



2015 WEBINAR SERIES

INTERAGENCY EMERGENCY OPERATIONS SUPPORT

2015 Webinar Series: Save the Dates

May 11

The Importance of an Important
Investor Relations Program

May 20

Web Analytics

June 16

Toll Payment Methods

June 23

European Interoperability

September 17

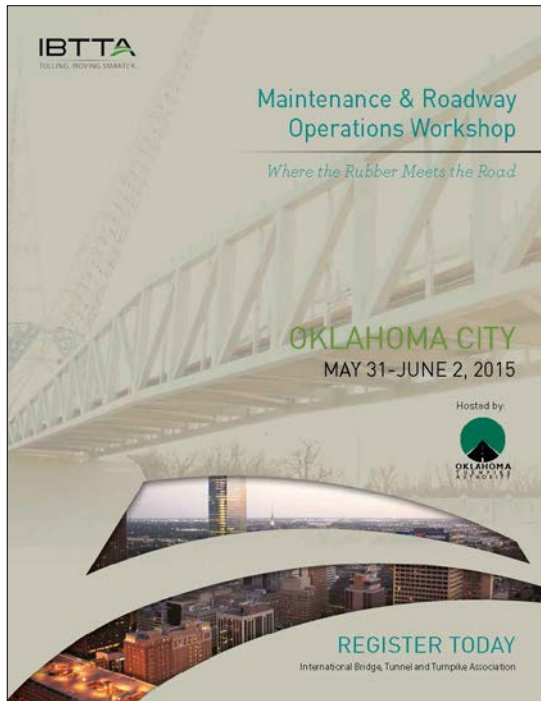
Human Resources Focus

November 10

Autonomous & Connected
Vehicles

*All webinars are scheduled for 11:00am Eastern time, unless otherwise posted.
Additional information will be posted at www.ibtta.org/webinars

Upcoming Meetings



Maintenance & Roadway
Operations Workshop and
Annual Service Project
May 31-June 2| Oklahoma City, OK
www.ibtta.org/oklahomacity

HOST



Upcoming meetings

**IBTTA Maintenance & Roadway
Operations Workshop**
May 31- June 2 | Oklahoma City, OK
www.ibtta.org/oklahomacity
Registration Open

**Summit on All-Electronic Tolling,
Managed Lanes & Interoperability**
July 12-14 | Miami, FL
www.ibtta.org/miami
Registration Open

*2017 Conference Ideas Roundtable
precedes the above meeting, on July 11,
same location.

IBTTA 83rd Annual Meeting & Exhibition
August 30-September 2 | Dublin, Ireland
www.ibtta.org/dublin
Registration Opening soon.

**IBTTA New Media, Communications &
Human Resources Workshop**
October 18-20 | Cleveland, OH
www.ibtta.org/cleveland
Call for Presentations coming soon!

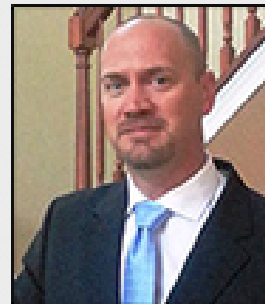
Professional Development Hours & Logistics for Today

- Professional Development certificate: email kdavis@ibtta.org
- Two presenters
- Submit Questions via the Q&A Pod
- We'll be done by Noon
- Slides and audio will be on the website in the next few days. www.ibtta.org/webinars

Our Experts

MODERATOR

JIM WILSON
Senior Vice President
TransCore, LP

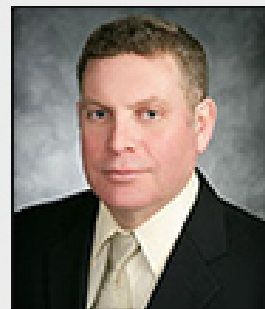


PANELISTS

CORY GREENE, P.E., PTOE
Technical Manager II
Michael Baker Engineering



TIM SCANLON, P.E.
Director
Traffic Engineering and Operations
Pennsylvania Turnpike Commission



Interagency Emergency Operations Support: Lessons Learned



Tim Scanlon, P.E.

Director
PTC Traffic Engineering and Operations



Cory Greene, P.E., PTOE

Technical Manager II
Michael Baker International



Agenda

Event Background

Planning and Logistics

Deployment

Execution

Return Trip

Lessons Learned



Event Background

News coverage of the storm



Epic snowstorm on track to set a record in Buffalo

By: Doyle Rice, USA TODAY 8:48 a.m. EST
November 20, 2014



Buffalo, Western New York Buried by Another
Wave of Snow

PA Turnpike Commission- Media Alert

Pa. Turnpike Assisting With Snow Removal
Effort in Buffalo, New York

The New York Times

Snow Piles Up in Buffalo Area, With
More Expected; at Least 7 Die
By JEFF Z. KLEIN and MARC NOV. 19,
2014



The Science of the Storm



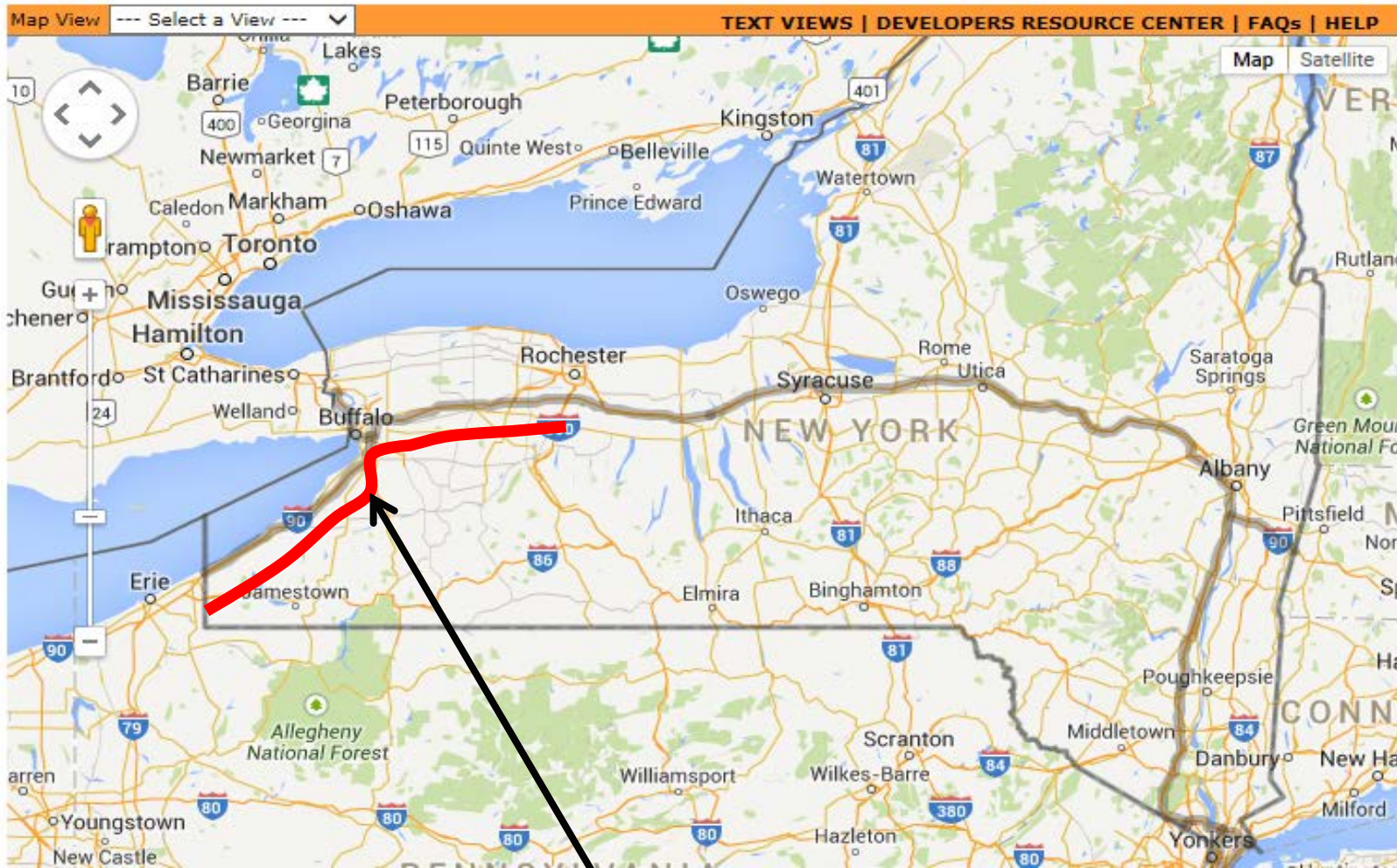
Weather Map

Storm Details

- The **November 13–21, 2014 North American winter storm**, given the code name ***Knife*** by local governments, impacted several counties around Buffalo, New York.
- Snowfall totals were in the 5–7 foot range
- Maximum snowfall was 88” in Cowlesville, NY
- *At least fourteen died as a result of this storm*
- The New York State Thruway became impassable and many motorists became trapped
- Buffalo Bills had to relocate game to Detroit’s Ford Field



Buffalo, NY: Super Storm



A 132-mile section of the New York State Thruway (Interstate 90) from exits 46 through 61 was forced to shut down for several days.





Planning & Logistics

The photo that started it all....



8:00 AM - Wednesday November 18, 2014

Wednesday November 18, 2014

- 8:00 AM - PTC CEO contacts COO
 - COO contacts Director of Traffic Engineering & Operations
 - Director contacts New York State Thruway Authority (NYSTA)
- 8:30 AM - NYSTA Director, Ted Nadratowski, asks, “How soon can you get here?”

Pennsylvania Turnpike Commission (PTC) has 5 loader mounted SnoGo blowers and one OshKosh self propelled blower.



ACTUAL EVENT TIMELINE

Wednesday November 18, 2014

- 9:00 AM - PTC begins coordinating employees and equipment for deployment
 - Pennsylvania does not typically get snow in November, therefore lending employees and equipment was not a problem
 - During the months of December – February would have been a different situation
-

FIRST PROBLEM

- PTC has 5 lowboy trailers, but not all of the trailers are long enough to haul a loader with the blower attachment

SOLUTION ...

- Take 5 lowboy trailers and one dump truck with beaver tail trailer
- Contact PennDOT for their assistance with 4 low boy trailers

ACTUAL EVENT TIMELINE

Wednesday November 18, 2014

- 10:00 AM – Equipment problem is solved by utilizing PennDOT trailers
 - Next step is to determine what employees can be deployed
 - Cory Greene offers assistance as the incident commander for PTC because he is originally from Western New York
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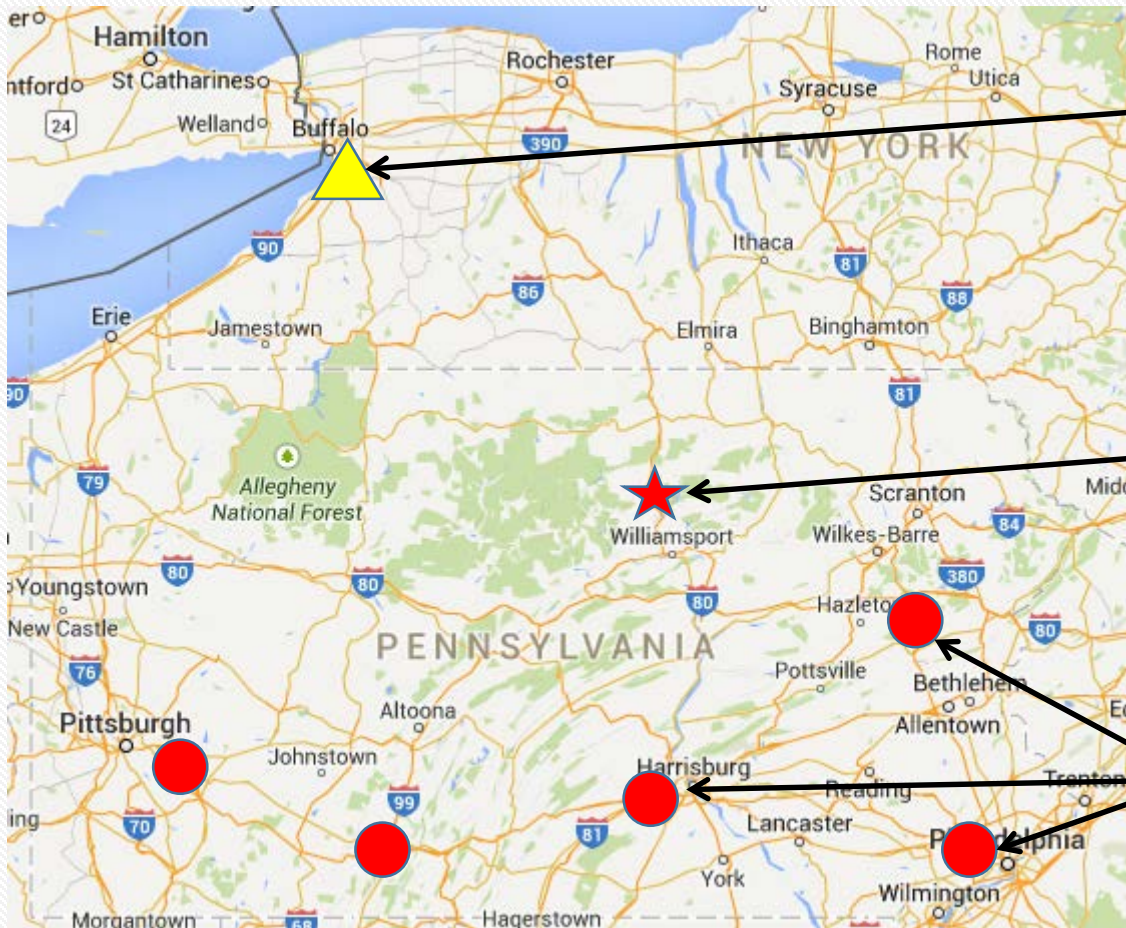
SECOND PROBLEM

- How to coordinate the deployment of 14 equipment operators, 2 mechanics, 1 incident commander, 2 field operations supervisors and 1 equipment manager and PennDOT employees

SOLUTION ...

- Choose a rendezvous point and convoy team to New York

ACTUAL EVENT TIMELINE



Destination

Rendezvous Point

PTC & PennDOT
Equipment locations

ACTUAL EVENT TIMELINE

Wednesday November 18, 2014

- 10:30 AM – 4:00 PM – planning efforts continue throughout the day
 - Multiple phone conversations with NYSTA regarding contact information,
 - How to purchase food, fuel and lodging along the way and once arrive in New York – Employee PCards
 - Union employees scheduling and seniority was a challenge to coordinate
-

THIRD PROBLEM

- Convoy needed to travel along New York State Thruway to get to Buffalo, the thruway was closed and it was still snowing

SOLUTION ...

- Take a dump truck with a plow to lead the caravan to plow snow along the way (if needed) to get the convoy through to destination



Deployment

DEPLOYMENT TIMELINE

Wednesday November 18, 2014

- 3:30 PM – PTC and PennDOT employees begin loading equipment
 - 5:00 PM – Cory Greene departs to Buffalo
 - 11:30 PM – Convoy meets north of Williamsport, PA
-

FOURTH PROBLEM

- Caravan needed to fuel trucks along the way ... Will fuel stations be open that late at night? Are fuel stations large enough to accommodate the size of the convoy?

SOLUTION ...

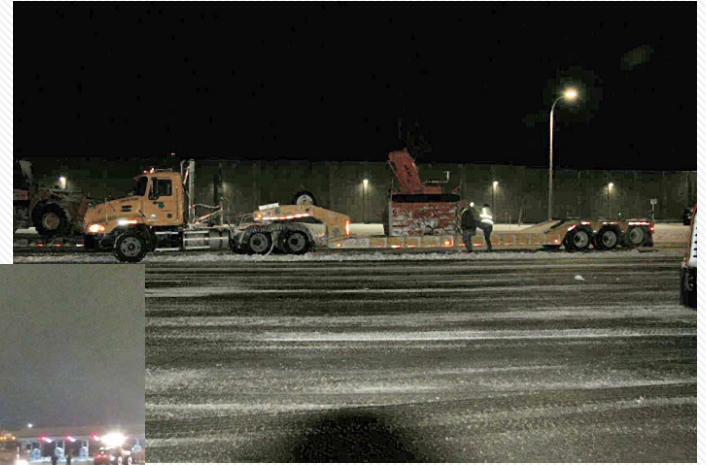
- Contact last fuel station in Pennsylvania and asked them to stay open later at night to accommodate convoy.

DEPLOYMENT TIMELINE

Thursday November 19, 2014

- 12:00 AM – Cory Greene arrives in Buffalo, contacts NYSTA Buffalo Maintenance Superintendent
- 4:00 AM – Cory communicates with convoy to determine location and approximate arrival time
- 5:00 AM – PTC & PennDOT convoy arrives in Buffalo and begins unloading
 - Had to find an area large enough to unload equipment
 - Had to blow an area large enough to park lowboy trailers
 - Temperatures was 18 degrees
- 6:00 AM – Equipment is unloaded and ready to begin work
 - Half of the crew begins work
 - Remaining half of crew is taken to hotel to get rest
 - Employees are going on 24 hours of straight work ...

DEPLOYMENT TIMELINE





Execution

NEW YORK STATE THRUWAY



I-90 Westbound @ Exit 55

NEW YORK STATE THRUWAY



I-90 Westbound @ Exit 55



NEW YORK STATE THRUWAY



What 7' of snow looks like ...

Daytime Operations



DAYTIME OPERATIONS



Uncovering a Toyota Prius ...

DAYTIME OPERATIONS



DAYTIME OPERATIONS



EXECUTION

Thursday November 19, 2014

- 11:00 AM – First shift of operators were taken out of the blowers and replaced with fresh crew
 - Rotated mechanics – 1 for each shift
- 2:30 PM – Cory Greene arrives at Buffalo NYS Thruway Operations Center to meet NYSTA employees and coordinate operations
 - Had to provide NYSTA a list of equipment numbers
- 7:00 PM – Second shift of operators replaced with first shift
 - We learned that 8 hours was too short for shift changes, was not enough time to get operators switched out, food and rest.
 - Moved towards 10-12 hour shifts. Union rules also played a factor in shift times, schedules, etc.

EXECUTION

Friday November 20, 2014

- 12:00 AM – 5:00 PM – blowers continue to clear roadway
 - Constant communications throughout the night between PTC and NYSTA regarding progress and location of blowers
- 12:00 PM – Governor Cuomo announces roadway will re-open at 3:00 PM
 - Governor made announcements from Buffalo Maintenance Shed, which further complicated operations in and out of the area



CHALLENGES

- Snow was wet and heavy and chutes were plugging up
 - In locations where wide open, side discharge was used
 - Some locations with noise walls, dump trucks drove next to blowers
- There were plow trains, police escorts, national guard, contractors dump trucks and PTC equipment all on the roadway made for difficult operations
 - Because the roadway was closed, vehicles were allowed to drive the opposite direction, made things more challenging
- Very few restaurants, gas stations and stores open
 - Refueling and getting food was a challenge
 - Buffalo Maintenance fuel truck broke down and they did not get fuel delivery as expected
- PTC IT Department did an update which wiped out emails on smart phones
- Governor re-opened announced roadway opening – had to get equipment off the road by 3:00 PM



Return trip

HEADING HOME

PROBLEM

- PennDOT assisted in delivery of PTC equipment
- Needed to coordinate the return of PennDOT lowboys to get equipment home
- Spent a lot of time trying to figure out when mission would be complete and when PennDOT could return
 - PennDOT could not return until Monday morning

SOLUTION ...

- Utilize PTC trucks and trailer already in Buffalo and make two trips to get equipment back to Pennsylvania by Sunday





Lessons Learned

Lessons Learned

- Did not coordinate with PEMA soon enough
 - Supposed to fill out a REQ-A form
- Have enough equipment and employees to be self sufficient
- Take a list of equipment with license plate numbers and list of employees with phone numbers
- Have one point of contact for mission (incident commander)
- Identify staging area large enough ahead of time is important
- Having extra vehicles available to shuttle operators back and forth to/from the hotel

Lessons Learned

- Having someone familiar with area is helpful
- New York Thruway Authority personnel programmed PTC radio frequency into their portables
 - This helped with communication between New York Thruway and PTC Personnel
- Performed After Action Review upon return within PTC
- Mobile to Mobile communication worked well
- There was good communication and knowledge transfer between employees
- Having Tri Axle Dump Trucks available to help with snow removal

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Questions?

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