PA Turnpike Commission

Mid-County to Bensalem Incidents
February 14, 2014

ter-Incident-Review (AIR) Key Observations

Key Observations
Develop an Emergency Transportation Operations Plan (ETOP) and corresponding Standard Operating Procedures and Guidelines
Improve communications within the PTC and with external agencies
Address the establishment and use of the Unified Incident Command System
Address the planning and use of available resources during extended duration winter events and large traffic incidents
Improve situational awareness throughout an incident
Promote safe driving responsibilities and habits through Customer Communications & Public Relations
Improve maintenance operations, particularly winter maintenance
Implement training consistent with the Homeland Security Exercise and Evaluation Program (HSEEP)
Implement protocols to enhance decision-making, particularly for travel restrictions

ost-AIR Action Items

plementation **Completed** [5 Action Items]

Action Items	Key Observations
Incorporate AIR lessons learned into PTC Business Plans	2, 5, 8
Reorganize PTC Traffic Engineering and Operations Departments	2
Evaluate and adjust plow train cycle times and routes, as needed	7
Develop means for operations staff to quickly reference plans, documents, and emergency contacts	2, 4, 5
Establish clear lines of communications within and to/from the Traffic Operations Center	2, 5, 9

ost-AIR Action Items

plementation **In-Progress** [14 Action Items]

Action Items	Key Observations
Develop staffing plans for additional maintenance and operations staff during the winter season and extended duration events	2, 4, 5, 7
Create a staff position to collectively address traffic operations and incident management	2, 3, 5, 8, 10
Redistribute 24/7 operations management responsibilities amongst eligible staff	1, 2, 4
Develop a PTC Emergency Transportation Operations Plan (ETOP)	1, 2, 3, 4, 5, 6, 8, 9

ost-AIR Action Items

plementation **In-Progress** (Continued)

Action Items	Key Observations
Refine the National Incident Management System (NIMS) in the context of the PTC	2, 3, 4, 5, 8
Improve location visibility of on-scene Incident Command using new technologies	3, 5
Implement additional Incident Command and Traffic Incident Management training for maintenance and operations staff	3, 4, 5, 8
Install additional ITS devices	4, 5, 6, 7, 9
Address radio incompatibility between the PTC and local emergency response agencies	2, 3, 4, 5, 10

ost-AIR Action Items

plementation **In-Progress** (Continued)

Action Items	Key Observations
Improve emergency phone line capacity	2, 5
Reaffirm the use of County Emergency Management Agencies as emergency communication hubs	1, 2, 3, 5, 8, 10
Reemphasize the PTC protocol to address the application and lifting of travel restrictions	1, 5, 6, 9
Develop a backlog motorist assistance plan	1, 4
Develop a program to utilize local fire police to assist with Plan X implementations	4, 10

ost-AIR Action Items

plementation **Pending** [5 Action Items]

Action Items	Key Observations
Evaluate using additional staff to follow plow trains to improve the safety of equipment and personnel	6, 7
Develop a communications plan for Interchange management staff	1, 2, 3, 4, 5, 10
Develop table top training exercises with emergency response stakeholders	2, 3, 4, 5, 8, 10
Improve procedures for the alleviation of trapped backlog	1, 10
Address the overtaxing of PTC radio lines	2, 5