Snow, Ice, and Water Everywhere –
The Development of an Emergency Transportation Operations (ETO) Plan for Wisconsin

2009 Conference on Transportation Operations for Planned and Unplanned Events
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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

June 2008
• Wisconsin Flooding
  Emergency Transportation Operations (ETO) Plan
Evacuation Planning (2007-present)

**Northwest**
- Eau Claire - 2010

**Northeast**
- Green Bay - 2009
- Appleton - 2009
- Oshkosh - 2009

**Southwest**
- Madison - 2009
- Janesville - 2010
- La Crosse - 2010

**Southeast**
- Milwaukee - 2008
- Waukesha - 2009
- Kenosha - 2010
- Racine - 2010
- West Allis - 2009
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 snowice removal operations are expected to resume on or about __________ (day/date).

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

From Previous Page - Initiate Internal WisDOT Regional Incident Command / Response

DSP (Trooper) Contacts Regional DSP Management

RMC Contacts DTSD Regional Duty Officer

DSP Management and DTSD Regional Duty Officer Establishes Internal WisDOT Regional Unified Command and Identifies Internal WisDOT

Incident/Event Occurs

LOCAL (SCENE ONLY) INCIDENT COMMAND / RESPONSE

Response and Escalation Processes
ETO Plan Integration

**PROGRAM**

- 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

**RESPONSE**

- Detection
- Threat Assessment
- Activation
- Response
- Recovery and Reimbursement
- Performance Review
- Training
- Inventory and Needs
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
- Will utilize a facilitated tabletop exercise 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?

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