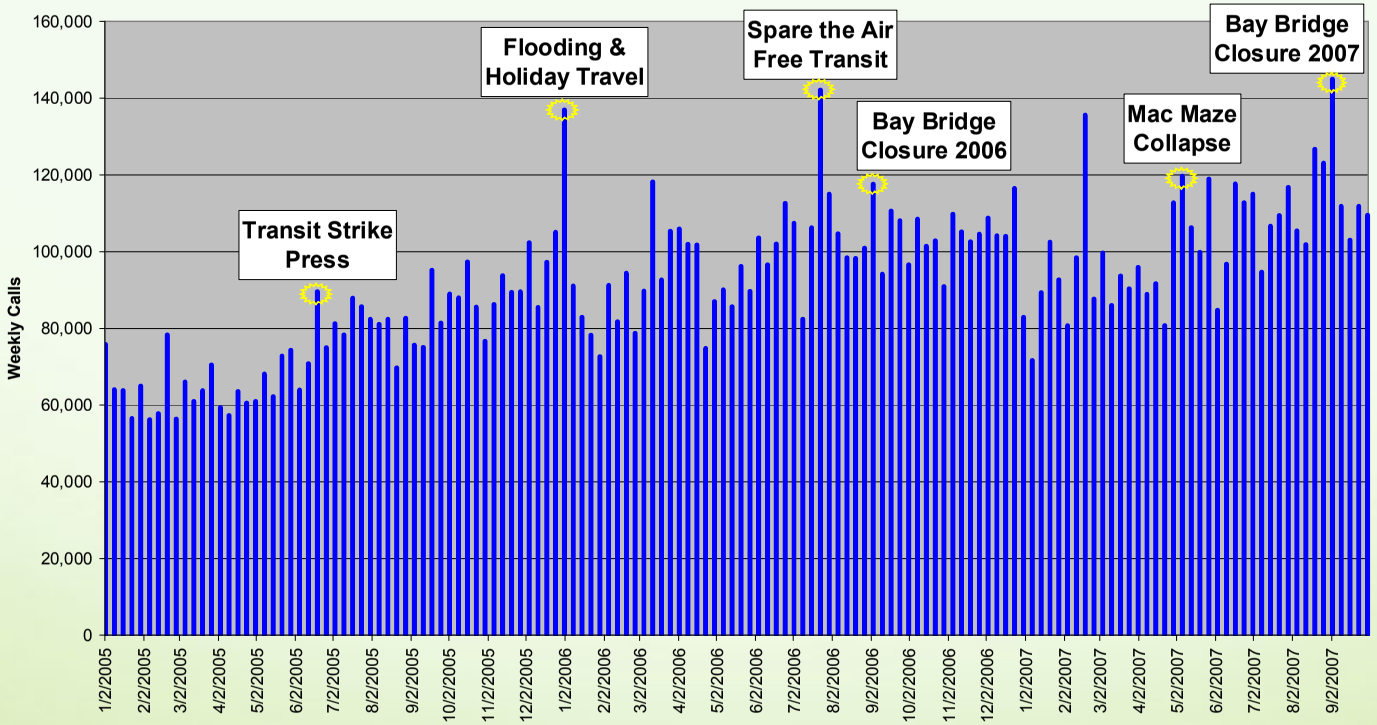
511 in Emergencies

MacArthur Maze Freeway Collapse

Challenges in Emergencies

- **Information changes rapidly**
- **Quantity of information can be overwhelming for Operations**
- **Visibility is high**
- **Call volume and web sessions spike greatly increasing capacity needs**
- **Information needed differs depending on the event**

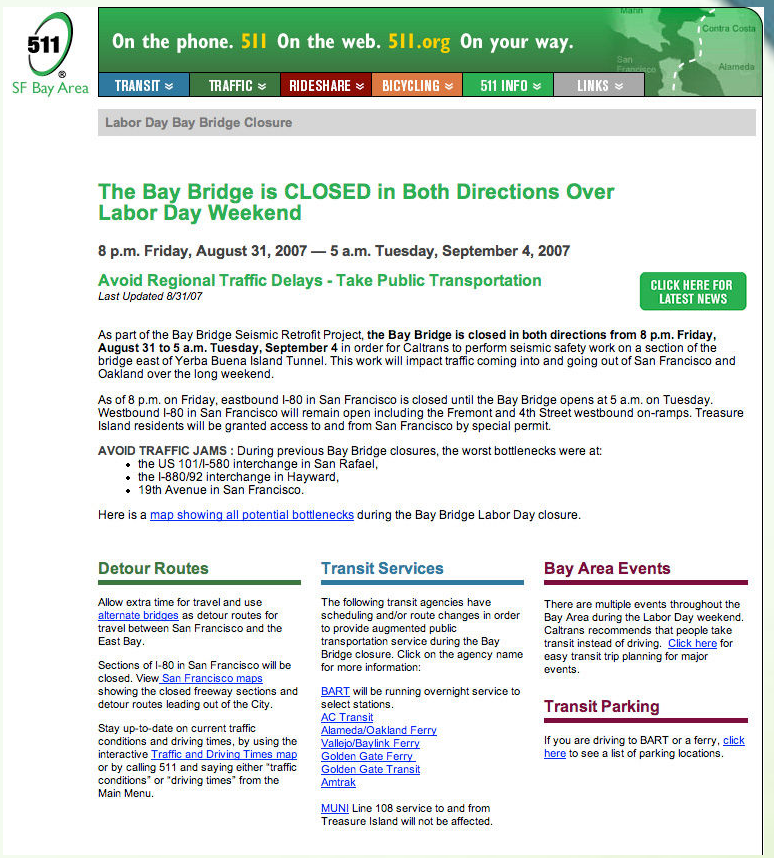


Information Required Varies by Event

Event	Information Needed
Potential BART Strike	- Alternative transit services & ridesharing - Park & ride lot and casual carpool locations - Updates on potential service disruption
Severe weather	- High wind and flood advisories - Traffic incidents, road closures & detour status - Affected transit services
MacArthur Maze	- Incident status - Description of affected infrastructure - Anticipated date of re-opening - Detours & detour driving times - Affected transit services & ridesharing
Bay Bridge closure	- Closure status & duration - Real-time notification of re-opening - Availability of on/off ramps - Detour routes & driving times - Affected transit services & ridesharing - Travel options to major events

Emergency Response Strategies

- Create special web pages focused on emergency information
- Use "Break-a-Link" tool for closures & driving time estimates on alternative routes
- Install temporary equipment to collect traffic data on detour routes
- Streamline and/or add functions to speed users to information
  - Switch to grid traffic map to support higher usage
  - Provide information in floodgates or special emergency menu to increase # of calls handled per hour

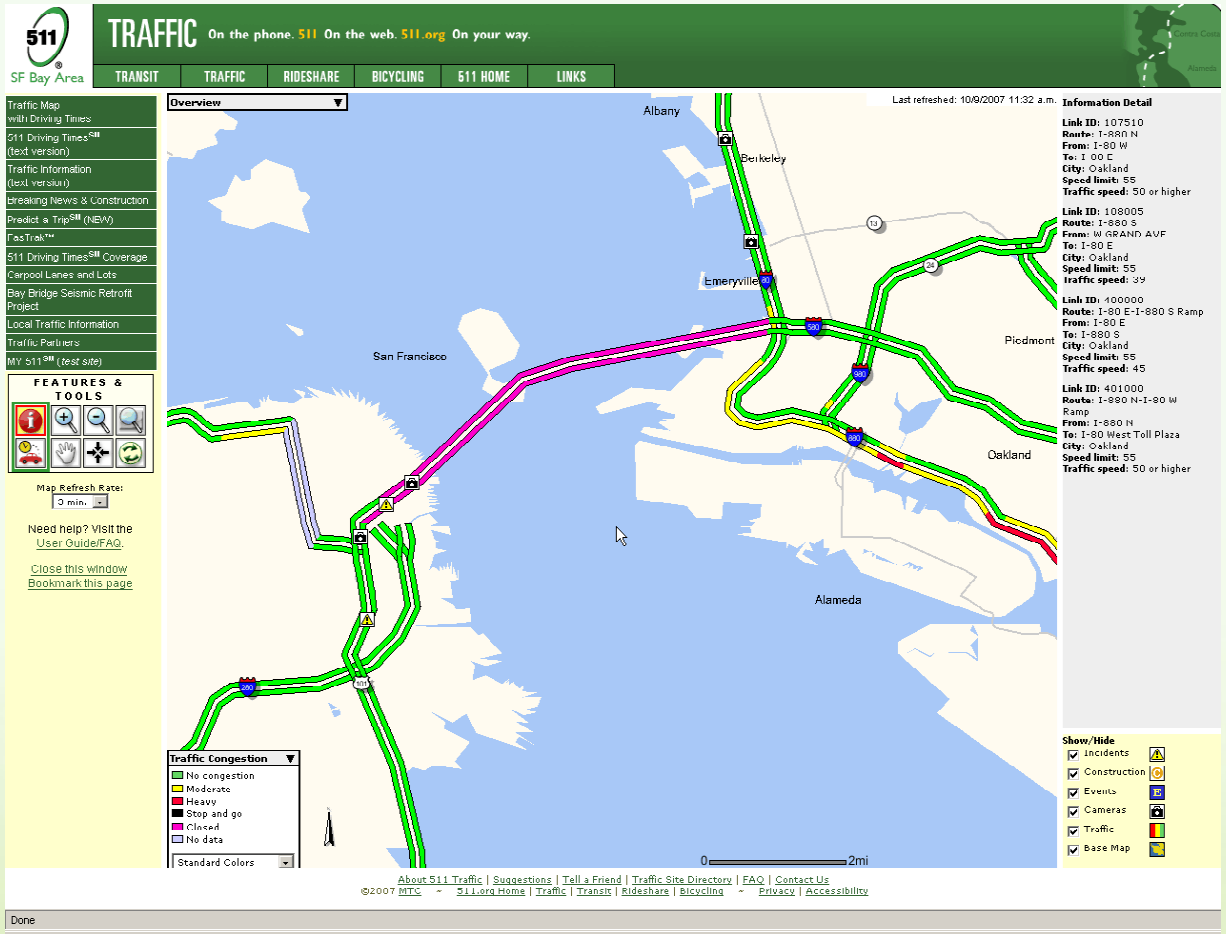


Special webpage for Bay Bridge Closure – Labor Day 2007

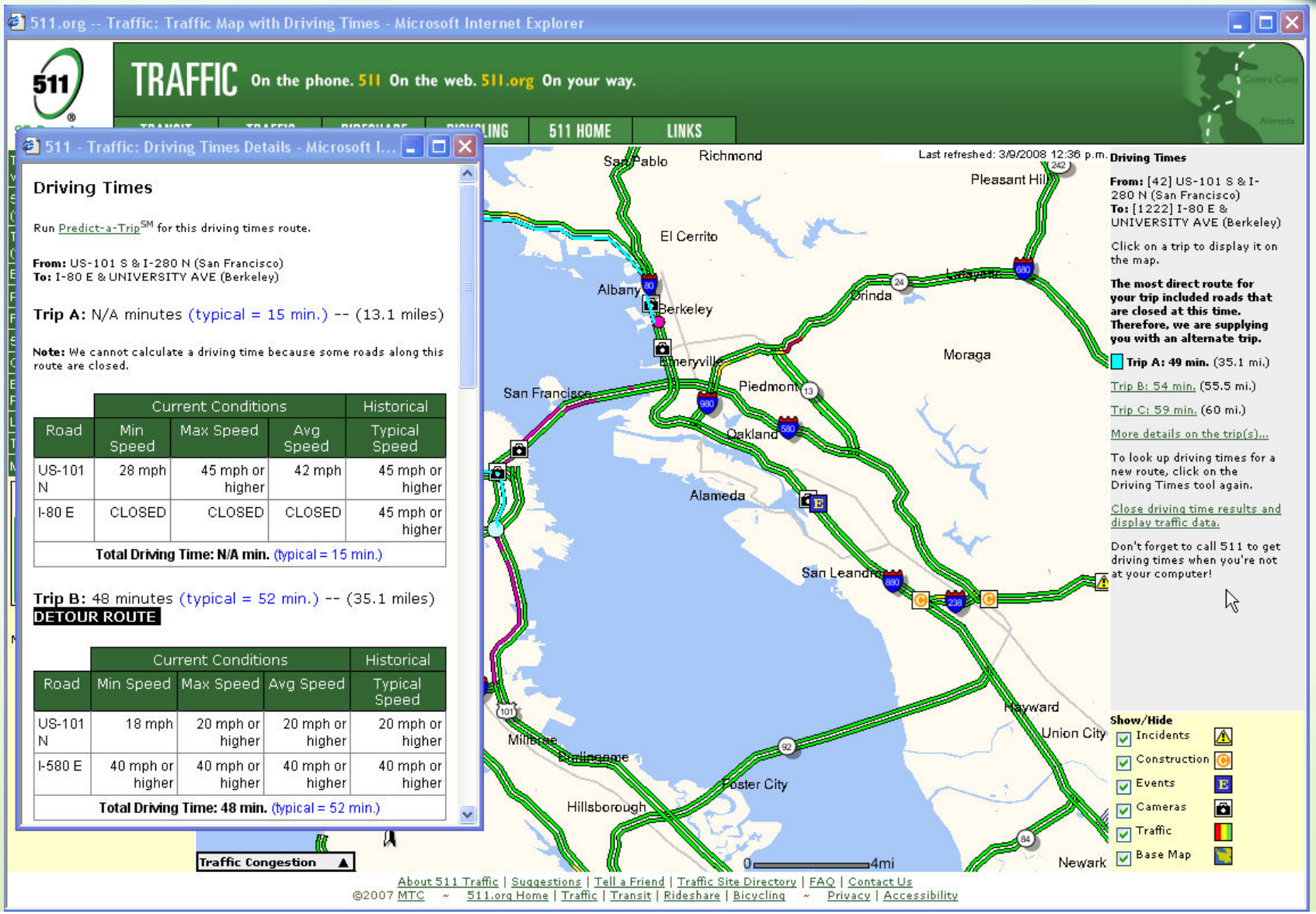
Emergency Web Page Toolkit

Break-A-Link Tool

- Shows freeway closures in different color
- Automatically generates detour routes around closure

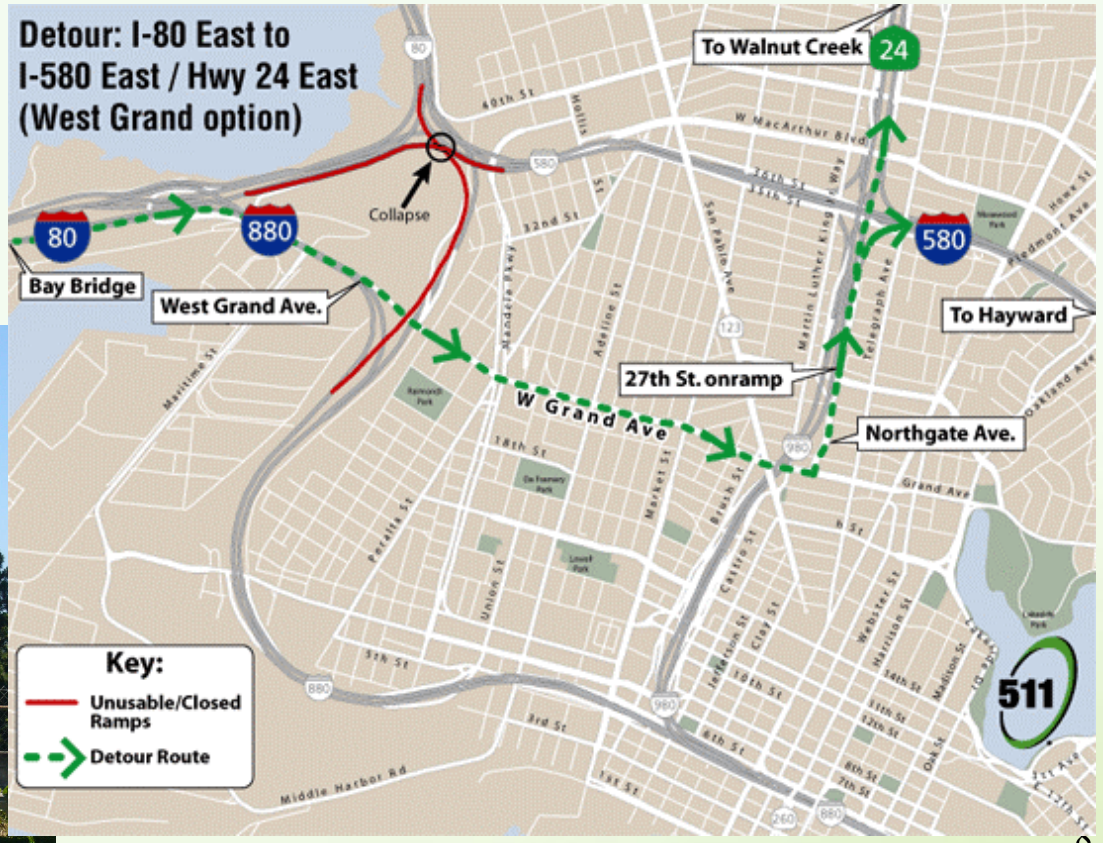


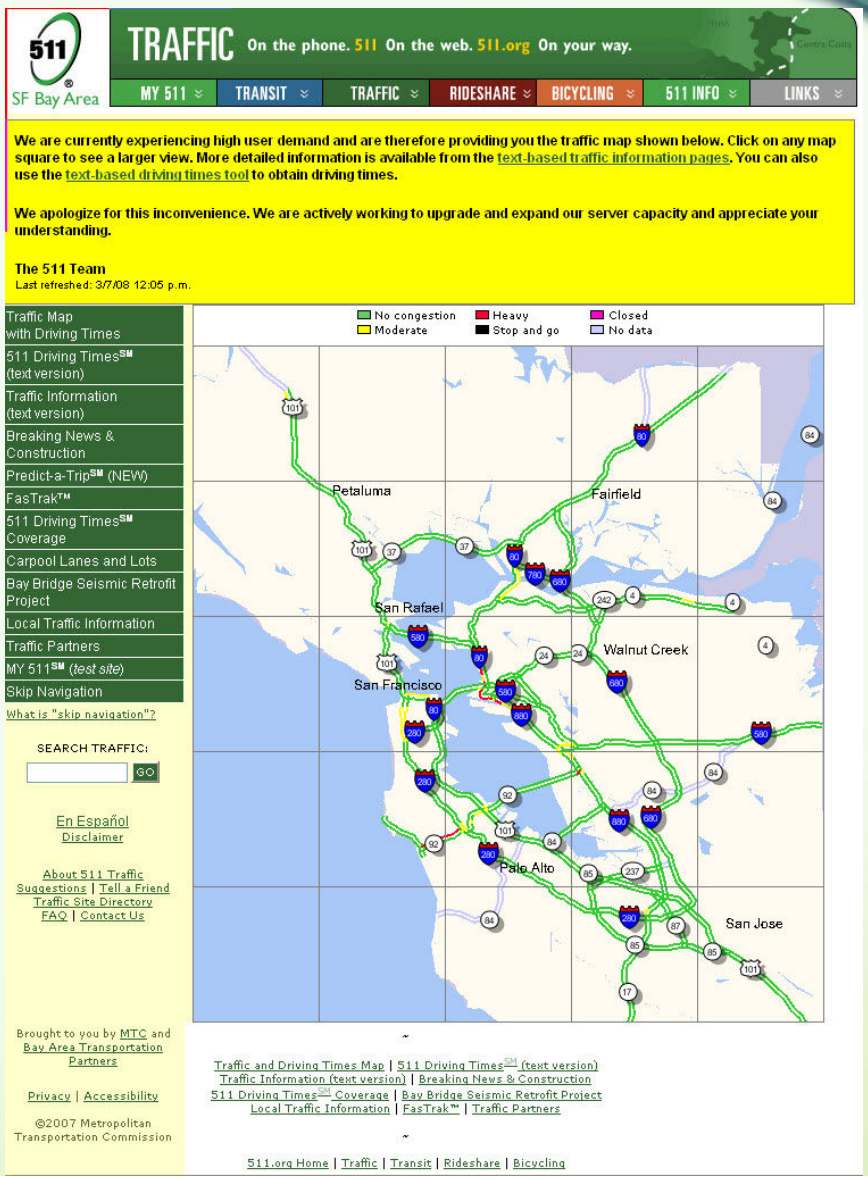
Break-A-Link Tool



Portable Traffic Data Collection

- Portable readers deployed on detour routes
- Driving times provided for detour routes



Providing Information to Users During Emergencies

- To allow more users & reduce processing time, some functions are streamlined and/or added
- Web
  - Users zoom in on pre-set map views (panning restricted)
  - Map updated every minute
- Phone
  - Floodgate messages
  - Emergency menu