FLEET OPEN/CLOSED SERVICE

Overview

Leveraging Sensitive Private Sector Operational Data To Inform Emergency Response & Business Continuity

10/21/2014 www.fleetresponse.org
Overview

- **Web Based Application**
  - Available 24/7/365
  - Data Updated Hourly
  - Accessed via any Browser
  - View Only, No downloads

- **“Operational” Use Only**
  - Online Application Process Required
  - Closed to public
  - High performance standard
  - Provide user account profile

- **Private Business Locations** *
  - Covers U.S. (w/Hawaii), Puerto Rico & Canada
  - **Fuel** – BP, Chevron, Exxon Mobil, Conoco Phillips, Halliburton
  - **Food** – Burger King, YUM Brands, Denny’s, McDonald’s, Sonic
  - **Hotel/Hospitality** – Best Western, Choice Hotels, Wyndham
  - **Pharmacy** – CVS, Walgreens
  - **Retail** – Sears, Lowes

- **Secured**
  - User account driven w/username & password
  - Closed to public search/access
  - Available only via Fleet Response Working Group Secure Information Portal
  - Data encrypted, view only

* Subject to change without notice
Overview *(continued)*

• **User License Required**
  – Individual User License required
  – Currently
    • One (1) license/person
    • View only
  – 12 months access, 24/7

• **Phased Roll Out**
  – Phase 1 - Online service as is
  – Phase 2 - Open service up to state/local government; Add finance, retail, medical sector data/locations; Add state/local relevant data sets
  – Phase 3 - Enhanced Security Option (PIV-I Identity Validation) for sharing more sensitive information
  – Phase 3 - Develop Smart Phone App
  – Phase 4 - Integrate into public/private exercises and planning, Online Inventory of Fuel, Medical Supplies, Food, etc..

• **Under Development Now**
  – Multi-State, Regional Virtual “Private Sector” Concierge Desk Services
  – Enhanced Security Option for “Sensitive” Information Sharing
Operational Benefits

- Reliability
  - Reliable Operational Data Source
  - Data Updated Hourly
  - Private Sector Maintained
  - Operational Users Only

- Daily Usage / Monitoring
  - Simple Interface
  - No Special Training Required
  - Tablet & Smartphone Accessible
  - No special instructions for disaster usage

- Situational Awareness
  - Allows user to “visually gauge” geographic impacts of power outages
  - Identifies local/regional “open” locations for coffee, gas, diesel, fast food, supplies, hotel rooms, medical supplies, medications, etc...
  - Sync’s public and private sector user awareness of situation
  - Provides “trending” capability to quickly monitor increases/decreases in outages and closures

- Public Awareness
  - Keeps executives and leadership informed for their press conferences and public announcements
  - Keeps First Responders informed as they interface with citizens during disasters
  - Can support reporting and public announcements

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Fleet Open/Closed Home Page
(Before Data Selections)
Fleet Open/Closed Coverage Map (US & Canada, Showing “Hotels” Selected)
Montgomery County, MD
(Before Data Selections)

Welcome to the Fleet Open/Closed Service

Locate emergency resources enroute or near the fleet’s final destination

Toggle Resource Layer:
- Food
- Fuel
- Hotels
- Pharmacy

Toggle Status Layer:
- Open
- Closed
- Unknown
- Any Status

Future Layers:
- ATMs/Banks
- Federal Data (Restricted)
- Hospitals
- Power Outages
- Retail
- Social Media Fusion
Montgomery County, MD
(After Data Selections)

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DISCLAIMER

• As with all disasters, this information is subject to change without notice. The All Hazards Consortium, and the data provider Hughes Network Systems, expressly disclaims any liability whatsoever, for any usage of this data by its recipient. Recipient’s usage of this data constitutes a waiver of any claim it may have with respect to its use of the data. Recipients of this data may not forward the data without prior authorization from the All Hazards Consortium.
Operational Assumptions

- This information is provided in order to help identify “possible” locations of fuel, food, hotel and pharmacy location availability that may be “open” in specific geographic areas to support government and/or private sector (utilities and related lifeline sectors) planning, response, recovery and communications activities.
- Permission of use by the All Hazards Consortium and its Multi-State Fleet Response Working Group has been granted by the data supplier(s).
- Hughes Network Systems (e.g. Hughes, www.hughes.com) provides satellite and land line connections to these locations that support their point of sale systems.
- The underlying assumption is that if the communications links are still “UP”, the chances are the locations are still functioning with power and are able to conduct business. “UP” status would indicate that the location may still be able to communicate credit card and other operational transactions. “DOWN” status indicates that they cannot.
- This service contains private sector resource information on fuel, food, hotel, and pharmacy locations which indicates “up OR down” status regarding “site/store communications only” as of the date and time of viewing.