

JUNE 2015

MULTI-STATE FLEET RESPONSE  
WORKING GROUP



ANNUAL REPORT  
2014

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# INTRODUCTION

Community and economic resilience is a present and growing objective of companies and government in every corner of the United States.

The Department of Homeland Security (DHS), while being charged with improving the disaster resilience (e.g. preparedness, response and recovery) of the nation's critical infrastructure, must out of necessity work to accomplish this through the individual states that make up the nation, each with their own interests and priorities.

State agencies, driven by their geographic nature and political setting, typically focus on operational issues within their own borders. This approach overlooks the inherent interconnectedness of the country, which the economy and security of the nation depends on. The public sector conducts much of their disaster preparedness, response and recovery efforts without the need to involve the private sector businesses.

Additionally, most of the critical infrastructure that supports our modern society is not confined to single states, and are owned and operated by private businesses. Private sector critical infrastructure does, in many instances, cross multiple states and even national borders. These businesses, in servicing their public and private customers across broad swaths of the nation, conduct much of their business continuity and emergency management efforts without involvement from the public sector.

Yet, as we have seen time and time again with widespread regional disasters that impact multiple states, the need for private and public sectors coordination at the operational level is more important than ever. Operational coordination is critical for the flow of information and effective utilization of resources.

New approaches are needed that, while continuing to respect state and corporate sovereignty, leverage a multi-state regional approach when focused on increasing the resilience of "life-line" critical infrastructure.

It is in this environment and particularly in the aftermath of Hurricane SANDY in 2012, that the Multi-State Fleet Response Working Group (FRWG) was established at the recommendation of the states of the All Hazards Consortium as an independent entity guided by private sector representatives from multiple sectors and state advisers.

While SANDY brought attention to the issue of fleet movement delays, this, along with other issues, go as far back as Katrina if not before. The FRWG, with assistance from the private and public sectors, allows for a coordinated and collaborative effort to address these issues once and for all.

The purpose of the FRWG is to support initiatives and organizations that can help expedite the movement of private sector utility repair and supply line fleets across multiple states in response to both major disasters and day-to-day disruptions.

The FRWG engages operational professionals from multiple sectors including electric, food, fuel, transportation, water, retail, finance, medical, information technology, and telecommunications. Additionally, the FRWG also engages state and local government operations officials in emergency management, transportation, law-enforcement, public health, communications, regulatory, public policy, and the executive branches.

This 2014 report is designed to provide the reader with a summary of the people, activities, exercises, issues, and short, mid, and long-term solutions being developed by this innovative public/private integrated planning working group.

# FRWG VISION

Since its founding in 2013, the FRWG stayed focused on its original vision:

Expedited, safe and effective restoration and resilience of private sector critical lifeline infrastructure and supply chains to support business and community resilience within the United States

Community and economic resilience has been a consistent outcome of this vision.

## 2015 OBJECTIVES

Going forward, the FRWG will focus on the following 2015-2016 objectives:

- Promote Training and Education
  - *Continue developing education/training that supports the integration of disaster management and business continuity*
- Conduct Joint Information Sharing Exercises and Drills
  - *Continue the CATEX annual tabletop exercise/drills and expand to include more states and companies*
- Create New Operational Partnerships
  - *Identify and formalize strategic relationships to support our mission*
- Test Secure Information Sharing & Technology
  - *Complete the development of the "legal trust framework agreement" and expand the secure information sharing process with the private sector*
- Develop Operational Solutions
  - *Continue to refine current solutions and explore new ones*
- Offer Information & Data Services
  - *Continue to create new data partnerships and services*
  - *Explore creation of derivative products that evolve out of the process*
- Expedite Research & Development Transition into Private Sector
  - *Continue to leverage research partnerships with DHS and explore new opportunities to expedite the research transition process with the critical infrastructure owners/operators*
- Develop Long-Term Sustainment Plan
  - *Develop sustainment strategy for the Integrated Planning Framework and working groups*
  - *Evolve the Working Group and subcommittees to ensure their relevance to the stakeholders*
  - *Develop new solutions and services to support operational priorities*
- Continue Defining Short/Mid/Long-Term Goals

In 2014, the FRWG refined its long-term objectives with regards to the development of operational solutions with a policy that was developed to help guide all solutions produced by the FRWG to:

- Be developed with long-term sustainability in mind
- Not require government declarations/waivers
- Provide the ability to move through tolls/weight stations legally
- Expedite the ability to obtain and share critical operational information needed in a disaster
- Utilize and operationalize a FRWG "trust framework" for secure information sharing
- Support the integration of public sector and the private sector lifeline sectors including energy (electric, fuel), telecommunications, transportation, food, water, medical, finance, retail, and the supply chain.

# AREAS OF FOCUS

The FRWG has continued to refine its areas of focus based on member input.

<b>Intrastate/Interstate</b> What CMV regulations does each state follow? Has your state adopted the Federal DOT regulations?	<b>State Emergency Declarations</b> What is included (exemptions) in state declarations? Where can the declarations be found?
<b>Road Information</b> How can we get road closures/conditions information? How up-to-date is the 511 information? Is there a central place for road closures?	<b>Federal Declarations</b> What is included (exemptions) in Federal declarations? Where can the declarations be found?
<b>CMV Designations</b> How are your CMV used in emergency response registered? What options do you have on registration?	<b>Road Congestions</b> What options do we have for road congestion in metro areas?
<b>Permits</b> What permits may be needed? How do you purchase permits? Can you purchase Permits in advance? What options do we have around trip/fuel permits?	<b>US/Canada Border Crossing</b> What is the process of crossing the border? Is a Passport required? Has US and Canadian Customs agree to the process?
<b>Hours of Service Clarification</b> - 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	<b>Non-CMV Roadways, Parkways, &amp; HOV Lanes</b> What roads and/or parkways and HOV lanes are non-CMV accessible? How do we obtain permission to access these roads?
<b>Toll Passes</b> Is there a process to get through toll gates quickly for both roads and bridges? Where do I 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?	<b>Weight Stations</b> 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 (PIV) be an option? Who can we contact in each state?
<b>Logistics</b> How can we tell where fuel is available? Can we determine locations of hotels?	<b>Information Availability and Base Line Understanding</b> Make information easily available Consistent understanding between Public/Private on issues

# OPERATIONAL CASE STUDIES

The FRWG has a history of going operational during disasters and adapting to the ever changing operational needs of the private and public sector during regional disasters. Below are several examples of how the private sector utilized the FRWG during specific large regional storms during 2013, 2014 and 2015.

## December 4, 2013 – Winter Ice Storms

Major ice storms impact Arkansas, Oklahoma and Texas. The FRWG members were involved in:

- Moving electric utility resources from 12 eastern states into central region states
- Private sector was seeking copies of state declarations and guidance from states on routing through/around toll/weight stations, use of restricted roads, and state situational awareness
- Held three coordination conference calls with FRWG, multiple FEMA regions, and 20+ states
- Lessons Learned:
  - FRWGs Fleet Movement Coordination Process was helpful in expediting fleet movement across state lines
  - FEMA proved to be valuable partner in connecting FRWG and states
  - Conference bridge technology problems limited the involvement of both private and public sectors in the process due to poor audio and participant schedule conflicts
- Solution
  - Replaced conference calls with an email based communications process which proved more effective
  - Centralizing information and state guidance within FRWG was helpful to private sector
  - Revised the entire Fleet Movement Coordination Process based on feedback from states and electric sector participants

## January 1-3, 2014 – Winter Storm Hercules

Ice storm threat in Virginia, North Carolina and South Carolina

- Private Sector resource movement was limited and mainly within individual private sector companies
- Some states issued information on operations center activations, declarations and waivers
- Information was electronically distributed to FRWG private and public sector members
- Lessons Learned:
  - More clarity was needed on who initiates the Fleet Movement Coordination Process, who should be involved, how often are emails sent
    - There was no automated process to receive state emails containing information/guidance and immediately disseminate it to FRWG members on 24x7 basis
    - Need to educate broader audience of stakeholders on the Fleet Movement Coordination Process
- Solution:
  - RMAGs (Regional Mutual Assistance Groups) activated the FRWG's Fleet Movement Coordination Process via email requests. FRWG then sent emails to states, collect state email responses and distribute them to FRWG members
  - Developed an educational webinar to educate all participants on process, types of threats and their respective impacts
  - FRWG developed an automated email process designed to receive state email responses and immediately disseminate them to FRWG members on 24x7 basis

## February 11-12, 2014 – Snow/Ice Storms

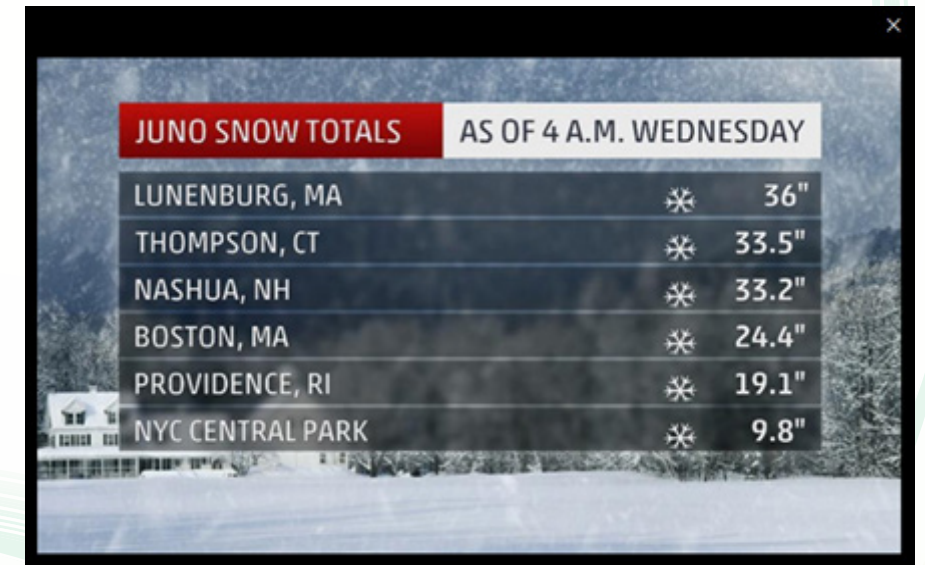
Winter snow and ice storms impact states in South and East Coast

- Private sector resource movement engaged 26 states and multiple FEMA Regions on East Coast
- Some states issued information on EOC (Emergency Operation Center) activations, declarations and waivers
- Information was electronically distributed to private and public sectors via FRWG
- Problems – no template for situational awareness that includes public sector information
- Solution – successfully tested a template and automated process to receive state response and information and immediately disseminate it to FRWG members 24x7
- Develop a template as part of the resource movement that summarizes public sector information

## January 25, 2015 – JUNO

Winter storm JUNO impacted the Northeast (Connecticut, New York, and Massachusetts)

- Private sector resource movement engaged approximately 20 U.S. states, Canada and multiple FEMA Regions
- States issue information on activation, declarations, waivers and road conditions/travel bans.
- Information was electronically distributed to private and public sectors
- Problems – Canada—United States border crossing statement on requiring declaration and a documented RMAG engagement process



- Solutions – Proposed minor word changing to not require a state declaration for the Canada—United States border crossing process
- Worked with RMAG representatives to develop documented engagement process

## February / March 2015 – THOR

Winter storm THOR impacted the South, Midwest, and East during the last weekend of February and the first week of March.

- 16 State engaged on information sharing with RMAGs
- FRWG Information sharing helped private sector move contractors and assets
- The Regional Fleet Movement Coordination process refined to reflect government recommendations
- Fleet Storm-Shots service was created and tested to visually show THOR's real-time, visual impact on critical infrastructure as it moved across the Southeast. Provided early warning information to people in front of the storm's path



## Mid-Atlantic Regional SnapShot (Food, Fuel, Hotel, Pharmacy )

Open Food, Fuel, Hotel  
& Pharmacy Locations

7:30pm, 3/5/2015

[www.weather.com](http://www.weather.com)

Closed Food, Fuel, Hotel & Pharmacy  
Locations

3/5/2015

Learn More At ... [www.fleetopenclosed.org](http://www.fleetopenclosed.org)

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# SIGNIFICANT CONFERENCES & MEETINGS

2014 was a busy year of meetings for the FRWG and its stakeholders. Activities included media releases, speaking at local, regional and national conferences, private meetings with senior public and private sector leadership, and participating and training and exercises around the country. Some of the highlights are mentioned below:

### Jan 2014 – FRWG Annual Meeting in Philadelphia, PA

On Thursday, January 30, 2014 the FRWG held its Third Annual Meeting at the Headquarters of PECO Energy in Philadelphia, PA. This one-day meeting brought together stakeholders from 12 different states, major urban areas and 15 plus utilities from around the region to share information and conduct a tabletop exercise, focusing on the impacts of the new Regional Fleet Movement Coordination Process between multiple states and the electric sector.

### Jan 2014 – EC3 and FRWG Joint Meeting on CATEX 2014 Exercise

On January 19, a meeting was held between the AHC's public and private sector workgroups (e.g. the EC3 and FRWG) to begin planning the CATEX 2014 exercise. Members from the regional states, urban areas and the FRWG came together to discuss the objectives for the 2014 exercise. The electric sector proposed inclusion of the food and fuel sectors and the states recommended to include FEMA Region 2 and 3 states in order to expand the geographic coverage of the exercise. Building upon CATEX 2013, the planning team agreed to focus CATEX 2014 on expediting information sharing for the purpose of resolving operational issues identified in electric, fuel and food sectors.

### April 9, 2014 – Southeast Electric Exchange RMAG Meeting

Representatives from the FRWG attended the Southeastern Electrical Exchange meeting of their Regional Mutual Aid Group. This group is responsible for coordinating mutual assistance between many of the electric sector companies in the Southeast and mid-Atlantic regions. Briefings were provided to the group on the status of the FRWG efforts in planning, solutions being produced, and preparations for the annual CATEX 2014 exercise in the fall. The membership was supportive and planned to participate.

### May 5 – North Atlantic Mutual Assistance Group (NAMAG) Meeting in Atlantic City, NJ

FRWG members attended the 2nd Annual Meeting of the North Atlantic Mutual Aid Group (NAMAG). This meeting was held in Atlantic City, NJ and brought together senior operators from the electric sector companies across the entire Northeast and New England areas. John Shaner, Chair of the FRWG, provided an overall briefing to NAMAG regarding the FRWG's efforts. The NAMAG was impressed with what had been accomplished by working with states on an operations level and wanted to continue the dialog. They also agreed to have representatives participate in the CATEX 2014 exercise and to provide representation on the FRWG.

### May 20 – National Homeland Security Conference

Members of the AHC at FRWG participated in several panel discussions at the 2014 National Homeland Security Conference held in Philadelphia, Pennsylvania. A panel was conducted on Regional Public Private Partnerships by the Department of Homeland Security Infrastructure Protection that featured several organizations, including the FRWG. This panel focused on how Regional Public Private Partnership helps with private/public sector coordination, communications and improving overall critical infrastructure resilience. A second panel was held that focused on how major urban areas communicate and coordinate during disasters like SANDY. This panel included members of the East Coast Corridor Coalition Work Group with their members from the National Capital Region, Philadelphia, Newark/NJ and New York City/NY. This conference provided working group members of the AHC's Integrated Planning Framework a great deal of exposure and created a high level of interest in how public and private sector operations professionals can work together to resolve common issues.

### **May 10 – Delaware E-ZPASS Commercial Account Meeting**

Members of the FRWG met with Delaware State Toll Administration officials and their vendor Transcore that runs Delaware's E-ZPass system. At this meeting a solution was discussed that would allow out-of-region utilities to open a legal commercial Delaware E-ZPass account, upload all of their vehicles into the online account database, and use the E-ZPass lanes as needed for emergency purposes. All agreed on a way forward that would involve joint approvals by the E-ZPass vendor, the State of Delaware officials, and the FRWG members. The process was unique in that it did not require a transponder to be on every truck, based on Delaware's enrollment process. Using this process, companies simply use the E-ZPass lanes in 15 states and keep a placard in every vehicle that has the E-ZPass account number and their company transponder number on it in case it is needed by law enforcement or at toll stations that have swing arms at every gate. This approach in Delaware removes one of the single biggest impediments to fleet movement by allowing out-of-region trucks to come in and out of the E-ZPass region for large emergencies without having to stop at toll stations.

### **June 24, 2014 – Meeting with FEMA Director Craig Fugate**

Representatives from the All Hazards Consortium and the FRWG met with FEMA Director Craig Fugate to brief FEMA executives on the efforts of the state and private sector stakeholders of the FRWG. The meeting focused on a dialog around electric sector issues, the role of liaisons within state operation centers and the sharing of sensitive operational information. In the end, Director Fugate assigned a representative from his office to act as a liaison to FRWG and recommended that several organizations also be briefed on this activity, including the National Governors Association's, Homeland Security Committee and executives from the U.S. Department of Energy. Additionally, Director Fugate offered to have a regional liaison assigned from FEMA Regions I, II, III, IV and VI to the FRWG.

### **July 16 – FEMA II/III Tabletop Exercise in Philadelphia, PA**

Representatives from the All Hazards Consortium and the FRWG participated in a tabletop exercise posted by FEMA Region III in Philadelphia, Pennsylvania. This was an information-sharing exercise that involved multiple sectors included banking and finance, telecommunications, public health, transportation and supply chains. Additionally, this was the first exercise that involved FEMA Regions II and III. This tabletop exercise accomplished some unique objectives by focusing on cross-sector information sharing issues and improving situational awareness and decision-making. This activity also strengthened the relationship between FEMA Regions II and III at the regional level with the private sector who operate critical infrastructure throughout the East Coast.

### **July 31 – EC3 (East Coast Corridor Coalition) Working Group Meeting in D.C.**

A regional meeting of the AHC's public sector East Coast Corridor Coalition (EC3) working group was held in Washington, D.C., at the Emergency Operations Center for the District of Columbia. Hosted by Homeland Security Emergency Management Agency (HSEMA), this meeting brought together emergency management directors from around the region, along with FEMA Region II, Region III and FEMA Headquarters, and senior leadership from the regional urban areas of Baltimore, Washington, Philadelphia, Northern New Jersey and New York City. The purpose of this meeting was to develop a common level of understanding of the Regional Integrated Planning and Governance Framework, the role and products of the FRWG, and the role of the public sector in the private sector's Regional Fleet Movement Coordination Process.

### **August 25 – AHC Board Retreat at EEI**

The Board of Directors for the All Hazards Consortium met for two days of meetings at their Annual Board Summit Meeting in Washington, D.C. at the headquarter offices of Edison Electric Institute (EEI), a national trade association for the publicly traded electric utilities. The 2014 Summit focused on a number of issues, including sustainment of key initiatives, formalizing partnerships, further developing the public/private partnership model and new innovative regional initiatives.

### **September 4 – CATEX Workshop Long Island City, NY**

The 3rd annual CATEX exercise-planning workshop was entitled the "Lifeline Sectors Response Coordination Workshop". This workshop brought together multiple states and cities in the Northeast along with the electric, food, and fuel sector operations professionals to explore the expediting of regional information-sharing to resolve specific sector operational issues as outlined by the private sector. Planning teams were formed into Sector-Focused Working Groups to address each sector's unique operational issues. The workshop identified and confirmed the top operational issues that were faced by each sector during Superstorm SANDY. Following this event, each issue was then explored to determine the people involved, the information-sharing processes used across the region, and essential elements of information needed to resolve the issue or to expedite response efforts surrounding the issue. A workshop report was issued.

### **November 19, 2015 November 24 CATEX 2014 Regional Information Sharing Drill Update**

The All Hazards Consortium, in partnership with the FRWG, the Regional Catastrophic Planning Team of New York, New Jersey, Connecticut and Pennsylvania conducted a regional information-sharing drill/exercise across three states and New York City.

- The exercise had 60 active participants and over 100 observers.
- In addition to the public sector officials, critical infrastructure stakeholders from the electric, fuel and food sectors participated in the exercise.
- Throughout the day, over 30 email injects with multiple questions were sent to the participants.
- Email topics included transportation, waivers and food/fuel supply chain outage impacts.

This virtual drill was conducted via email. All players conducted their normal business day activities at their own locations and received 5-7 emails throughout the day to either reply to or forward to other people for their reply. The drill focused on identifying the people needed to resolve several key operational issues in the electric, fuel and food sectors across the Northeast. The drill also identified regional information sharing processes and organizations that were related to transportation, situational awareness, waivers, declarations and a variety of other public and private sector issues.

Learn more: <http://www.fleetresponse.org/productservices/annual-exercise/catex-2014/>

# CURRENT INITIATIVES

## 1. Applied Operational Research & Expediting Transition to the Private Sector

By integrating the FRWG's owners and operators of the nation's critical infrastructure into research process, researchers can transition solutions into the private sector much faster than through the traditional research process.

Developed in 2013 with DHS Science and Technology, the Applied Operational Research process attracted the interest and resources of the private sector members of the FRWG and produced operational solutions that could be used by multiple sectors immediately. The process was simple:

- 1) Organize sector-focused operational working groups (electric, food & fuel)
- 2) Identify private and public sector operation issues
- 3) Prioritize issues to focus effort and resources
- 4) Research potential short/mid/long-term solutions
- 5) Develop and test solutions
- 6) Evaluate (refine as needed)
- 7) Implement solution
- 8) Identify next issue and repeat process

## 2. Regional Fleet Movement, Operations Support Matrix

A new initiative in 2014, this Operational Support Matrix is being developed jointly by the FRWG and its sister workgroup, the East Coast Corridor Coalition (EC3). Conceived in July 2014, this tool helps organize the public sector at the state/local and federal level in order to better support the private sector request for regional private sector fleet and supply chain movement during disasters.

Additionally, this tool engages FEMA, the U.S. Department of Transportation and multiple states in an effort to organize themselves to support expediting fleet movement through toll stations, weigh stations, commercial motor vehicle restricted roads, expedited declarations and information sharing. This tool will also help to improve overall planning, coordination, and exercises throughout the I-95 Corridor.

## 3. Education of Products

Another key FRWG initiative is to help educate public and private sector stakeholders on the various operational products that have been produced by the FRWG.

At a January 2013 meeting, both public and private sector officials agreed to work together to develop methods to educate people and begin utilizing the products.

This initiative includes the development of additional websites, webinars, online videos and documents to help explain each of the products, how they work, and how they benefit both public and private sector.

To learn more about this education initiative in the product being produced, please visit our website at <http://www.fleetresponse.org/resources/education/>

## 4. NAFA Fleet Movement

The National Association of Fleet Managers (NAFA) is working on an initiative designed to expedite fleet movement through weigh stations along with associated fuel and trip permits. This innovative concept seeks to resolve the issues by exploring an option that would provide visual indication to state weigh station operators, a pre-registration and payment process, and a policy that would provide an operational environment to protect both public and private sectors interests.

This initiative is being supported by the Edison Electric Institute (EEI) and the Fleet Response Working Group (FRWG).

Although it is early stages, this initiative can provide a long-term solution to an operational issue that affects multiple sector that move fleets as part of their supply chain.

## 5. Secure Information Sharing Pilot w/PIV-I

The FRWG has been pushing the envelope on information sharing for two years.

The Regional Secure Information-Sharing Initiative is designed to help secure the sensitive operational information being shared by the private sector with the public sector and protect this information against non-operational use by using a Cyber ID card to verify the identity of the viewers of sensitive information. This Cyber ID card use the Personal Identity Verification – Interoperable (PIV-I) standard for identity management.

The project ran from January 2015 to May 2015 and engaged approximately 50 stakeholders from the private and public sector. Two working groups were formed as part of the pilot. The first working group focused on building the legal agreement that supports a Regional Trust Agreement to share information securely. The second workgroup focused on data access and outlined the permissions of use for both the users and data providers.

All of this leveraged TSCP's PIV-I experience and infrastructure they have developed for the Department of Defense and the aerospace companies that supports digital information sharing to over 50 million users worldwide. Their trust framework policies, procedures, processes and technology work together to provide the "gold standard" for secure information sharing.

To learn more about this initiative please visit their website at [www.tscp.org](http://www.tscp.org)

## 6. Regional Integrated Planning

The [Regional Integrated Planning & Governance Framework](#) was created to provide a legal and operational public/private planning architecture designed to resolve operational issues facing multiple states and regulated utilities in the electric, telecommunications, food and fuel sectors during disasters.

The framework currently supports two regional working groups and an annual regional "corridor" exercise focused on expediting power restoration:

- The public sector's EC3 ([East Coast Corridor Coalition](#)) work group comprised of operations professionals in public sector
- The private sector's [Multi-State Fleet Response](#) work group comprised of operations professionals in private sector "lifeline" sectors (electric, food, fuel, etc.)
- The annual [CATEX](#) information sharing exercise

This planning framework has matured rapidly and produced over a dozen operational products and solutions being utilized today. Members of the FRWG continue to identify and begin to address new issues and refine current solutions on an ongoing basis. This creates enormous value for the FRWG stakeholders.



# TRENDING TOPICS, TECHNOLOGIES & SOLUTIONS

The fleet working group is watching several technologies as they evolve. In 2014, specific initiatives were identified:

## Private/Public Networks & Wireless Data Casting

Enhancing communications between the private and public sector is a key objective of the FRWG. Data casting is an elegant and simple way of using excess wireless bandwidth on the public television station network to transmit voice data or video across a wide region to first responders, utility crews and other essential personnel. The FRWG is monitoring this closely to explore ways to facilitate public/private education and communications in support of disasters. To learn more about datacasting please visit <http://www.ahcusa.org/datacasting.html>

## Second Wave/Second Responder Initiative

The Second Wave, Second Responder initiative is a creative approach to using performers and actors in the response and recovery efforts across the United States. Created in 2013 as part of a FEMA competitive innovative initiative. Second wave, second responder is a concept that would engage the arts in an effort to provide comfort, connection and laughter to victims of natural and man-made disasters. To learn more about second wave, second responder, visit <http://www.ahcusa.org/second-wave.html>

## UAV / Drones

Unmanned Aerial Vehicles, or drones, are a fast growing topic across United States. Although still early in its development, this technological capability is evolving extremely fast and is something to be watched. Members of the Fleet Response Working Group are evaluating this technology for a wide variety of operational and security matters. In 2015 the Fleet Response Working Group will be tracking this technology closely and exploring the uses, processes, providers and policies associated with it.

## CYBER

Cyber threats are continuing to grow. Protecting identities, information and systems is becoming a growing part of every organization. The FRWG and its partners will continue to monitor this topic closely and explore ways to enhance research and development across all of the life-line sectors.

# PARTNERSHIPS

## Edison Electric Institute (EEI)

The FRWG has partnered with EEI in 2013. This partnership focuses on electric sector requirements and the ongoing education and communication process with multiple states during disasters. To learn more about EEI visit [www.eei.org](http://www.eei.org)

## Regional Mutual Assistance Groups

The FRWG works closely with two regional mutual assistance groups: The Southeast Electric Exchange and The North Atlantic Mutual Assistance Group. Members of these groups are on the FRWG Executive Steering Committee. They worked collaboratively with states to promote education and create improved process to better coordinate private sector with regional states during disasters

## CNA

The CNA (Center for Naval Analysis) Corporation has a long history of operational research. Located in Arlington, Virginia, CNA has formed a partnership with the All Hazards Consortium and its Multi-State Fleet Response Working Group to look at operational analysis issues. Although early in its development, this partnership provides great promise in the areas of research and analysis and will bring federal, state, local and private sectors together into key initiatives that will allow solutions to be developed and tested.

This will help to coordinate federal and private sector efforts in several sectors including energy, transportation, telecommunications, health, water and finance.

To learn more about CNA, please visit their website at <http://www.cna.org/>

## Pacific Northwest Economic Region (PNWER)

PNWER has worked with the All Hazards Consortium for many years, and now the Fleet Response Working Group is partnering with PNWER on several key areas focused on building resilience and secure information sharing.

PNWER has a long history of working with public-private partnerships in the Pacific Northwest.

Their partnership with the fleet response working group the leverage PNWER's experience in several key areas including information sharing, situational awareness, cyber security, port and maritime security, and app development.

To learn more about PNWER, please visit their website at <http://www.pnwer.org/>

## All Hazards Emergency Network

Formed in 2014, the All Hazards Emergency Network (AHEN) is a media company that has partnered with the All Hazards Consortium and other organizations in an effort to build broader education and training platforms via the Internet.

With a keen interest in the Multi-State Fleet Response Working Group, AHEN has launched an initiative to create podcast and training material on the topics of resilience and integrated planning. The FRWG represents a best-of-breed in the area of public private partnerships. Through the AHEN partnership, the FRWG is currently conducting interviews as part of a radio show entitled Disaster Resilience In America. This program is being aired on Federal NewsRadio, which is a part of WTOP radio in Washington D.C. These broadcasts will feature key FRWG leaders and other federal, state, local and commercial leaders that talk about resilience.

These interviews are currently posted on [iTunes](https://www.apple.com/itunes/) and on the Federal News Radio website at: <http://www.federalnewsradio.com/?nid=1354&sid=3807324>

## Chicago FIRST

Chicago First is a 501(c)(3) organization that focuses on resilience within the financial sector. Located in Chicago Illinois, Chicago First has sponsored many new organizations around the country and looks at the needs of the finance sector with regards to cyber security, planning, training, education and policy matters.

As part of a memorandum of understanding between the All Hazards Consortium and Chicago First, these two organizations will begin working together in the areas of secure information-sharing and developing programs and initiatives that support the needs of the financial sector.

To learn more about Chicago FIRST, please visit their website at <https://www.chicagofirst.org/>

## I95 Corridor Coalition

The I-95 Corridor Coalition of all partnered with the FRWG on a toll station and issued if initiative that focused on a process to expedite out-of-region fleet's through toll stations that belong to the E-Z Pass Network of which serves 15 states in the Central, mid-Atlantic and Northeast regions of the United States.

The I-95 Corridor Coalition is an alliance of transportation agencies, toll authorities, and related organizations, including public safety, from the State of Maine to the State of Florida, with affiliate members in Canada. The Coalition provides a forum for key decision and policy makers to address transportation management and operations issues of common interest. To learn more about the I95 Corridor Coalition, visit <http://www.i95coalition.org/>

## DHS Science and Technology

The DHS Science and Technology Cyber Security Division (DHS-CSD) partnered with the FRWG and the All Hazards Consortium on a [Regional Secure Information Sharing Pilot Project](#) aimed at enhancing the sharing of sensitive the operational information between critical infrastructure owners and operators in the electric sector with other sectors and states.

DHS-CSD's mission is to contribute to enhancing the security and resilience of the nation's critical information infrastructure and the Internet by (1) developing and delivering new technologies, tools and techniques to enable DHS and the U.S. to defend, mitigate and secure current and future systems, networks and infrastructure against cyberattacks; (2) conduct and support technology transition and (3) lead and coordinate research and development (R&D) among the R&D community which includes department customers, government agencies, the private sector and international partners.

To learn more about the DHS Science and Technology cyber-security directive, please visit their website at <http://www.dhs.gov/science-and-technology/cyber-security-division>




## Trans-Global Secure Collaboration Program


The transit global secure collaboration program partnered with us the FRWG on a [Regional Secure Information Sharing Pilot](#) focused on creating a trust framework for companies and states to share sensitive operational information in support of disaster response.

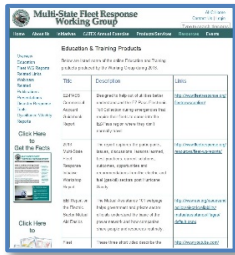
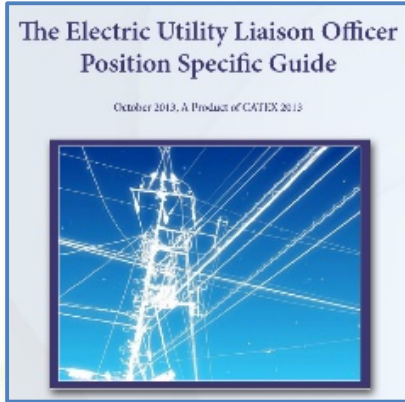
TSCP is a nonprofit organization that focuses more on digital information sharing within the Department of Defense and the aerospace industry. Based in Tysons Corners, Virginia, TSCP operates a global "trust framework" designed to support global digital information sharing and cyber/identity security.



Learn more about TSCP, please visit their website at <http://www.tscp.org/>


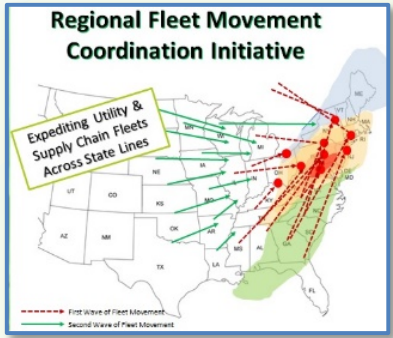
# PRODUCTS AND SERVICES




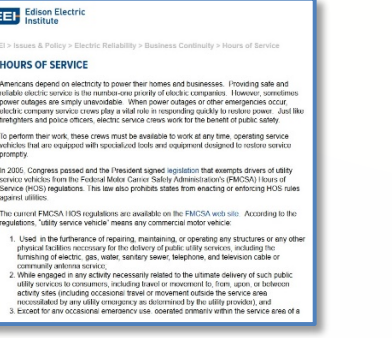

PRODUCT	DESCRIPTION	VALUE TO PUBLIC SECTOR	VALUE TO PRIVATE SECTOR
<p><a href="#">Regional Integrated Planning Framework</a></p> 	<p>A legal, operational planning framework on East Coast that support CATEX annual exercises and two working groups: the EC3 and the Fleet Response working groups</p>	<ul style="list-style-type: none"> <li>Links public/private operational professionals</li> <li>Collaborate across state/FEMA boundaries</li> <li>Sustained access to CIKR owners/operators</li> <li>Address specific operational issues</li> <li>Integrate private sector</li> <li>Trusted operational relationships</li> <li>Aids in relationship sustainment through elections turnover &amp; retirements</li> </ul>	<ul style="list-style-type: none"> <li>Links public/private operational professionals</li> <li>Creates Cross-sector coordination</li> <li>Provides mechanism for coordination w/public sector</li> <li>Produces operational solutions</li> <li>Enhances business continuity</li> <li>Aids in relationship sustainment through elections turnover &amp; retirements</li> </ul>
<p><a href="#">EC3 (East Coast Corridor Coalition) Working Group</a></p> 	<p>A public sector regional working group, comprised of state, urban areas and federal agency operations people, focused on i95 corridor related planning, education, exercises, and information sharing with each other and the private sector lifeline sectors. This group works with the private sector members of the Fleet Response working group on initiatives that help to expedite regional response efforts with utilities and lifeline sector companies.</p>	<ul style="list-style-type: none"> <li>Provides mechanism for multi-jurisdictional planning</li> <li>Access to operational decision makers to assist during disasters</li> <li>Inclusive of federal partners and the private sector</li> <li>Addresses large scale issues and disasters that impact the region's citizens and businesses</li> <li>Communicate with one voice as a region to federal government and private sector</li> <li>Enhances planning, response &amp; recovery activities for economic and community resilience</li> </ul>	<ul style="list-style-type: none"> <li>Provides safe, neutral and trusted access to regional public sector operations professionals</li> <li>Access to operational decision makers to assist during disasters</li> <li>Advisers to help shape and prioritize regional requirements, approaches, initiatives</li> <li>Provides integrated planning opportunity with states/cities</li> <li>Enhances business continuity and economic recovery.</li> </ul>
<p><a href="#">Multi-State Fleet Response Working Group</a></p> 	<p>A private sector guided national working group, comprised of operational professionals in the life-line sectors (e.g. power, transportation, communications, food, water, medical, finance, retail) focused on expediting power and supply chain restoration following disasters. This group works with the public sector guided EC3 Working Group to engage in planning,</p>	<ul style="list-style-type: none"> <li>Provides a mechanism for public sector operational professionals to better understand and address common operational issues</li> <li>Leverages collective experiences and resources</li> <li>Creates solutions that provide operational value to complex regional issues in the electric, food and fuel</li> </ul>	<ul style="list-style-type: none"> <li>Provide cross sector planning and resource coordination</li> <li>Provides a trusted environment and operational framework to work with public sector on complex, multi-state regional operational issues in an expedited manner</li> <li>Helps building a broader understanding of issues facing public</li> </ul>

	education, exercises, information sharing and solution development to address operational issues facing both the public and private sectors.	sectors <ul style="list-style-type: none"> <li>Improves the speed of results &amp; accomplishments</li> <li>Builds trusted relationships with CIKR owners and operators</li> <li>Provides sustainment during turnover from public sector elections and retirements</li> <li>Serves as a mechanism to improve community and economic resilience</li> </ul>	sector. <ul style="list-style-type: none"> <li>Serves as a sustainment mechanism during turnover periods in public and private sector.</li> <li>Produces operational results that impact business</li> <li>Allows private sector to speak to regional public sector issues with one voice</li> </ul>
<p><a href="#">CATEX Annual Exercise/Drill Series</a></p> 	<p>Annual series of public/private tabletop exercises, workshops and information sharing drills focused on solving operational issues in the electric, food and fuel sectors. CATEX 2013 produced the <a href="#">Electric Utility Liaison Officer (EULO) Guide</a> and the <a href="#">Regional Fleet Movement Coordination Process</a> with the electric sectors Regional Mutual Assistance Group to expedite response efforts to power outages on the East Coast.</p> <p>This annual exercise series focuses on expediting power restoration and supply-chain restoration across a broad geographic region in FEMA regions I, II, III, IV, and VI.</p> <p>Focused on planning and information sharing, the CATEX annual exercise series is looking at ways to expedite information sharing on specific operational issues.</p> <p>To learn more about the CATEX exercise please visit: <a href="http://www.fleetresponse.org/products/services/annual-exercise/">http://www.fleetresponse.org/products/services/annual-exercise/</a>.</p>	<ul style="list-style-type: none"> <li>Jointly exercise w/private sector and multiple state and urban areas at regional level</li> <li>Creates a regional planning and exercise framework that cross-cut FEMA regions</li> <li>Expedite power restoration and supply chain resilience</li> <li>Provides annual rhythm for planning, education and exercise with private sector</li> <li>Focuses on identifying, developing and testing operational solutions as part of planning process</li> </ul>	<ul style="list-style-type: none"> <li>Provides annual rhythm for planning, education and exercise with public sector</li> <li>Focuses on identifying, developing and testing operational solutions as part of planning process</li> <li>Engages a region of states in a single exercise</li> <li>Focuses on real world operational issues instead of possible scenarios</li> <li>Produces actionable tools, processes and education</li> </ul>
Joint <a href="#">Education and Training</a> webinars & documents	A number of training and	<ul style="list-style-type: none"> <li>Helps public sector better understand important private</li> </ul>	<ul style="list-style-type: none"> <li>Helps private sector better understand important public</li> </ul>

	<p>educational; webinars that have been produced to educate the public and private sector on key operational topics including:</p> <ul style="list-style-type: none"> <li>Delaware EZPass Commercial Accounts</li> <li>2013 Fleet WG Report</li> <li>Mutual Aid Basics</li> <li>Fleet Movement Coordination</li> <li>Integrated Planning</li> <li>Data Sharing</li> <li>Emergency Management 101</li> <li>Post SANDY Webinar Series</li> <li>Power Sector Webinar Series</li> <li>Cascading Impacts of Power Outages</li> </ul>	<p>sector process, procedures and perspectives</p> <ul style="list-style-type: none"> <li>Allows public sector to educate private sector on key issues, perspectives, limitations, and capabilities of public sector during disasters</li> </ul>	<p>sector process, procedures and perspectives</p> <ul style="list-style-type: none"> <li>Provides private sector an opportunity to educate public sector operations professionals on important mutual aid and information sharing issues</li> </ul>
<p><a href="#">The Electric Utility Liaison Officer (EULO) Guide</a></p> 	<p>This guide serves as an instrument to help improve communications and coordination with the electric sector liaisons positioned within state or local government emergency operation centers. This guide was jointly developed by private and public sector operators and can serve as an effective tool to streamline power restoration efforts and all of the related communications and decisions that need to be made in a timely manner.</p>	<ul style="list-style-type: none"> <li>Serve as a training aid by familiarizing the reader with the roles and responsibilities of the Electric Utility Liaison Officer</li> <li>Offer support guidance to responders and decision-makers by providing checklists and general information</li> <li>Establish procedural directives in outlining the flow of information within the EOC</li> <li>Better defines the role of the Energy Liaison Officer (EULO) within the state/local government's EOC (Emergency Operations Center)</li> <li>Provide more definition to EULO position including: Clearly defined and mutually agreed to "objectives" for the EULO; More uniform EOC training for these individuals; Tools and checklists; Written processes and procedures; Written Essential Elements of Information</li> </ul>	<ul style="list-style-type: none"> <li>Same plus.....</li> <li>Establishes more realistic expectations of the liaison role</li> <li>Provide baseline of understanding and process with public sector EOCs</li> <li>Allows for varying EULO roles in different electric companies</li> </ul>

		requirements; <ul style="list-style-type: none"> <li>• Basic knowledge of the EOC and areas served</li> </ul>	
<p><a href="#">E-ZPass Commercial Account Process in Delaware that Expedites Fleets Through E-ZPass Toll Stations in 15 States</a></p> 	<p>Over the past two years, FRWG has partnered with the Delaware E-ZPass Administration and its solution provider, Transcore, to develop a process that will allow a commercial account to be established in Delaware with the capability of operating numerous trucks and vehicles under a single transponder.</p> <p>This document clarifies information regarding the use of a Delaware Commercial E-ZPass Account for those companies that do not operate with the 15 states covered the E-ZPass Electronic Toll Collection System on the East Coast of the United States.</p> <p>This process has proven extremely successful, and is in operational use today. To learn more about the E-ZPASS solution, please visit: <a href="http://www.fleetresponse.org/productsservices/e-zpass-report/">http://www.fleetresponse.org/productsservices/e-zpass-report/</a></p>	<ul style="list-style-type: none"> <li>• Help restore power and supply chain disruptions by helping private sector move fleets and resources faster across multiple "pass through" states in order to reach your impacted state faster so work can begin sooner</li> </ul>	<ul style="list-style-type: none"> <li>• Provide legal, safe method to expedite approved vehicles through toll stations using the E-ZPass lanes in US</li> <li>• Allows multiple vehicles to operate under a single transponder</li> <li>• Reduces operational transponder costs</li> <li>• Eliminates delays at toll stations to zero in EZPASS region of 15 states</li> </ul>
<p><a href="#">Weekly "Analyzed" Social Media Trending Reports</a></p> 	<p>This service is made available to members of the FRWG and provides a global snapshot of social media trends and alerts.</p> <p>These Weekly Social Media Trends Reports are designed to support operational decision making in the public and private sector. These reports are screened and analyzed by professional social media analysts who perform this same function for key federal officials and private sector organizations.</p> <p>Sectors covered: Energy; Agribusiness; Insurance/Healthcare; Financial Services; World Wide Intelligence</p>	<ul style="list-style-type: none"> <li>• Provides improved awareness to certain social media threats</li> <li>• Enhances ideas on how to other organizations are addressing social media threats</li> <li>• Creates actionable information to make operational decisions</li> </ul>	<ul style="list-style-type: none"> <li>• Provides improved awareness to certain social media threats</li> <li>• Enhances ideas on how to other organizations are addressing social media threats</li> <li>• Creates actionable information to make operational decisions</li> </ul>

	<p>The reports addresses risks in several areas included:          Operational Risks;          Reputational Risks; Activism Risks; Legal Risks;          Regulatory Risks</p> <p>Samples of these reports can be viewed at:  <a href="http://www.fleetresponse.org/resources/cyveillance-weekly-trends-reports/">http://www.fleetresponse.org/resources/cyveillance-weekly-trends-reports/</a></p>		
<p>The <a href="#">FLEET-MOVE</a> Data Web Application</p> 	<p>Online application that centralizes requirements of states within US in support multi-state movement across state lines with regional state emergency management, police, transportation, and related agencies that are involved with:</p> <ul style="list-style-type: none"> <li>• toll/weigh stations</li> <li>• declarations</li> <li>• commercial motor vehicles</li> <li>• permits</li> <li>• roadway usage/conditions</li> <li>• and other relevant fleet movement information</li> </ul>	<p>Not applicable</p>	<ul style="list-style-type: none"> <li>• Leverage state/local government websites and databases across multiple states</li> <li>• Provide single point of access to state entrance and pass through requirements for private sector fleets</li> <li>• Data is maintained by each state/local agency</li> <li>• Simplifies research for fleet movement related information</li> <li>• Saves time</li> <li>• Expedites information flow and situational awareness</li> </ul>
<p><a href="#">The Regional Fleet Movement Coordination Process</a></p> 	<p>Created during the CATEX 2013 exercise, this process is used by the private sector RMAGs (Regional Mutual Aid Groups) in the electric sector when they need to coordinate with a large number of states for the expediting response fleets across multiple states in order to reach the impacted states to begin restoration efforts</p>	<ul style="list-style-type: none"> <li>• Expedites power and utility restoration efforts by reducing delays in "pass through states" at toll stations, weigh stations, restricted roads, with permits, etc...</li> <li>• Provides regional situational awareness to states on private sector fleet movement involving their state</li> <li>• Coordinates planning and response activities between multiple states and the private sector</li> </ul>	<ul style="list-style-type: none"> <li>• Expedites fleet movement across multiple states</li> <li>• Reduces delays and toll/weigh stations</li> <li>• Expedites information flow on declarations, permits and waivers</li> <li>• Engages multiple states as operational partners with electric sector at same time</li> <li>• Leverages state relationships and platforms (e.g. EMAC) to alerts all involved states</li> <li>• Improves coordination with multiple states</li> <li>• Reduces or eliminates delays</li> </ul>

<p><a href="#">Disaster Response Tools Webpage</a></p> 	<p>A public webpage that provide open access to the operational tools produced by the Fleet Response Working Group</p>	<ul style="list-style-type: none"> <li>Requested by both public and private sector members, to centralize the operational products that support operational efforts</li> <li>Expedites education</li> <li>Improves coordination</li> </ul>	<ul style="list-style-type: none"> <li>Requested by both public and private sector members, to centralize the operational products that support operational efforts</li> <li>Expedites education</li> <li>Improves coordination</li> <li>Reduces costs</li> </ul>
<p><a href="#">FLEET OPEN/CLOSED Service</a></p> 	<p>This is an online application designed to help private sector locate open places of business that provide gasoline/diesel fuel, food/coffee, medications &amp; medical supplies, retail stores and hotel rooms during a prolonged power outage within a city, county, state, region or across the United States.</p> <p>Developed during Superstorm SANDY, the service has been in used numerous times and is now available as a commercial business application to operational professionals.</p> <p>It enhances driver safety, resource location, disaster response and, according to FEMA during SANDY, was one of the only sources for real-time situational awareness in the first 72 hours after the disaster.</p> <p>To learn more about the service, please visit <a href="http://www.fleetopen.closed.org">www.fleetopen.closed.org</a></p>	<ul style="list-style-type: none"> <li>Not offered to public sector initially</li> </ul>	<ul style="list-style-type: none"> <li>Proven, tested operational service</li> <li>Helps to locate open places of business that provide gasoline/diesel fuel, food/coffee, medications &amp; medical supplies, retail stores and hotel rooms</li> <li>Local, regional or national coverage</li> <li>Real-Time situational awareness during response efforts</li> <li>Allows contractors and subs to find fuel &amp; food quicker during deployment</li> <li>24x7 Access – The service will be available 24 hours per day.</li> <li>Secure – This information is protected through a secure application process. The data is encrypted and access to this page is restricted to working group users only</li> </ul>
<p><a href="#">Canadian Border Crossing Process</a></p>	<p>A process now in place to provide guidance to the private sector on fleet movement across the US/Canadian border. This guidance has been developed by multiple federal agencies, the Canadian authorities and the private sector.</p>	<ul style="list-style-type: none"> <li>Helps expedite power &amp; utility restoration if private sector knows about this process and implements it</li> </ul>	<ul style="list-style-type: none"> <li>Reduces delays at border from 2 hrs/truck to 20 seconds/truck</li> <li>Streamlines document process</li> <li>Centralizes information for the private sector</li> </ul>
			
<p><a href="#">Mutual Assistance Hours of Service Exemptions Policy</a></p> 	<p>In 2005, Congress passed and the President signed legislation that exempts drivers of utility service vehicles from the Federal Motor Carrier Safety Administration's (FMCSA) Hours of Service (HOS) regulations. This law also prohibits states from enacting or enforcing HOS rules against utilities. The Edison Electric Institute (EEI) is hosting links to the policy information on their webpage.</p>	<ul style="list-style-type: none"> <li>Private sector does not need to apply for hours of service exemptions and consume valuable time during response efforts</li> </ul>	<ul style="list-style-type: none"> <li>Electric sector does not need to apply for hours of exemptions with states</li> <li>Expedites fleet movement deployment</li> </ul>
<p><a href="#">RMAG Guidance for Region Fleet Movement Coordination</a></p> 	<p>A guidance document for RMAGs (Regional Mutual Assistance Groups) to educate people on the processes and procedures used to activate and conduct the Regional Fleet Movement Coordination with states during a regional, multi-state event(s).</p>	<ul style="list-style-type: none"> <li>Provide education on the process used by private sector</li> <li>Outlines state roles and directions to participate</li> </ul>	<ul style="list-style-type: none"> <li>Provides instructions on how to activate the regional coordination and information sharing process</li> <li>Covers procedures used and participants involved</li> <li>Expedites fleet movement</li> </ul>

# PARTICIPANTS AND STAKEHOLDERS

- 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
- Arcos
- 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.
- Target
- TASC
- 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

