The Development of a Comprehensive Emergency Transportation Operations Plan for the Wisconsin Department of Transportation

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Paul Trombino III, PE, WisDOT
Kelly Langer, PE, WisDOT
Robert Frey, AICP, HNTB Corp.
Presentation

• Context-events leading to ETO planning in WI
  • After Action Reviews
• WisDOT ETO framework
  • Program
  • Plan
• WisDOT Organizational/Specialized ETO roles and positions
• Response process highlights
• Conclusion
Events Leading to WI ETO Planning

August 2005
- Catastrophic Hurricanes → Evacuation Planning

Winter 2006-2007
- Pennsylvania and Iowa → WisDOT Adverse Conditions Communication/Coordination Plan

February 2008
- Wisconsin Winter Event → Emergency Transportation Operations (ETO) Plan

June 2008
- Wisconsin Flooding
Winter 2006-2007 – Pennsylvania and Iowa
Winter Weather Traffic Alert and Press Release:

_______________ County

Due to extreme winter weather conditions, effective ___________(time) on ____________(day/date), ____________ County has deemed the interstate roadways impassable. The County will be maintaining skeleton plow crews for emergency situations only. Travel is strongly discouraged unless for emergencies. Full snow/ice removal operations are expected to resume on or about ____________(day/date).

For more information, contact the WisDOT STOC Control Room at (414) 227-2142.

Southwest Region

Location Map

County Sheriff Dispatch Numbers –
Columbia County Phone: (608) 742-4166
Dane County Phone: (608) 255-2345
Dodge County Phone: (608) 396-3726
Jefferson County Phone: (608) 374-2300
Juneau County Phone: (608) 947-5649
La Crosse County Phone: (606) 755-5842

Statewide Traffic Operations Center
Phone: (800) 375-7302

State Communications Center – DeForest Post
Phone: (608) 846-9350

Wisconsin Emergency Management – State-wide Duty Office
Phone: (800) 943-0003
Winter 2007/2008 – Wisconsin

One for the books! 100+ inches
June 2008 Floods

17 Days
After Action Reviews – The Basis for ETO Plan Development

- "Response to Traffic and Public Safety Issues in February 5-6 2008 Winter Storm", 3 Focus Areas:
  1. Review of WisDOT’s Emergency Operation Procedures
  2. Development of alternate communication capabilities
  3. Plans in-place to close the interstate

- June 2008 Flooding After Action Review Needs Examples:
  - Provisions for emergency contracting
  - “Go” Bags for on-call personnel
  - Establish regional Situation Rooms with mapping
  - Laptop air cards for field personnel
  - Enhanced DNR coordination re: dams
  - Pre-positioned barricades to close on-ramps
  - Training, exercises
ETO Plan Development

• Initiated to provide a uniform, coordinated WisDOT response to emergency events

• Direct involvement of Division Directors, Regional Directors, Bureau Chiefs, and Division of State Patrol staff

• Engaged eight WisDOT ETO workgroups covering various components and activities

• Enable greater accountability through designated roles, performance measures and after action reviews
WisDOT ETO Framework

WisDOT Emergency Transportation Operations (ETO)

ETO Program
- ETO Plan Maintenance
- Training
- Asset Management
- Finance/Budget
- Contracting
- Performance Evaluation
- Vulnerability/Mitigation

ETO Response
- Threat Assessment
- Incident Notification
- ICS Response
- Public Information
- After Action Reviews
Major ETO Plan Components

• Guiding principles: NIMS and ICS
• WisDOT organizational ETO roles
• WisDOT specialized ETO-specific positions and roles
• Emergency response training
• Performance-based accountability and reporting
• ETO concept of operations
• WisDOT ETO response
• After action reviews (AAR)
WisDOT Org Chart–Key ETO Roles

Secretary’s Office

Office of Public Affairs (OPA)
- WEM/EOC OPA Liaison

Division of Transportation System Development (DTSD)
- ETO Personnel*
  - Regional Incident Management Coord.
  - STOC
  - DTSD Duty Officer
- DTSD SEOC Liaison(s)
  - SWB Duty Officer
  - WisHELP
  - County/Regional EOC Liaison

Division of State Patrol (DSP)
- ETO Personnel*
  - Trooper
  - Incident Mgmt Team
  - Duty Sergeants
  - Communication Centers
- WEM/EOC DSP Liaison
- County/Regional EOC Liaison

Division of Motor Vehicles (DMV)
- ETO Personnel*
  - Motor Carrier Staff
  - Technical Staff

Division of Business Management (DBM)
- ETO Personnel*
  - Procurement Specialist
  - Webmaster
  - DBM Duty Officer
  - Technical Staff

* ETO Personnel includes:
- Regional Incident Management Coord.
- STOC
- DTSD Duty Officer
- SWB Duty Officer
- WisHELP
- County/Regional EOC Liaison
- Motor Carrier Staff
- Technical Staff
ETO Positions – Regional Offices

• **Area Maintenance Coordinators** - Area Maintenance Coordinators may be required to go to a County EOC to coordinate the WisDOT response with the county response.

• **Regional Incident Management Coordinator (RIMC)** - RIMCs are on-call field personnel that serve as WisDOT’s first responder to incidents that involve state-maintained infrastructure.

• **Duty Officers (DO)** - Duty Officers are on-call staff and are responsible for serving as the single point of contact for their area of operations (region, statewide bureau, executive offices) in an emergency.
ETO Positions – Statewide Bureaus

• **Statewide Bureaus Duty Officer** - The primary role of the Statewide Bureaus Duty Officer is:
  – Provide a single-point of contact for SWB Resources
  – To marshal SWB resources and technical expertise
  – Supervise and coordinate with DTSD personnel at the State Emergency Operations Center (State EOC)

• **Bureau of Structures (BOS) Technical Expert** - BOS Technical Expert is a structural engineer that is available to provide technical expert information as needed.
ETO Positions – State EOC

- **Wisconsin Highway Emergency Liaison Personnel (WisHELP)** – Represents WisDOT at the State Emergency Operations Center (SEOC) when activated.
  - Use their engineering knowledge to provide support to command staff.
  - Assist with coordination between the SEOC and WisDOT.
  - Maintain an accurate Emergency Activation Log.
  - Use E-Sponder to document WisDOT involvement.

- **Wisconsin State Patrol EOC Liaison** - The WSP Liaison serves at the SEOC when activated.
ETO Positions – Public Information

WisDOT Public Information Officer (PIO)

• Monitor news coverage and analyze public information needs
• Handle media interviews and arrange for escort of reporters to restricted areas
• Write and distribute media advisories, news releases and situation reports
• Organize news conferences
• Record radio actualities/audio messages for telephone hotlines
• Write information to be posted to the Web
• Provide community or legislative outreach
ETO Positions – Administration/Training

- **Statewide ETO Program Manager** - The WisDOT Statewide ETO Program manager has the overall responsibility for the ETO Program and reports to the ETO Oversight Committee.

- **WisDOT ETO Statewide Training and Exercise Officer** - The Statewide Training and Exercise Officer (STEO) is responsible for the management of WisDOT personnel’s emergency training management.
ETO Positions – ICS Support

- Wisconsin State Patrol Incident Management Team (IMT) - The IMT will support and assist with the establishment and implementation of WisDOT incident command.
WisDOT Emergency Response Escalation Process

• Basic rule of emergency response is that responses escalate from the local to the regional level to the area/statewide level

• Regional Duty Officers must have a thorough understanding of the three processes associated with response escalation
WisDOT Internal Incident Command/Response

- Local (Scene Only)
- Regional
- Area (Statewide)

Response Escalation
Response and Escalation Processes

Local/Scene

Regional

Area

Res
p
onse and Escalation Processes
ETO Plan Integration

Program

- Detection
- Training
- Inventory and Needs
- Performance Review

Response

- Threat Assessment
- Activation
- Response
- Recovery and Reimbursement

Supporting ETO Plans/Docs

- ETO Response Plan
- Adverse Conditions Communication/Coordination Plan
- COOP/COG
- Emergency Traffic Control & Scene Management Guidelines
- DTSD Regional Duty Officer Guidelines
- Regional Incident Management Guidelines (RIMC)
- WisHELP Guidelines
- STOC Operator Guidelines
- Statewide Bureaus Duty Officer Guidelines
- Public Information Tool-Kit
ETO Training Requirements

• WisDOT’s training philosophy conforms to the Homeland Security Exercise and Evaluation Program (HSEEP), which is an all hazards capabilities-based approach to training

• The following priority areas will be the focus of the 2-year training and exercise plan for 2008/10:
  – Strengthening communications capabilities
  – Implementing the National Incident Management System (NIMS)
  – Strengthening onsite incident management capabilities
  – Strengthening information sharing and collaboration capabilities
ETO Training and Exercises

**December 2008**
Winter Scenario Training Drills
- Each Region developed a scenario and facilitated the drill
- Identified some inconsistencies between Regions

**Spring 2009**
ETO Training Exercises
- Utilized facilitated tabletop exercises that is consistent across all five Regions
Conclusion: What is different with ETO?

• Clearly defined emergency operation roles
• Clearly defined emergency procedures and communication protocols
• Commitment to continue developing ETO program
• Robust multi-divisional training/exercise plan
• A culture change
Thank You! Questions?

Paul Trombino III, PE
Operations Director, Division of Transportation System Development
Wisconsin Department of Transportation
(608) 264-6677
paul.trombino@dot.state.wi.us

Kelly Langer, PE
Chief, Bureau of Highway Operations, System Operations and Electrical Maintenance
Wisconsin Department of Transportation
(414) 227-2160
kelly.langer@dot.state.wi.us

Robert Frey, AICP
Senior Transportation Planner
HNTB Corporation
(414) 359-0879
rfrey@hntb.com