Innovative ATIS Strategies During Severe Weather

OTEC
October 3rd, 2018
Innovative ATIS Case Studies

• Florida Hurricane Irma Response
• Pennsylvania DOT Partnership with Emergency Management
• North Carolina Florence Volunteer Response
Hurricane Irma

LOCATION: 17.9°N, 62.6°W
WINDS: 185 mph
MOVING: WNW at 16 mph
PRESSURE: 914 mb

Monday 2:00 AM 120 mph
Tuesday 2:00 AM 145 mph
Wednesday 2:00 AM 160 mph
Thursday 2:00 AM 175 mph
Hurricane Irma: a Big Storm

• Strongest storm on record in the open Atlantic Ocean
• Maximum sustained winds of 185 mph
• 700 Emergency shelters opened across the state
• 6.5 million Floridians were ordered to evacuate, the largest evacuation in the state's history
Fl511 Capabilities Overview
Fl511: Voice and App
Fl511: Website

- Traffic Speeds
- Cameras and DMS
- Incidents
- Construction
- Alerts
- Weather Alerts and Forecasts
- English and Spanish
FL511: Personalized Alerts

- Create and save routes with up to three customizable alternate routes
- Schedule email and/or SMS alerts
- Access route information via the phone call
Hurricane Irma: Slow and Indecisive

9/7

9/8

9/9

9/10
Emergency Shoulder Use (ESU)
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FDOT, FHP Implements Limited Emergency Shoulder Use (ESU) Plan for Hurricane Irma on I-75 at Wildwood to the Georgia State Line.

There is no contraflow or one-way operation in use on Florida state roadways.
## Emergency Shoulder Use (ESU)

If you don't have a My Florida 511 account, [click here to register for personalized alerts.](#)

<table>
<thead>
<tr>
<th>Region</th>
<th>County</th>
<th>Message</th>
<th>Updated</th>
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</table>
Created separate pages for each region that identified closures
FL511 System Response

- Created new icon for road closures
- Created new map layer for road closures
- Created new map layer for detour routes
2016 Winter Storm Jonas
511 PACConnect
2016 Winter Storm Jonas 511PACConnect

- Record Snowfall 2-3 Feet
- Travelers stranded on road for over 24 hours –mostly busses and truckers
- Volunteers and national guard employed alongside of first responders
- Resulted in a mandate from Governor Wolfe
2016 Winter Storm Jonas 511PACConnect

• PennDOT and the Turnpike identify a potential long-term closure.
• They notify staff at the 24-hour Commonwealth Watch and Warning Center at PEMA.
• PEMA issues an initial location-based alert to motorists in the area of the closure.
• Motorists have the option to sign up for automatic text messages or phone call updates, which are generated by transportation staff monitoring the closure.
• When the incident is over, motorists who registered for the alerts are automatically unsubscribed and all personal data is scrubbed from the system.
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Volunteer Help Needed Immediately

Dear ITS Carolinas Members,

Here is your chance to put your specific skills and background to use for the benefit of folks ravaged by Hurricane Florence.

NCDOT is seeking volunteers to provide telephone coverage to answer questions from citizens across the state about the storm impacts on travel. The
NCDOT Hurricane Florence ATIS Volunteer Response

- NCDOT switched from Interactive Voice Response (IVR) 511 to live operators in 2017.
- Operators staffed by women’s prison inmates.
- DOT volunteers provide increased capacity during weather events- 6 teams of 10
- After 3 days of 24x7 volunteer operations, a call for additional support went out to regional ITS and ITE communities.
- Approximately 115 additional volunteers supported this event.
Lessons Learned

• Unprecedented events create unanticipated needs
• Major events create opportunities for technical/programmatic leaps forward
• Value in flexible support team able to adapt
• Innovation does not have to be technical to make an impact
Questions
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(503) 747-8352
August 26: National Hurricane Center (NHC) begins to monitor a tropical wave over western Africa

August 30: Irma is designated a Tropical Storm

August 30, 2017 – September 16, 2017 – Duration of Irma

August 31: Hurricane Irma jumps from Tropical Storm (70 mph) to a Category 3 hurricane (115 mph)

September 4: Irma strengthened into a Category 4 hurricane

September 4: Governor Scott declared a State of Emergency

September 5: Irma becomes a Category 5 hurricane (175 mph)

September 5: Governor Scott suspended tolls on all toll roads in Florida, including the Turnpike

September 8: All state offices in Florida were closed until September 11

September 8 and 9: Emergency Shoulder Usage implemented

September 10: Irma makes landfall in Cudjoe Key, Florida as a Category 4 hurricane (130 mph)

September 10: Irma makes second landfall in Marco Island as a Category 3 hurricane
Irma Stats - Website

Hurricane Irma

Concurrent Users

Date/Time

Florida 511
## Irma Stats – Mobile Apps

Average sessions per day for Mobile Apps:

**Android** - 450

**iOS** - 500

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Hurricane Irma - App Sessions

Sessions

Date

Sessions iOS    Sessions Android