

Disaster Transportation Routing Service Hotline



User Guide



Regional Disaster Routing Service Hotline User Guide

1.0 Purpose:

The United States Department of Transportation's Federal Motor Carrier Safety Administration (DOT (S-60)) Office of Emergency Response supports an Emergency Route Mobility Center during Federally Declared Emergencies as well as other emergency disasters where multiple states are involved, and mobilization of resources is critical. The Center operates a Regional Disaster Routing Service during certain major disasters where large scale road closures occur.

2.0 Background

This is a new service that was created during Hurricane HARVEY in 2017 and has been activated since then in hurricanes IRMA, MARIA, FLORENCE, & MICHAEL (e.g. large, multi-state regional incidents). Originally designed for the Red Cross and government first responders, this service has now been opened up to the All Hazards Consortium's Fleet Response Working Group members.

3.0 What does the service provide?

During emergency disasters, it is critical to move emergency response personnel, including electric utility crews, to the impacted area. Often the highway systems are congested which delays the response of these personnel. The US DOT (S-60) Office of Emergency Response Emergency Route Mobility Center, monitors and collects roadway data from multiple sources (e.g. state DOTs, social media, WAZE, and other data sources, etc.) and provides the response personnel the most effective route(s) to take to the impacted area.

1. Provides unique phone number for phone access (once activated)
2. Aggregates transportation related closures (i.e. roads, tolls, bridges, tunnels) from multiple sources including government, private-sector and public-sector
3. More reliable transportation routing data than any other source at that moment
4. Provides "turn-by-turn" directions from Point "A" to Point "B"
5. Directions data is updated every minute.
6. Approved user call into the center, speak with an agent, and agent emails the directions (PDF) to user within minutes.
7. Not for public users, only for approved operational users.

4.0 Scenarios for Use

Currently, this service is activated ONLY when FEMA declares an emergency and asked US DOT (S-60) OFFICE OF EMERGENCY RESPONSE to stand up the Mobility Center via an approved Mission Assignment (e.g. a FEMA work order to US DOT (S-60) Office of Emergency Response.)

5.0 Process for Requesting Help

When emergency routing assistance is needed, the All Hazards Consortium (AHC) will contact the Emergency Route Mobility Center (ERMC) to determine their operational status. If the center is activated, they will provide the AHC the contact information. Please note, that the ERMC contact number normally changes per event.



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The AHC will develop a communication to alert utility responders as well as other emergency response providers that the Emergency Route Mobility Center is open and provide contact information.

Information needed for calling the DOT (S-60) Office of Emergency Response Emergency Route Mobility Center includes:

1. Provide locations of departure
2. Provide locations of arrival
3. Weight and Height restrictions of vehicles (for large over size, over weight vehicles)
4. Due to the volume of calls, please limit the contacts to 1 call per convoy deployment.

6.0 Roles & Responsibilities

ALL HAZARDS CONSORTIUM

- Liaison with US DOT (S-60) OFFICE OF EMERGENCY RESPONSE to determine if service is available for each incident
- Notify AHC partners and FRWG stakeholders of US DOT (S-60) Office of Emergency Response activations and provide links, phone #'s, contact info, etc.
- Coordinate with trade groups on support requests needed

TRADE GROUPS

- Monitoring and activating support requests from their stakeholders
- Activating support requests to AHC
- Monitor issues and concerns and escalate as needed

DOT (S-60) OFFICE OF EMERGENCY RESPONSE

- Activate, operated and manage service
- Notify AHC of activations, de-activations or updates
- Coordinate with AHC and other partners on changes

7.0 EDUCATIONAL RESOURCES

Reference Section 5.0

8.0 FREQUENTLY ASKED QUESTIONS

- 1) When can I use this service?
When FEMA declares an emergency and asked US DOT (S-60) OFFICE OF EMERGENCY RESPONSE to stand up the Mobility Center via an approved FEMA Mission Assignment



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- 2) Who do I contact for directions?
When the Mobility Center is operational, the US DOT (S-60) Office of Emergency Response will issue a unique phone number which will be distributed to AHC partners and stakeholders.
- 3) What is the Process?
Reference section 5.0 of the US Department of Transportation – Emergency Route Mobility Center User Guide.
- 4) Will I receive updates as things change?
No, however, it is suggested that traveling crews contact the Mobility Center periodically to see if there are any updates to their travel route.
- 5) Who can call in?
Any first responder, however due to the volume of calls, please limit the contacts to 1 call per convey deployment
- 6) How will I be notified on any activation of this service?
The All Hazards Consortium will notify qualified stakeholders of US DOT (S-60) OFFICE OF EMERGENCY RESPONSE activations and provide links, phone #'s, contact info, etc.
- 7) Does this service bypass normal state or federal transportation regulations and restrictions?
No. This service only informs users of the service with route availability at the time of use. Commercial vehicles must still comply with all state and federal transportation regulations and restrictions in place at the time of use.
- 8) Legal Disclaimer
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