INTERNATIONAL BRIDGE, TUNNEL AND TURNPIKE ASSOCIATION

INTERAGENCY EMERGENCY OPERATIONS SUPPORT

2015 WEBINAR SERIES
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
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
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• Two presenters
• Submit Questions via the Q&A Pod
• We’ll be done by Noon
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Our Experts

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PANELISTS

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Pennsylvania Turnpike Commission
Interagency Emergency Operations Support: Lessons Learned
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

LAKE-EFFECT SNOW TOTALS SINCE MON PM

Buffalo

50 - 70"

Hamburg

30 - 50"

Dunkirk

24 - 30"

NY
• 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.
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.
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

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

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
Questions?

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