

# Annual Report - FY 2013



*“A Regional Multi-Sector Working Group  
in Partnership with States to Expedite  
Community & Economic Resilience”*

March 2014

## MULTI-STATE FLEET RESPONSE WORKING GROUP

Expediting safe and effective power and supply chain restoration of critical infrastructure to support community and business resilience.



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## INTRODUCTION

It has been an honor and a pleasure to serve as the chair of this very dynamic Multi-state Fleet Response Working Group. I have never been a part of such a results oriented group of people before and it energizes the private sector to see this partnership with states developing in a tangible meaningful way. The trust that has been developed amongst the participants has been inspiring.

Last year in January 2013, this Working Group set out to accomplish several specific goals that seemed a bit aggressive. Working together with state advisors and private sector companies, this Working Group along with its Executive Steering Committee and subcommittee's accomplished these goals along with several others that were established along the way.

The results produced from this Working Group have had positive impacts on the Canadian/U.S. border crossing for all utility fleets; engaged states and private sector operations people in joint planning for an annual exercise each year (CATEX 2013/2014); produced education and training products to create a mutual understanding of the fleet movement issues and better manage expectations in the public/private sectors; and formed valuable trusted partnerships that lead to the sharing of important operational data to expedite power restoration efforts for the snow/ice storms in late 2013 and early 2014 that impacted 18 states across the eastern United States.

This Working Group is a rare occurrence and should be recognized as an example of how public and private sectors can work together to quickly produce operational results when the right integrated planning framework is provided.

On behalf of all of the members of the Executive Steering Committee, I would like to express our appreciation for the support this Working Group has received from the states, the private sector companies, the trade associations, and the federal agencies who have all participated in the Working Group's activities this past year.

Going forward, I am excited about the opportunities in front of us for 2014. I look forward to our continued partnerships, and I anticipate that there will be new challenges ahead. Thank you again for your interest and support.

### John L. Shaner

Chair, Multi-State Fleet Response Working Group  
 Emergency Management Manager NERC  
 PHI Service Company





# EXECUTIVE SUMMARY

In the aftermath of Hurricane SANDY, the Multi-State Fleet Response Working Group was established at the recommendation of the All Hazards Consortium as an independent entity guided by private sector representatives from multiple sectors and states. The purpose of this Working Group is to support efforts and organizations that can help expedite the movement of private sector repair and supply line fleets and resources across multiple state borders in response to both major disasters and day-to-day disruptions.

## INTEGRATED PLANNING FRAMEWORK

With government serving as advisors, the private sector quickly organized an Integrated Planning Framework that was inclusive of government representatives from states and major urban areas. The Regional Integrated Planning Framework provided a unique “shared governance” structure that allowed for joint planning, education, exercises and solutions to be developed at unprecedented speed.



Reference:

<http://www.youtube.com/playlist?list=PLEXjR48sZXEKSH9WTxwUMP8lgmS3Ogmw>

Over the past 12 months, working together with states, the Working Group has achieved several of their short-term objectives and developed:

- An approved Working Group charter
- An annual work plan for 2013
- A Working Group informational website
- A private sector information sharing portal
- Training and education products
- An annual exercise series with states called CATEX
- An E-ZPass Commercial Account Guidebook Report
- An E-ZPass toll collection pilot
- An Expedited Canadian/U.S. Border Crossing Process
- Weekly analyzed social media monitoring reports for improved planning and operational decisions
- “Secure Identity” information sharing pilot using the PIV-I Standard used by 40+ million users worldwide
- The Regional Fleet Movement Coordination Initiative

## CANADIAN / U.S. BORDER CROSSING

One of the early successes of some of the Working Group’s members was the successful development of an improved Canadian / U.S. border crossing process which lowered the delays at the border for incoming electric utility fleets dramatically. Working with the Canadian and U.S. border authorities, this process and related guidance documents will have a long-term impact on expediting power restoration efforts in the U.S.





# EXECUTIVE SUMMARY

## CATEX 2013 ANNUAL EXERCISE

Most notably, working with the states this Working Group produced the first of a series of exercises focused on expediting power and supply chain restoration throughout the Mid-Atlantic and Northeast regions. This exercise series, called CATEX, will be conducted over the next four years and focus on a nine state geographic footprint that includes multiple sectors from the private sector. CATEX 2013 focused on expediting the movement of private sector resources and power utility fleets across state lines along with the other components that include education and training; integrated planning via Working Groups; and joint development of data sharing products to improve situational awareness and decision-making. Future CATEX exercises will add the food and fuel sectors and focus on integrating with existing government and/or private sector exercises using sector specific exercises "modules" developed through the Integrated Planning Framework.

The CATEX exercise series was designed to produce operational products that could be utilized within six months. This was an aggressive goal for the states and private sector companies to undertake. After months of planning, an opportunity emerged to provide private sector fleet movement data to states in order for states to provide guidance on fleet movement choke points like toll/weigh stations, restricted roadways, receiving copies of declarations, and receiving any additional state specific guidance. This process evolved into the Regional Fleet Movement Coordination Initiative, now a new operational process being used by the electric sector with states to expedite power restoration efforts in the Central and Eastern U.S.

Reference:

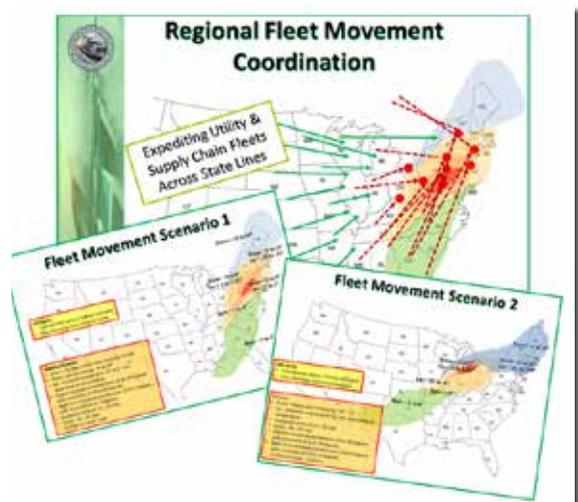
<http://www.youtube.com/playlist?list=PLEXjtR48sZXFowKv4Pqx-j9qzckHR5-qb>

## REGIONAL FLEET MOVEMENT COORDINATION INITIATIVE

The Regional Fleet Movement Coordination Initiative was the result of an aggressive goal to share information faster between states and the electric sector in order to expedite power restoration efforts across a wide region.

Conceived in March 2013, drafted in June, exercised in October, this Fleet Movement Coordination Initiative went operational in November 2013 with a multi-state conference call. In the end, 18 states were engaged to support the electric sector's fleet movement from the East Coast to the Central U.S. in response to ice storms impacting Texas, Arkansas, and Oklahoma. Based upon feedback from the private sector, the process was refined and re-activated in early February 2014 via an email process with the states. This proved to be far more effective and timely. The email process allowed government to mobilize information very quickly and provide it to the private sector across 16 states in 12 hours.

Although in its early stages, this new public/private process for expediting power restoration is well underway and maturing every month. Over the next 12 months, this initiative will develop a national network of public and private stakeholders that can work together to address potential choke points for the private sector in order to expedite power, supply chain and critical infrastructure restoration.



Reference:

<http://www.youtube.com/playlist?list=PLEXjtR48sZXHXU9a2uKuDYH9LkZjniuFU>



# EXECUTIVE SUMMARY

## NATIONAL RECOGNITION

The efforts of the Working Group has been recognized across the country as a growing example of how government and private sector can work together to solve operational issues. Leadership from this Working Group met many times with federal leaders at FEMA, U.S. Department of Energy, and representatives from the White House.

In summary, the efforts and commitment of the state and local government advisors with the private sector representatives is what has caused this Working Group to flourish. By creating an environment for operators in government and the private sector to both plan and create solutions together, this Working Group has used a proven integrated planning process to create a sustainable business model that is owned and operated by the private sector but equally shared with state and local government. The sustainment strategy is sound and will survive the usual turnover in government brought about by elections, fiscal realignments, shifting grants program, and other unintended disruptions.

Going forward, the Multi-State Fleet Response Working Group will be focusing on maturing its programs, partnerships, and operational products in order to address its core mission more efficiently and effectively.



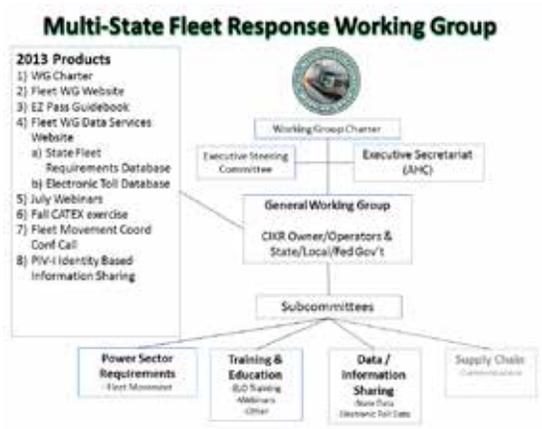
In addition, the results of the information sharing activities from this Working Group were recognized in the Annual Report to Congress by the ISE (Information Sharing Environment) organization and will be featured in the upcoming National Preparedness Report to the president from FEMA in 2014.



# ABOUT FLEET WORKING GROUP

The Multi-State Fleet Response Working Group is a private sector guided, public/private working group focused on supporting any efforts and organizations that can help expedite the movement of private sector repair and supply chain fleet and resources across multiple state borders in response to disasters.

- Members of this Working Group focus on important operational efforts to expedite the restoration of power, supply chains and other critical infrastructures that businesses and communities rely upon (e.g. power, fuel, water, food, shelter, communications, transportation, etc...)
- The Working Group uses a proven "system" developed by the All Hazards Consortium to support joint public/private "integrated" planning, education & training, joint information sharing, and annual exercises to improve power restoration efforts and supply chain resiliency
- The Working Group's vision is to produce expedited, safe and effective restoration of power, supply chain and critical infrastructure to support community, business and economic resilience



## BENEFITS:

There are many benefits realized by both the public and private sectors. During the initial integrated planning meetings in 2012, it became very obvious that sustained communications was critical to build trust and achieve common objectives. Since both government and the private sector are in the "same boat" in the eyes of the public, any disaster's impact and response efforts are shared by both. They stand and fall together many times when they don't work together.

## PRIVATE SECTOR BENEFITS:

- Sustained communications with government operations personnel
- Improved multi-state fleet & resource movement
- Improved operational coordination with state government
- Access to a central repository of state information related to fleet movement
- Building operational relationships with state and local government in a safe environment
- Reduced operational costs
- Working with state and local government as partners
- Working with other companies and major trade associations already engaged in this process
- Ongoing requirements/solution development

## GOVERNMENT BENEFITS:

- Sustained communications with private sector operations personnel
- Serve as advisors to the private sector to resolve common planning & operational issues together
- Expedited power and supply chain restoration in a safe and legal way
- Improved understanding of fleet movement related issues in the private sector
- Building key relationships with private sector operational leadership
- Participating in joint planning efforts with private sector lifeline sector owner and operators of critical infrastructure
- Joining other states and urban areas that have been involved in this process for years



# ABOUT THE LEADERSHIP

## EXECUTIVE STEERING COMMITTEE

The Executive Steering Committee (ESC) of the Multi-State Fleet Response Working Group provides overall direction for all Working Group related matters and activities. Comprised of private sector members, and working with state/local government advisors, the ESC serves as the governing body for all of the Working Group committees and initiatives. Members of this group include:

## PRIVATE SECTOR ESC MEMBERS

- Bob Schomber, (Retired) Florida Power & Light Co.
- Cherrie Black, Idaho National Labs
- Jeffrey Dell, Bank of America
- Jim Caverly, Retired, DHS Infrastructure Protection
- Jim Nowak, American Electric Power
- John Shaner, PEPCO Holdings Inc. (PHI)
- Meg D'Astolfo, Verizon Operations
- Scott Smith, Southeastern Electric Exchange

## STATE ADVISORS

- Bruce Kuhn, PA Emergency Management
- David Gruber, TX State Health Department
- Joe Picciano, New Jersey Homeland Security & Preparedness
- Mike McAllister, Virginia Office of Veterans Affairs & Homeland Security
- Duane Stafford, Virginia Office of Veterans Affairs & Homeland Security
- Brandon Smith, Virginia Office of Veterans Affairs & Homeland Security
- Steve Emanuel, New Jersey Office of Information Technology
- Steve Gutkin, New Jersey Office of Homeland Security & Preparedness

- Matt Kemnitz, North Carolina Office Emergency Management
- Chris Geldart, District of Columbia Emergency Management Agency

## SUB-COMMITTEE - ELECTRIC SECTOR REQUIREMENTS

This sub-committee focuses specifically on the unique requirements of the electric sector. Also comprised of joint private and public representatives, it identifies gaps and needs that both the states and companies agree can be resolved within 12 months and provide operational impact to the private sector. Members of this group include:

- Bob Schomber, Retired, Florida Power & Light
- Chris Eisenbrey, Edison Electric Institute (EEI)
- Gail Royster, Edison Electric Institute (EEI)
- John Shaner, PEPCO Holdings Inc. (PHI)
- Steve Rosenstock, Edison Electric Institute (EEI)
- Steve Gutkin, New Jersey Office Homeland Security & Preparedness

## SUB-COMMITTEE – TRAINING & EDUCATION

This sub-committee was formed during the CATEX 2013 exercise to focus on training of private sector liaison officers who are stationed within an Emergency Operations Center during events. This committee will also work to develop and coordinate education of government and the private sector on specific fleet movement related issues across the nation. This committee is also made up of both private and public representatives. Members of the group include:

- Caryn Bacon, PEPCO Holdings Inc. (PHI)
- Diane Coffin, PPL Electric Utilities
- John Shaner, PEPCO Holdings Inc. (PHI)
- Joseph Murphy, ConEd
- Chris Geldart, District of Columbia Emergency Management Agency



# ABOUT THE LEADERSHIP

## SUB-COMMITTEE – DATA & INFORMATION SHARING

This sub-committee was also formed during the planning for CATEX 2013 exercise. This group focuses on identifying mechanisms and platforms, along with requirements from the private sector, to share data and information for operational purposes. This very active committee plays an important role in the data sharing initiatives being conducted by the Working Group and is also comprised of both private and public sector representatives.

The members include the following:

- Chris Eisenbrey, Edison Electric Institute (EEI)
- Emory Nadeau, Dominion Power
- John Contestabile, Johns Hopkins Applied Physics Lab
- John Shaner, PEPCO Holdings Inc. (PHI)
- Marygrace Parker, I95 Corridor Coalition
- Mike McAllister, Virginia Governor's Office Homeland Security
- Steve Gutkin, New Jersey Office Homeland Security & Preparedness



# 2013 CONFERENCES & MEETINGS



## January 2013

The First Annual Meeting of the Working Group focused on the lessons learned during Hurricane SANDY in late 2012. Cohosted with PECO Energy and the U.S. Department of Energy, this all day meeting provided an important exchange between private sector electric companies and other utilities, with state, local, and federal government leadership on the issues facing the private sector during disasters.

## March 2013

Briefing to Edison Electric Institute's (EEI) Board of Directors and Chief Executives on the newly formed Multi-State Fleet Response Working Group and its role in assisting the electric sector resolve complex regional issues with multiple states regarding expediting of fleet movement across state lines.

## May 2013

A briefing on the Multi-State Fleet Response Working Group was provided to the Edison Electric Institute's (EEI) Fleet Managers Working Group, chaired by Mr. Bob Schomber from Florida Power and Light. This national Working Group focuses on all issues that affect the movement of fleets in the electric sector. This meeting established a closer connection between the Fleet Managers Working Group and the Multi-State Fleet Response Working Group. Later in the year, Mr. Bob Schomber joined the Executive Steering Committee of the Multi-State Fleet Response Working Group. This will provide closer communication and coordination of efforts in the future.

## May 2013

EEI provided a briefing to U.S. Department of Transportation officials on the Multi-State Fleet Response Working Group.

## June 2013

EEI provided a briefing to White House and federal agency officials from U.S. Department of Energy, FEMA, Department of Defense, U.S. Army Corps of Engineers, and the American Red Cross on the Multi-State Fleet Response Working Group.

## July 2013

During the All Hazards Consortium's Annual Board Retreat, the Multi-State Fleet Response Working Group Executive Steering Committee was brought together to discuss several important issues and conduct planning for the following year. The meeting primarily focused on information sharing platforms that could be utilized to share data and information between the states and the electric sector utilities to support expedited power restoration and supply-chain movement.





# 2013 CONFERENCES & MEETINGS

## September 2013

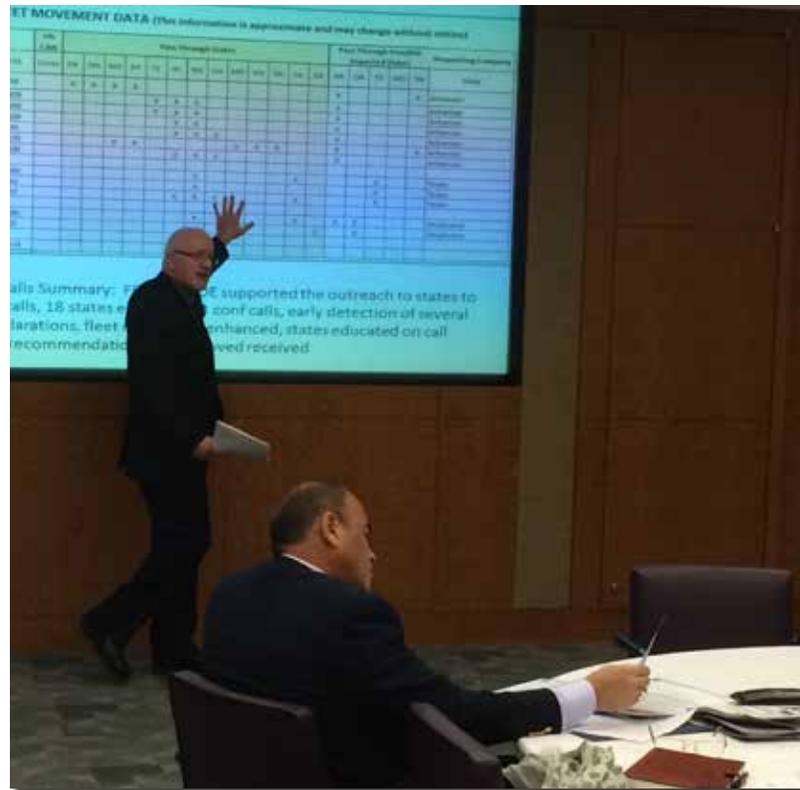
EEL discussed the CATEX annual exercise and the Multi-State Fleet Response Working Group at the Department of Energy's Energy Response Team (ERT) tabletop exercise.

## October 2013

EEL hosted discussions on the E-ZPass Pilot Program with the EEL Mutual Assistance and Emergency Preparedness Executive Committee. The Multi-State Fleet Response Working Group briefed the full EEL Mutual Assistance and Emergency Preparedness Committee on the Working Group, the E-ZPass Pilot, and U.S./Canadian border crossing process.

## October 2013

A briefing on the Multi-State Fleet Response Working Group was provided to Western Energy Institute (WEI), a large multi-state working group that addresses regional mutual aid and information sharing issues amongst utilities in the Western U.S. Over time, WEI will provide closer coordination and communications with the Multi-State Fleet Response Working Group through its private sector relationships in support of national issues and information sharing.



## October 2013

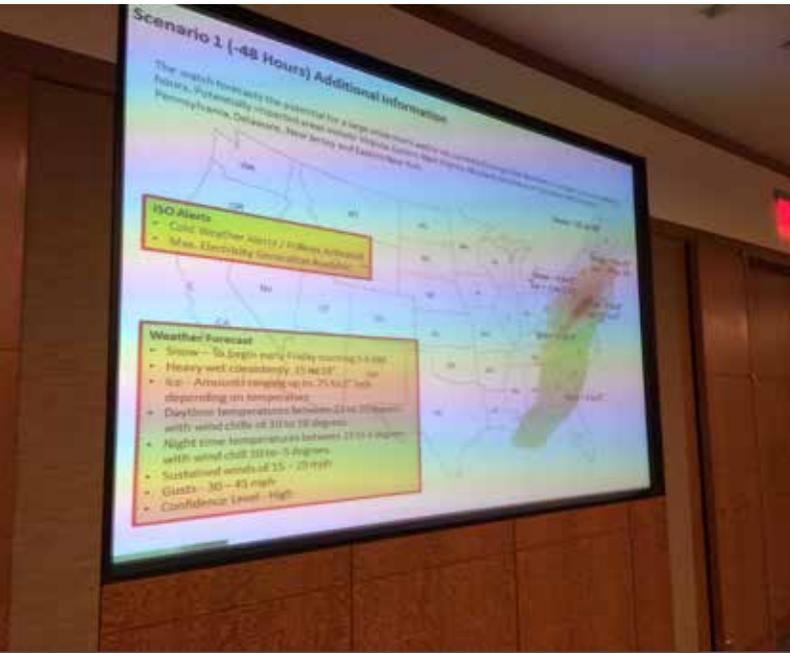
The annual CATEX exercise was conceived by joint planning meetings between states, several major urban areas and the private sector during 2012. It was designed to be a multi-year exercise focused on the East Coast Corridor between Washington, D.C. and New York City, NY. The overall purpose of CATEX is to identify opportunities for the public and private sector to work together to solve complex operational problems that can be implemented within six months and that provide tangible, operational results to both government and the private sector. The exercise will be conducted for four years (2013-2016) and concentrate on top priority issues.

CATEX 2014 is being planned now and will engage several private "sectors" and multiple states on the East Coast in the development of private/public sector exercise modules for tabletop, workshops, and drills to support both private sector and government exercises and further promote integrated planning efforts and partnerships.





# 2013 CONFERENCES & MEETINGS



## November 2013

Members of the Multi-State Fleet Response Working Group met with representatives from the White House National Security Council (NSS) and EEL to discuss the activities and programs impacting power and supply chain restoration, information sharing, joint public/private exercises, overall integrated planning and coordination between the private sector and government.

## November 2013

Representatives from the Multi-State Fleet Response Working Group participated in panel discussions during a November workshop conducted by the U.S. Department of Energy which focused on energy resilience and interdependencies between multiple sectors of the private sector and government. Focusing on lessons learned from Hurricane Sandy and recent events exposed the issues facing government and private sector as it relates to the cascading impacts of power loss and fuel supply chain disruption. This meeting leveraged a growing partnership between the Multi-State Fleet Response Working Group and U.S. Department of Energy and fostered discussions focused on future planning efforts, closer communications, pilot program development and response coordination.

## December 2013

On December 5th, 2013 U.S. Department of Defense (DOD) held the "South SANDY" exercise. The exercise focused on electric power restoration processes and priorities. There were more than 60 participants from DOD, four federal agencies, and seven private sector companies. The exercise was based around a Category 4 hurricane making landfall south of Washington, DC. The hurricane caused extensive flooding and high winds that resulted in widespread catastrophic damage to the electrical infrastructure within the National Capital Region (NCR).

As part of the exercise design, it was recognized that DOD was not familiar with the Multi-State Fleet Response Working Group and was briefed on the Working Group's members, activities, and operational products being produced to expedite power restoration and supply chain movement across the country. In addition there was discussion on the private sector's coordination with the local and state public sector representatives in addressing restoration priorities. Initial recommendations included:

- DOD will leverage existing relationships with local emergency management organizations and power providers
- Establish relationships with local emergency management organizations and power providers where no relationship exists

As part of the Multi-State Fleet Response Working Group mission and the CATEX exercise series objectives, enhancing the public/private partnership is a priority. An opportunity with future DOD exercises is to get their participation in future CATEX exercises that would allow many of their recommendations to be addressed.



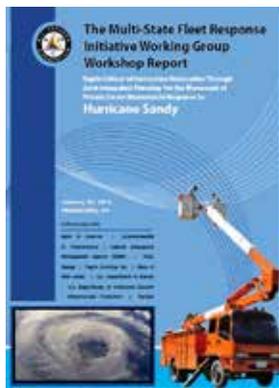


# PROGRAMS AND PRODUCTS

The Multi-State Fleet Response Working Group produced a number of products during 2013 which captured some interesting results and recognition:

## POST HURRICANE SANDY REPORT

In January 2013, the Working Group released its first report produced from their annual workshop held on January 30, 2013 in Philadelphia, PA. This workshop was conducted immediately after Hurricane SANDY impacted the East Coast in late 2012. Representatives from government and the private sector came together to discuss lessons learned and develop an action plan to address some of the operational issues that faced the region.



This first report of the Working Group captured the workshop participants, issues, discussions, lessons learned, best practices, current solutions, outcomes, opportunities and recommendations from the electric and fuel (gas/oil) sectors.

Reference:

<http://www.fleetresponse.org/resources/fleet-wg-reports/>

## WORKING GROUP ANNUAL WORK PLAN

A 2013 Annual Work Plan was produced to help focus the Working Group activities and help shape operational outcomes for specific priorities. The Work Plan identified those activities that can meet the following three priorities set forth by the Working Group and Advisors:

### 1) Simple

Is this objective simple without too many complex parts/people/organizations?

### 2) Operational benefit

Will this activity yield an operational benefit to the private sector?

### 3) Accomplishable within 6-12 months

Can some result be accomplished within 6 to 12 months?

If a recommended activity or project complies with these three priorities, then the Working Group will consider it for addition to the Annual Work Plan.

Reference:

<http://www.fleetresponse.org/home/work-plan/>

## BORDER CROSSING OVERVIEW - U.S./CANADA

Fleet movement also occurs across the United States and Canadian border. During the Derecho storms that impacted the Mid-West and Mid-Atlantic regions in 2012, Canadian resources were used within the U.S. to assist with power restoration. During that event, the electric sector had an opportunity to document a more effective border crossing "guidance process" and then jointly enhanced and approved this with U.S. Customs representatives.



The purpose of the guidance process is to make the Bi-National assistance during an event as expeditious as possible by better preparing utilities workers deployed across the shared U.S./Canada border. The sharing of utility resource does not stop at the state border.

During major events, the need for utilities and supply chain related companies to cross the Canadian border as effectively as possible while maintaining the security of both Canada and the United States is crucial and will always remain a high priority.

By following this new guidance, and using the correct documentation and advance notice, delays at the border can be minimized greatly; from 2 hours down to 20 seconds in some cases. This process does not guarantee entry into the United States and/or Canada. The final entry decision is made by border authorities.



# PROGRAMS AND PRODUCTS

## CATEX ANNUAL EXERCISE SERIES W/MULTIPLE STATES

Conceived in July 2012, the CATEX Annual Exercise series is a multi-year exercise focused on expedited power restoration and supply-chain movement across state lines for response to disasters. Primarily focused on the East Coast, this exercise brings private sector and government together into a year round planning process. Unlike most exercises conducted by government, this exercise series focuses on identifying gaps in policies, procedures, training, and information sharing that can be immediately addressed and tested within six to twelve months. By having a focus on short-term results, this CATEX exercise series has attracted the attention of the private sector and government operations and has provided real world solutions that both have implemented in 2013 and early 2014.

Reference:

<http://www.fleetresponse.org/productsservices/annual-exercise/>

## MULTI-STATE FLEET RESPONSE WORKING GROUP DATA SHARING PORTAL

The Working Group developed a Data Sharing Portal that was designed by private sector operators for operators to use to expedite fleet movement around the U.S. This Data Sharing Portal centralizes both public and private sector information on permits, roadways, resources, weigh stations, commercial motor vehicles and toll roads into a single place for fleet managers to use.



Reference:

<http://www.fleetresponse.org/productsservices/multi-state-movement/>

## EULO TRAINING GUIDE

One of the products produced by the Fleet Response Working Group's Training and Education Sub-Committee was the Electric Utility Liaison Officer (EULO) training guide. Formally referred to as the EULO Position Specific Guide, this document was jointly created to serve as a guide and training aid by familiarizing the reader with the roles and responsibilities of the EULO. In addition, it offers support and guidance to responders and decision-makers by providing checklists and general information, and establishes procedural directives in outlining the flow of information within the government EOC (Emergency Operations Center). It details the main objectives of the EULO in regards to their role and expectations in the EOC, and contains a generic liaison positional checklist to be used during their time in the EOC. This guide is intended to serve as a template for each state and private sector partner and should be modified to include their individual operational flow and expectations. It is recommended that the state and private sector organizations train on their personalized EULO PSG to ensure a general understanding of the document before an emergency or event.

## REGIONAL FLEET MOVEMENT COORDINATION INITIATIVE

Notably the most productive operational initiative undertaken by the Working Group during 2013 was the Regional Fleet Movement Coordination initiative. This initiative resulted from the joint public and private sector planning for the CATEX 2013 annual exercise. Designed to expedite electric sector fleet movement across a wide range of states, this initiative brings together state operation officials along with private sector utility companies to make quick decisions on fleet movement for each state based on data provided by the private sector to the states. This process was activated during the Texas ice storms in Dec 2013 and provided states, federal partners, and the private sector with expedited situational awareness, real-time decision-making, enhanced fleet movement, and early notification of state declarations. In the end, 18 states were involved along with FEMA and the U.S. Department of Energy and produced a rapid decision-making process that supported the private sector's fleet movement from the East Coast into to the Central Texas Region.



# PROGRAMS AND PRODUCTS



## WORKING GROUP INFORMATIONAL WEBSITE

The Working Group produced an informational website to support their national communication objectives to their members and general public.



Reference:

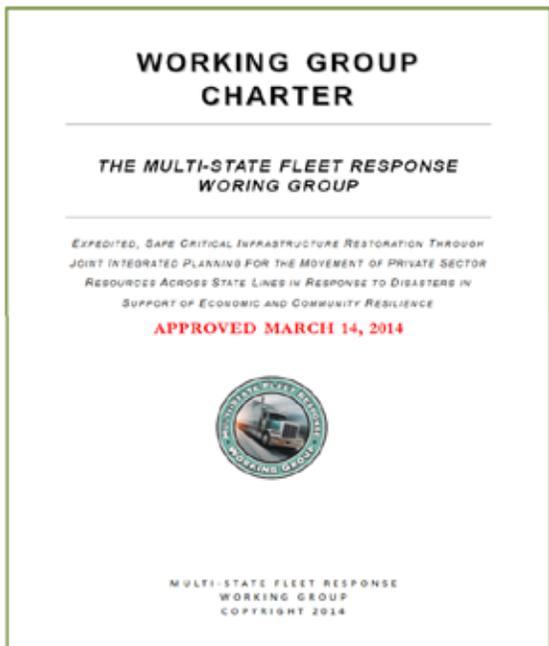
<http://www.fleetresponse.org/resources/fleet-initiatives/>

## WORKING GROUP CHARTER

The Working Group produced its first charter to formalize the governance structure, including the vision, mission, scope, and membership definitions. The Working Group's original charter is being updated for 2014 to reflect the recommendations from the private and public sector.

Reference:

[www.fleetresponse.org](http://www.fleetresponse.org).



## EDUCATIONAL WEBINARS AND TRAINING

The Working Group produced several educational webinars during the course of 2013. These were primarily focused on helping people understand the basics of the mutual aid process, the power grid, and a case study for ConEd in New York City during hurricane SANDY. Additionally the Working Group partnered with the New Jersey/New York Urban Areas to produce a three part webinar series to educate people on the public-private impacts of cascading effects of power outages. All of these educational tools are captured and available for free on the Working Group website. Education is a primary tool to help build a shared perspective which leads to coordinated actions between public and private sectors in their planning, exercises, and response to disasters.

Reference:

<http://www.fleetresponse.org/about-us/charter/>

Reference:

<http://www.fleetresponse.org/resources/education/>



# PROGRAMS AND PRODUCTS

## E-Z PASS COMMERCIAL ACCOUNT GUIDEBOOK REPORT

This report was developed for the private sector to improve their understanding of the E-ZPass Electronic Toll Collection System and how to leverage this during catastrophic events.



Reference:

<http://www.fleetresponse.org/productservices/e-zpass-report/>

## E-Z PASS TOLL COLLECTION PILOT PROJECT



This pilot project is being conducted by the private sector in multiple states to test the use of the E-ZPass Electronic Toll Collection System when being used by "out of E-ZPass region" utility companies. The results from this pilot project will inform the private sector on how to quickly leverage the E-ZPass system to move their trucks and fleets quickly through states that use the EZ-Pass system across the mid-Atlantic and Northeast regions.

## WEEKLY ANALYZED SOCIAL MEDIA REPORTS

As learned during hurricane SANDY, analyzed social media "trends" reports became a valuable actionable information component for emergency responders and public safety officials in their decision-making process to allocate resources that ended up saving lives and property. In partnership with the private sector, these weekly analyzed and actionable social media trending reports are being provided to members of the Multi-State Fleet Response Working Group as part of an information service to help decision-makers who responsible for operational activities.



Reference:

<http://www.fleetresponse.org/productservices/social-media-tools/>





# 2014 OBJECTIVES



## 2014 OBJECTIVES

As the working group enters 2014, it will refine its focus on a few important objectives designed to build on the outcomes of 2013.

### 1. Training and Education

Educating people is at the core of the Working Group's 2014 agenda. 2013 produced a number of operational solutions that serve limited purpose if people don't know what they are, or how to use them, and how they will benefit from them.

### 2. Information Sharing and Technology

Effective and safe fleet movement relies on the coordination between multiple companies and multiple government agencies. At the core of this issue is information sharing. The Working Group will continue to conduct planning meetings, pilot programs, and other initiatives that support 'secure' information sharing for operational purposes. This will include looking at policies, approaches, and technologies that can support and enhance secured information sharing both from the business-to-business and business-to-government perspectives.

### 3. Joint Exercises

Exercises range from small meetings to full-scale activities. The Working Group will focus on tabletop exercises and the creation of sector specific exercise modules going forward. These modules can be utilized by any government or private sector exercise in the future. 2014 will focus on the development of these modules along with increased participation of the private sector in government planned exercises at the regional level.

### 4. Partnerships

Developing key partnerships for each sector will be a priority for this year. These partnerships will help the Working Group better understand operational issues and create potential recommendations and solutions to resolve them. These partnerships will also have existing relationships and activities that can be leveraged and integrated with other Working Group activities. Partnerships can expand the knowledge base, leverage the experiences and investments of others, broaden the planning, and expedite results.

### 5. Sustainment

Sustainment of the Working Group will provide both public and private sectors with a framework to continue the planning, education, exercises, and joint solution development that has been achieved over the past year. Sustaining the Working Group will be a function of many organizations, resources, and focus. A sustainment strategy will provide the roadmap to accomplish this objective.

### 6. Define Short/Mid/Long-term Goals

The Working Group has established an ongoing list of short-term, medium-term and long-term goals & objectives to support its mission for all sectors involved, not just the electric sector who initially took the leading role in its formation. This list is reviewed and updated periodically as situations and best practices emerge from all sectors including energy, transportation, telecommunications, supply chain, retail, finance, etc....:

**Short-term = 6-12 months**

**Medium-term = 12-18 months**

**Long-term = 18+ months**



# 2014 OBJECTIVES

## TOLL STATIONS/ROADS

### Short-Term

- Develop strategy to have utility companies open an online account with E-ZPass and other ETCS systems around the country
- Begin to add vehicle/license plates to these online accounts for use in an emergency that requires movement into those regions
- Develop a pilot project to test the E-ZPass system using companies outside of the normal E-ZPass geographic area of coverage. Companies will open E-ZPass account, load truck information into online E-ZPass account and test going through E-ZPass toll station

### Mid-term

- Work with toll collection agencies to create a special process for out-of-state vehicles/plates for those rare occasions when they must move into their states or regions

### Long-term

- Work with the I95 Corridor Coalition to migrate toll collection systems to video-based systems instead of transponder-based systems

## FUEL, TRIP, AND WEIGH STATION PERMITS

### Short-term

- Explore having utility companies purchase permits regional or within RMAG areas in advance of storm season to use on an 'on-demand' basis
- Explore expansion of North Carolina's NC-Pass system ([www.ncpass.net](http://www.ncpass.net)) for weigh stations

### Mid-term

- Have utilities purchase IFTA stickers for intra-state trucks regionally or within RMAG regions (that are legal to travel inter-state) for fuel, weight and trip permits

### Long-term

- Convert all qualified fleet vehicles to inter-state registered fleet vehicles
- As you design and/or replace fleet vehicles/fleets, design new vehicles/fleets for interstate travel and register them as interstate

## WEIGHT STATIONS

### Short-term

- Develop the Fleet Movement Coordination process with states as part of the Working Group
- Develop a process for the local requesting utility to pass fleet movement information specific to their state onto the regional RMAG and regional fleet movement coordination process
- Understand the administrative impact of convert fleets from intra-state licenses to inter-state licenses
- Understanding convoy size impacts at weigh stations in each state

### Mid-term

- Explore the option of weighing the trucks once and passing the way station reports onto multiple states and weigh stations along their routes by way of a secured data sharing mechanism

### Long-term

- Create a process/policy to exempt service utility vehicles from weigh stations
- Utilize the IFTA sticker concept by coordinating with all states to accept this sticker and/or an equivalent placard on the vehicle



# 2014 OBJECTIVES

## SECURE DATA & INFORMATION SHARING

### Short-term

- Continue to develop the Regional Fleet Movement Coordination process and protocols with states
- Develop a secure, operational process and protocol for the local requesting utilities to share their fleet movement information specific to their state with the Regional Mutual Aid Groups (RMAGs) and the Regional Fleet Movement Coordination participants for a given event

### Mid-term

- Explore requirements and/or develop process and protocols to securely share weigh station information between multiple states and their weigh stations so that trucks get weighed once and do not have to stop at every weigh station along their multi-state fleet movement routes

### Long-term

- Explore requirements and/or create a virtual help/coordination desk to support and coordinate the states and private sector during multi-state fleet movements

Short Term	Mid Term	Long Term
Documentation	Focus on high impact items	Consistency
Contacts		
Notification Process	Best Practices	Best Practices
Coordinate Effort	Coordinated Effort	Coordinated Effort
Sustainable	Sustainable	Sustainable



# 2014 SPECIFIC AREAS OF FOCUS

## 2014 SPECIFIC AREAS OF FOCUS

Most people are not aware of the issues that face fleet movement. As the Working Group works through the items listed below that impact an effective movement of resources, the Working Group will prioritize the items and consider the short term processes/solutions that can work for both government and the private sector with a strategy to work towards sustainable longer term solutions that both private and public sectors can implement and/or support.

Below is a list of the various items the Working Group is exploring with the states:

### Intrastate/Interstate

- What CMV (Commercial Motor Vehicle) regulations does each state follow?
- Has your state adopted the Federal DOT regulations?

### Road Information

- How can we get road closures/conditions information?
- How up-to-date is each state's 511 website information?
- Is there a central place for road closure information?

### CMV (Commercial Motor Vehicle) Designations

- How are your CMVs used in emergency response registered?
- What options do you have on CMV registration?

### Permits

- What permits may be needed?
- How do we purchase permits?
- Can we purchase permits in advance?
- What options do we have around trip/fuel permits?

## CLARIFICATION

Exempt from Hours of Service (HOS) under SAFETEA-LU Section 4132 exempts operators of utility service vehicles from all provisions of 49 CFR Part 39.

### Toll Passes

- Is there a process to get through toll gates quickly for both roads and bridges?
- Where do we find which states have toll roads, bridges, etc.?
- Can an account be created electronically and multiple licenses added?
- What are the toll payment methods?
- What options does private sector have for tolls?

### Logistics

- How can we tell where fuel is available?
- Can we determine locations of hotels?

### State Emergency Declarations

- What is included (exemptions) in state declarations?
- Where can the declarations be found?

### Federal Declarations

- What is included (exemptions) in Federal declarations?
- Where can the declarations be found?

### Road Congestions

- What options do we have for road congestion in metro areas?



# 2014 SPECIFIC AREAS OF FOCUS

## U.S./Canada Border Crossing

- What is the process of crossing the border?
- Is a Passport required?
- U.S./Canadian Border Crossing Guidance

## Non-CMV Roadways

- What roads are non-CMV accessible?
- How do we obtain permission to access these roads?

## Weight Stations

- What type of weight stations are in each state?
- How can we effectively get through weight stations?
- Is there an option to bypass?
- Can Credentialing and Access cards be an option?
- Who can we contact in each state regarding weigh stations?

## Information Availability and Base Line Understanding

- Make information easily available
- Develop consistent Public/Private understanding on each issue





# STAKEHOLDERS, SUPPORTERS & PARTICIPANTS

ACG Systems  
 Alabama Department of Transportation  
 Alabama Emergency Management Association  
 Alaska Department of Transportation Statewide Maintenance & Operations  
 Alaska Homeland Security & Emergency Management  
 All Hazards Consortium  
 American Baker's Association  
 American Electric Power  
 American Petroleum Institute  
 Aramark Foods  
 Argonne National Laboratory  
 Arizona Department Homeland Security  
 Arizona Department of Transportation  
 Arkansas Department of Transportation-Bridge  
 Arkansas Homeland Security  
 AT&T  
 Baltimore Gas & Electric  
 Bank of America  
 BCS, Incorporated  
 BGE  
 C & S Foods  
 California Department of Transportation  
 California Homeland Security  
 Cassidian/EADS  
 Century Link  
 City of Newark  
 Colonial Pipeline Company  
 Colorado Department of Transportation  
 Colorado Homeland Security  
 COMCAST  
 Con Ed  
 Connecticut Bureau of Highway Operations  
 Connecticut Department of Emergency Services and Public Protection  
 Connecticut Division of Emergency Management and Homeland Security  
 Con-Way Trucking  
 Cyveillance  
 Delaware Department of Safety & Homeland Security  
 Delaware Department of Transportation  
 Delaware Office Information Technology  
 Delaware Office of Emergency Management  
 District of Columbia Department of Transportation  
 District of Columbia Homeland Security & Emergency Management Agency  
 Dominion Power  
 Duquesne Light  
 Edison Electric Institute (EEI)  
 Exelon Energy  
 FBI Infraguard - EMP focus  
 FEMA Headquarters  
 FEMA Regions I, II, III, IV, V, VI  
 First Energy  
 Florida Department of Law Enforcement  
 Florida Power & Light (FPL)  
 Florida Turnpike Enterprise Headquarters FDOT  
 Florida Turnpike Mainline Miami-Dade and Broward Counties and the Sawgrass Expressway  
 Georgia Department of Transportation  
 Georgia Emergency Management Agency  
 Georgia Power/Southern Company  
 Global Partners LP  
 Greenline Systems  
 Hawaii Civil Defense Division  
 Hawaii Department of Transportation  
 Hawaii National Guard  
 HDR Inc  
 Hughes Network Systems  
 HydroOne  
 I95 Corridor Coalition  
 Idaho Bureau of Homeland Security  
 Idaho Department of Transportation  
 Idaho National Labs  
 IIF Data Solutions

Illinois Department of Transportation  
 Illinois Emergency Management Agency  
 Indiana Department of Homeland Security  
 Indiana Department of Transportation  
 Indiana Emergency Management  
 Integrity Consulting  
 Iowa Department of Transportation  
 Iowa Homeland Security and Emergency Management Division  
 JCP&L/First Energy  
 Jersey Central Power & Light (JCP&L)  
 Kansas Department of Transportation  
 Kansas Homeland Security  
 Kentucky Highway Administration Department of Transportation  
 Kentucky Office of Homeland Security  
 Louisiana Department of Transportation & Development  
 Louisiana Indiana Department of Transportation  
 Magellan Midstream Partners, L. P.  
 Maine Department of Transportation  
 Maine Emergency Management Agency  
 Maryland Comptroller's Office  
 Maryland Department of Transportation  
 Maryland Emergency Management Administration  
 Maryland Office of Homeland Security  
 Maryland State Police  
 Massachusetts Department of Transportation  
 Massachusetts Homeland Security  
 Michigan Department of Transportation  
 Michigan Office of Operations Administrative Services  
 Michigan State Police  
 Minnesota Department of Transportation  
 Mississippi Department of Transportation  
 Mississippi Emergency Management Agency  
 Mississippi Office of Homeland Security  
 Missouri Department of Transportation  
 Montana Department of Transportation  
 Motorola  
 Mutualink  
 National Association of State Energy Officials  
 National Grid  
 Nebraska Department of Transportation  
 Nebraska Homeland Security  
 Nevada Department of Transportation  
 Nevada Homeland Security  
 New Hampshire Department of Transportation  
 New Jersey Board of Public Utilities  
 New Jersey Department of Transportation  
 New Jersey Motor Trucking Association  
 New Jersey Office Information Technology  
 New Jersey Office of Homeland Security & Preparedness  
 New Jersey Petroleum Council / API  
 New Jersey State Police  
 New Jersey Trucking Association  
 New Mexico Department of Homeland Security & Emergency Management  
 New Mexico Department of Transportation  
 New York City Hall  
 New York Department of Transportation  
 New York Power Authority  
 New York State Bridge Authority  
 New York State Energy Office  
 New York State Office of Counter Terrorism  
 New York State Thruway Authority  
 Newark Office of Emergency Management & Homeland Security  
 Nexight Group  
 North Carolina Department of Transportation  
 North Carolina Division of Emergency Management  
 North Carolina Office of Emergency Management  
 North Dakota Department of Transportation  
 Nuclear Energy Institute  
 Ohio Department of Transportation  
 Ohio Emergency Management Agency  
 Oklahoma Department of Homeland Security  
 Oklahoma Department of Transportation  
 Oklahoma Emergency Management  
 Oregon Department of Transportation  
 Oregon Emergency Management

Oregon Military Department  
 PBF Energy  
 PECO Energy / Exelon  
 Pennsylvania Department of Transportation  
 Pennsylvania Department of Transportation, Bureau of Maintenance and Operations  
 Pennsylvania Emergency Management Agency  
 Pennsylvania Governor's Office of Homeland Security  
 Pennsylvania Public Utility Commission  
 Pennsylvania State Office of Information Technology  
 Pennsylvania State Police  
 Pennsylvania Turnpike Commission  
 Pennsylvania Waste Water Association  
 PEPCO Holdings Inc.  
 Philadelphia Office of Emergency Management  
 Portland General Electric (PGE)  
 Professional & Executive Services, LLC  
 PSE&G  
 QinetiQ North America  
 Questar  
 Research and Development Authority  
 Rhode Island Department of Transportation  
 Rhode Island National Guard  
 Rhode Island Turnpike & Bridge Authority  
 Rice University  
 Skyline Engineering  
 South Carolina Department of Transportation  
 South Carolina Emergency Management  
 South Carolina Law Enforcement Division  
 South Dakota Department of Public Safety  
 South Dakota Department of Transportation  
 Southeastern Electric Exchange, Inc.  
 Southeastern Pennsylvania Regional Task Force  
 Southern Company  
 Sunoco Logistics Partners L.P.  
 TASC  
 Target  
 Tennessee Department of Safety and Homeland Security  
 Tennessee Department of Transportation  
 Tennessee Emergency Management  
 Texas Department of Health  
 Texas Department of Public Safety  
 Texas Department of Transportation  
 The Clearing  
 The Exchange Group  
 The Interoperability Group  
 Transglobal Secure Collaboration Program (TSCP)  
 URS Corporation  
 US Customs and Border Patrol  
 US Department of Defense  
 US Department of Energy  
 US Department of Homeland Security / Infrastructure Protection  
 US Department of Homeland Security / Science and Technology  
 US Department of Transportation / Federal Motor Carrier Safety Administration  
 US Postal Service (UPS)  
 Utah Department of Transportation  
 Utah Rest Areas Department of Transportation  
 Verizon  
 Vermont Department of Transportation  
 Vermont State Police  
 Virginia Department of Emergency Management  
 Virginia Department of Transportation  
 Virginia Office of Veterans Affairs and Homeland Security  
 Wakefern Foods / Shoprite  
 Wal-Mart  
 Washington State Department of Transportation  
 Washington State Military Department - EM Division  
 Wellsboro Electric Company  
 West Virginia Department of Transportation  
 West Virginia Office of Emergency Management  
 West Virginia Office of Military Affairs & Public Safety  
 Western Energy Institute  
 Wisconsin Department of Military Affairs  
 Wisconsin Department of Transportation  
 Wyoming Department of Transportation  
 Wyoming Homeland Security

