



Toll Excellence Awards Project Showcase

Mark Compton, CEO Craig Shuey, COO Pennsylvania Turnpike Commission

Emergency Communication Partners









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It is good when government attempts to improve on its shortcomings, and that is what 511PAConnect tries to do.

- Pittsburgh Post-Gazette Editorial Board





About

- First of its kind, trapped-traveler emergency communications tool
- Not a mobile app
- Requires no initial download
- Requires no action

Overview

- A push message, similar to electronic Amber Alerts, is sent to all phones in the incident area
- Allows incident response teams to communicate via automated phone or text message directly with motorists
- Gives emergency crews a clearer picture

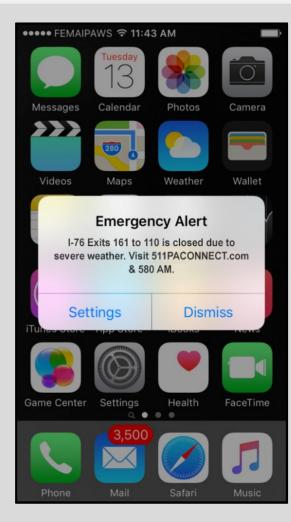


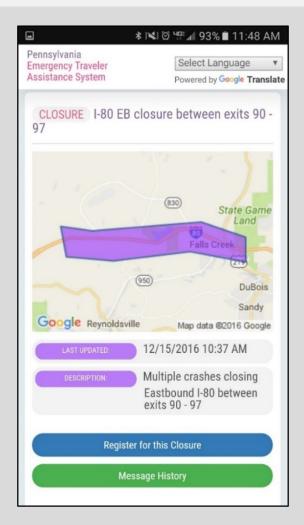
GILIS 📢 Closures 🛛 Question Library 🖉 Admin Guide 🛔 Hello wintertest@ilogcorp.com! 🛛 🕩 Log off Closures Edit Closure To create a new closure, click the red "add new" button. Update the closure by clicking in the current conditions box and editing the 3 O 🎾 🔲 Clear I-80 EB closure between exits 90 - 97 Map Satellite text. Click Save Changes to record your updated information. Otherwise, John M.R. click Cancel. By changing status to Closed, the closure will be removed 1015 unart Rd Dubois ✓ Registered Users from the PA Emergency System. Regional Airport Questions Event # 1830 298190 State Game Title (e.g. I-80 WB Closure between exits 111 and 86) Land I-80 EB closure between exits 90 - 97 Status:Open Last Updated: 12/15/2016 10:37 AM State Fish 1830 0 Description (max 160 characters per text message) 1003 1003 Multiple crashes closing Eastbound I-80 between exits 90 - 97 1003 1009 1004 1007 1001 DuBois 3042 **Centerpoint Latitude** 41.1502219374546 1007 **Centerpoint Longitude** WAL -78.8548797369003 Nayne Rd Google 1 Status Map data ©2016 Google Terms of Use Report a map error V Open

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WEA ALERT AND PUBLIC SITE





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STEP 1

You are stuck in a closed line of traffic for several hours.



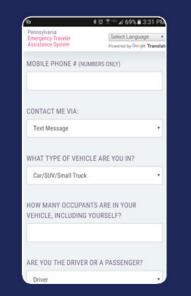


Once the incident is assessed, we send you an emergency text – much like an Amber Alert – based on your location.





You are directed to a site to register for continued messages about the incident



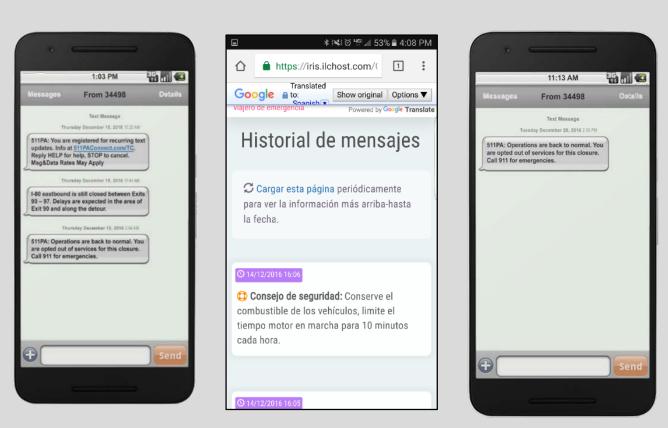


You receive updates on the incident and safety tips until the event is cleared.





- Communicates
- Issues updates
- Multilingual





MANAGING COMMUNICATIONS

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Phone #	Contact By	Vob. Type	Driver	Num. Occupants	Last Contacted	Contact History	^
	Automated Phone Call	Commercial Vehicle (includes Tractor Trailers and Delivery Trucks)	Driver	1	12/15/2016 4:44 PM	view	
	Text Message	Car/SUV/Small Truck	Driver	1	12/15/2016 4:44 PM	view	
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Comprese Nexasian To send a message to one more registered users, select the users using the provided checkboxes and click "Compose Message."

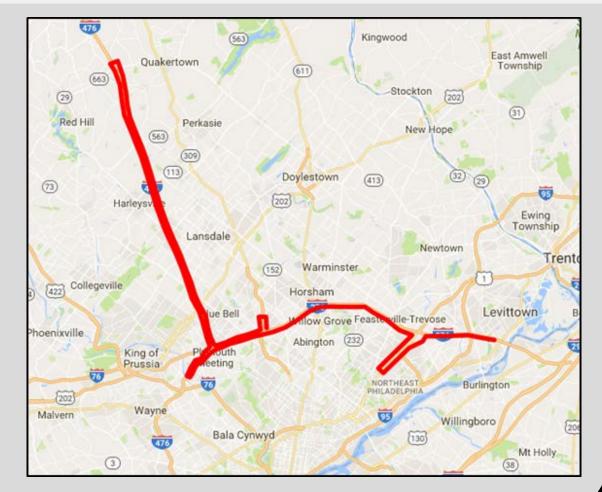
Registered Users - Last Known Location





ACTIVATION – JANUARY 20, 2017

- Delaware River Bridge
- Emergency closure
- Preemptive alert
- Only IPAWS issued





CILIS + Closures @ Question Library # Admin Gude

1-76 EB Closure between exits 110 and 146

Registered Users

select all 🤭 | cars only 🕕 | trucks only 🚯 | school buses only 📵 | motorcoaches only 🚯 | clear | request all vehicle locations

Select	Phone #	Contact By	Veh. Type	Driver	Hum. Occupants	Last Contacted	Contact History
		Text Message	Car/SUN/Small Truck	Passenger		1/23/2017 5:53 PM	view
		Text Message	Car/SUN/Small Truck	Driver		1/23/2017 5:53 PM	view
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	3	Text Message	Car/SUV/Small Truck	Driver	3	1/23/2017 5:53 PM	view
1		Text Message	Commercial Vehicle (includes Tractor Trailers and Delivery Trucks)	Driver	1	1/23/2017 5.53 PM	view
	1	Text Message	Car/St/V/Small Truck	Driver	1	1/23/2017 5:53 PM	VIEW

Compose Vessage To send a message to one more registered users, select the users using the provided checkbones and click "Compose Message."

Registered Users - Last Known Location



223 users registered

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