

## 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.*