you have specific advice or guidance to accommodate access for emergency vehicles trying to reach an incident scene?

- *We have them contact our IC for direction, typically we have them use a closed section of roadway for access and send another emergency response vehicle to meet them and guide them in.*
- *Once we have confirmation roadway is blocked. Confirm we have clear path to next interchange and bring in emergency vehicles in wrong direction.*
- *Turn passenger cars and take the in reverse direction to previous interchange.*

*Multi-state coordination. Have strong relationships with bordering states and Canada. 1 detour runs through downtown Olympia. Will not use between 3:00 pm – 6:00 pm. Have some time limitations.*

*Lessons Learned. 1 Dept. did not want officers in intersection to flag in traffic. Use Opticom on emergency vehicles to elongate green phase for main approach. Be sure to offer alternatives to partners so that can be engaged.*

*When is information disseminated? Automatically entered into system and logged. PIOs also have all of the detour routes, descriptions, and will share with the media as soon as lanes are opened. Entered to system and PIOs make announcement. On call PIO that is notified of major events. Some PIO issues are handled by radio operators. Major events involve the PIO.*

*Reporting into TMCs every 15 minutes. RadioLog. Constantly logging in the system estimated time for opening.*

*Phone application DOT web. Can see different alerts.*

*JOPS drives the partnership. And the involvement from the agencies.*

## Wisconsin – March 29

*SRF Consulting's role with WisDOT for 10-11 years has been assisting with incident management and alternate routing. This used to be handled at the district level. About 5-6 years ago, WisDOT moved to a statewide approach. SRF has developed emergency route guides for the entire state. A few areas not covered, but a large amount has been addressed.*

1. A lot of district level guides were in use. Have they been segued out?

*Interstate system is under a consistent method. SW is in a different format, but will be migrated to new format.*

2. Where does the STOC fit in the process?

*They provide information and have access to the alternate route plans. It's an information warehouse for alternate routing and to inform. There are some integrated corridor plans in the metro Milwaukee area, and are looking at deploying additional integrated corridors.*

*Do not use emergency signage. Small placard above shield denoting "ALTERNATE" or "ALT". In NW region, signed routes prior to developing emergency routes.*

*Recommendation – emergency signs must be deployed by emergency responders. Therefore they are underutilized. Permanent signing provides general knowledge of detour routes.*

*Signing approach using the Interstate shield with placards is an educational approach. In Madison area, they have designated blue route as an official route.*

*Having guidelines for responding to incidents and handling emergency routes has shown great benefit to WisDOT.*

*Involving all levels of government.*

*Initiative for a Statewide TIM coalition. Sheriff association, police association, high level, executive level buy-in to the statewide approach to incident management. Developed an MOU with some the earlier partners. Geared towards good cooperation and partnership. Looking at primary locations where there may be longer term political issues.*

3. Is there a process in place (formal or informal) for evaluating the effectiveness of the defined emergency reroutes?

*WisDOT has done a good job formalizing through after action reviews. Combing these with stakeholder reviews and evaluating the performance of routes – reviewing the logistics of each incident and the response. Weather conditions, truck traffic, other impacts. Does this route still fit the need? Constant informal conversations with partners in the field, Law enforcement, local agencies, etc. Must consider the opinion of the performance of the route from the perspective of the local agency.*

## Arizona – April 12

Dottie Shoup, Arizona DOT

- 1 Is there a process in place (formal or informal) for evaluating the effectiveness of the defined emergency reroutes?

*ADOT tries to give the districts the tools needed to do their own re-routing. The district has the level to make the decisions needed at their level.*

- a. *DPS notifies ADOT if they want ADOT to respond to a particular incident with re-routing.*
- b. *DPS looks at diversion options at the scene; any level 1 (total closure) incident triggers a re-route*
- c. *District maintenance supervisors coordinate with DPS to determine the alt. route. The maintenance supervisor is the ‘resident expert’ on the district’s road network – knows alternates and what types of traffic they can handle (including trucks).*

- 2 What strategies do you use to determine the alternative route?

*ADOT has been actively working with neighboring states on I-10, I-40, and San Diego on re-route notifications and procedures.*

*The districts worked real closely with ADOT on the development of alternate routes – since there are very few alternate routes to choose from in the rural areas, they have remained the same since they were defined. The supervisor will look to the local org for primary resp. In the urban areas, there are more options for alternates and can be updated*

- 3 Do you conduct debriefings after significant incidents to evaluate performance of specific routes?

*Meet every 6 months; but don’t need to debrief on most of the events. Try to concentrate on the communications. Just got an updated system (NAS- notification assistance system) that includes personnel and phone number – so if someone is unable to be on-call, the admin is able to update immediately so everyone is knowledgeable on who is on-call*

*Notification Assistance program - system to manage emergency contacts in each district, including special instructions*

- 4 Do you formally evaluate the effectiveness of defined routes (i.e., whether they are being used)?

- a. *The plan was developed in close consultation with the districts to help maximize compliance*
- b. *Diversions in rural areas are largely static over time since the available infrastructure doesn’t change much*

- 5 Any unique freight issues?

- a. *The biggest is the PHX tunnel thru which hazmat may not travel (must divert from I-17 to the 202/51 interchange). There can be problems with construction on the diversion route, since there are no other routes for this freight to follow and often local authorities aren’t aware it is a hazmat route.*
- b. *Had a partnership with ATA for advanced trucker notifications but participation was minimal*

c. Now have the “Community Partnerships” program which broadcasts info thru multiple media including email/Internet, radio, TV stations. Truckers/travelers can sign up to receive alerts.

6 What about rail?

*Union Pacific and BNSF rail, but not really an issue. The Interstates basically follow the pre-existing rail lines as they have been built parallel to the rail so not really ever conflict.*

7 Signage?

*There is no permanent re-routing signage. Districts put up temporary signs. Central office can also put up DMS remotely. There is also a travel time sign program which is expanding.*

*There are no differences between freight and motorists signage. They have Community Communication Partnership (CCP) – IPO office: alerts by text message or radio or TV. They get notified for any debris. They publish on a daily basis*

8 Emergency vehicle access?

*No special provisions; vehicles just use horn (in rural areas) or run on the shoulders if they need to.*

*ALERT is the ADOT incident management support team which responds and provides on-scene traffic management support in the field. If a semi does not get moved off the road in a certain amount of time, it can be pushed out of the way by AZ statute.*

9 How were the alternate routes identified in AZ?

*Again, teams approached each district and got input regarding viable alternate routes.*

*If an alternate route is not suitable for trucks, simply hold them until the default route re-opens. This happens a lot on I-40. Re-open last closed section first, which is normally mostly trucks.*

10 What is that relationship like? Number of people could implement – What is the process?

*Has the SP located in TOC, CAD will call TOC to respond to the incident. First take care of victims then determine how to maneuver people around. Level 1 ADOT first responder (Maintenance responder) in tandem with the police determines whether to reroute. The municipality work with ADOT to determine what type of traffic and if they can be diverted onto their roads. The local know how their roads are created and then know what would be able to be able to handle. District be district and tell TOC what to do – maintenance supervisor. They do as much in the winter time as other states do. They consider all amount of maintenance wrt to weather. The supervisor is the expert on his roadway and knows when and where to divert. TOC will communicate with other states per the supervisor acknowledgement to TOC.*

*Example – no exchange of info across state line during an incident on I-40 when a freight truck carrying vegetable oil caught fire and destroyed the roadway and closed the roadway down for 8 hours.*

11 I want to confirm that the DOT does not use any specific signage on emergency detour routes currently. (type of signage, permanent or temporary, color – do they follow the MUTCD color scheme). For what reasons has the Department decided to not use dedicated signage?

*No permanent; depending on time of day or day of the week the TOC will help out – they will select the sign board and put up the message. Regular temporary DMS – but working on a new program: travel time boards that run only during peak AM/PM – when level 1 incident occurs the messages override the messages and then once the level 1 is over and then need to identify alternate route, the message can be placed onto the boards*

*Travel Times are #6 and #7 on the priority list for messages (per Lisa)*

**Other Considerations**

- a. If the route is not suitable for freight, but motorist, the freight will be held until the roadway opens up*
- b. The document should have been dynamic instead of hard copy – interface with their system;*
- c. The Tucson TOC came about a widening road construction project to handle traffic control and public information just for the construction project and has become more permanent. They are more regional and are trying to incorporate. no*

## Florida – May 2

Donna – FDOT TMC Manager, Craig (FDOT TMC Consultant)

1. How long ER program in place?

*Greater than 8 years*

2. What there is a motivation to start the program?

*Started TIM teams and from that we decided we need more of a program*

3. Coordination with local agency in development?

*When building a TIM team, all responders has input into the diversion plan as well as local transport groups; maintaining agency/groups (FDOT), local maintenance; signal group*

4. Is there a process in place (formal or informal) for evaluating the effectiveness of the defined emergency reroutes?

*During Tim – bi-monthly where we debrief and do a yearly recheck; yearly process we keep up with any changes with the roadway; critique: how did it work, did it allow for responders to get their quickly; was something in the roadway avoiding to get to the scene quickly.*

*Used to have hard copy – then moved to a CD with interactive with maps about 4 years ago; any changes will update the CD and hand out at the TIM yearly mtg; now changing to web-based access. AI: Craig will send web address. It is 50% complete. Hope to have this ready in the next two months – before the start of June.*

*Have newsletter that is distributed to incident mgmt team – all emergency county responders. Have 2 teams – 1 including counties around Jacksonville and the other include counties surrounding Gainesville.*

*TIM – responders, coroners, maintenance, DOT – anyone who would respond or involved with the incident.*

5. I want to confirm that the DOT does not use any specific signage on emergency detour routes currently. (type of signage, permanent or temporary, color – do they follow the MUTCD color scheme). For what reasons has the Department decided to not use dedicated signage?

*Permanent markings only for hurricane evacuation; new project for putting dynamic arterial in and around Jacksonville to assist with routing people around; another project 30% designed where single panel dynamic message board placed on static boards – “detour when lit” – trailblazer sign with a dynamic portion – planned not implemented.*

6. What strategies do you use to determine the alternative route? Look for most efficient and closest with least miles off interstate.

*Avoided communities, transit, schools – quickly w/o disruptions; routes that have good flow of traffic based on number of lanes and signal timing or other large traffic generator to factor – looking for something steady 24/7; develop primary and secondary routes in some cases. On the diversion routes, the hospital, police, school, large intersections called out – those needing police*

*Have lots of rural counties and if have secondary routes it would take too long as well as within the cities. Where there are 2 routes analyze that came up with about the same – these became primary and secondary.*

*Freight was considered – no under bridge; considered structure; accounted with the port timing as well*

7. Develop ICM signal timing plan?

*Looking to tie signal timing with ITS – TMC where there are developed plans where the TMC can “flip switch” and activate the new plan based on the event*

8. Do you conduct debriefings after significant incidents to evaluate performance of specific routes?

*Yes*

9. How are railroads and railroad crossings considered in the development of emergency routing plans?

*Yes*

10. What is the threshold (time duration) of an incident that warrants the implementation of a emergency reroute?

*No time threshold – fl SP controls interstate and if they can people by on the interstate they will detour them. Not really time issue, but rather a capacity issue*

11. If an emergency rerouting plan must be implemented outside of regular business hours, are there additional requirements in order to implement a detour? (incident duration threshold, personnel available, different incident commander?)

*TMC is 24/7 – FSP is 24/7 and have some on-call folks; detours are done through FDOT maintenance or their contractors; FHSP would be first to implement*

12. Do you have specific advice or guidance to accommodate access for emergency vehicles trying to reach an incident scene?

*Through TIM teams everyone has appropriate contact (tow) and if they have problems they will contact FHSP to get an escort on the scene; if full closure and need travel on the other direction then they have turn-around every mile to move traffic*

Other Considerations

- A. Toll roads coming – but not considered to be used for diversion routes; when needed to be alternative they usually suspend tolling during this time.*
- B. Special traveler information displayed/notified considered – done with the 511 system and have been talking with Jacks Support with connecting fiber to fiber. Eventually will have communication with their security and notice to dispatch to those freight lines in and out the port for notification. Otherwise it would be communicated through 511 and flood gates. Tie in TMC with their security center with video sharing*
- C. Any MOU with local agency – no try to stay onto state routes and there are local TIM MOU (open Road Policy) that local agencies agree to get traffic moving*
- D. If route not acceptable for freight do you hold them – not an issue*
- E. GPS used to develop alternate route – no; through partnership they push data and is provided to the GPS service companies but not directly providing but rather through third party*
- F. TMC monitor incidents – 1 TMC and several stations at the FHSP dispatch center; main center 6a-6p M-F – both locations worked during this time; sitting next to them; for the SUNGuide – get CAD alerts in the TMC and used to update incident report and alerting people of notifications.*
- G. Partnership Southeast Traffic Information Exchange (STIEC) part of the I-95 Coalition – any incidents within miles of Georgia (and Carolina) are aware of the closure – done through phone call then followed up with email.*
- H. Performance metrics?*

- i. *Every Traffic incident management meeting – response times; incident durations for all incidents covered; open roads duration – amount of time to get roads open;*
- ii. *Every 2 months tell TIM team how well they are doing*
- iii. *Don't track/differentiate between closures and those that don't, but can if necessary with most information from reports/queries within SunGuide.*
- iv. *Mission/vision – lower response time and duration times; keep within open roads time*
- v. *Actually only changed 1 route due to an incident and from feedback at the meeting – the route was shifted and wasn't shifted and created a bottleneck and traffic was a lot worse than what it was supposed to. With new route traffic should flow better, but haven't had an incident in that area*
- vi. *Anything over 90 min – review and why it took that long; if no mitigating circumstances then why – becomes action items and identify the situations and do what is necessary to get it corrected. (or if there is an incident that is identified through investigations of the CCTV) – this is brought to the team; done on a daily basis*

*Really have a great sponsor – Donna's boss really understands IM and really is supporting their efforts.*