The FLEET OPEN/CLOSED Service is designed to help operations professionals locate open places of business that provide gasoline/diesel fuel, food/coffee, medications & medical supplies, retails stores and hotel rooms during a disaster or prolonged power outage within a city, county, state, region or across the United States.

Why Was This Created?
This service was developed during Hurricane SANDY in 2012 when power outages impacted a broad geographic area across multiple states. Public and private sector responders were traveling into New Jersey and New York to restore power, and reopen the supply lines for fuel, food, water, rail, medical and financial sectors. New Jersey officials reached out to the All Hazards Consortium and its private sector partners for assistance.

With assistance from Hughes Network Systems, information was circulated across the region via daily emails with an attached Excel spreadsheet that contained real-time customer information on the open or closed status of thousands of fuel stations, convenience stores, pharmacies, hotels, and convenience stores. This information was used by both public and private sectors to support response efforts; became the central planning data for the federal government during the first 2-3 days of SANDY (according to FEMA); was used to brief the White House during the early days of the storm; and was personally recognized by DHS Secretary Napolitano in the post SANDY reports. Since SANDY, this information has been used for winter storms, floods, tornados and other disasters all around the U.S. Now this data is available via a secured web application being managed by the Multi-State Fleet Response Working Group.

What Does the Service Do?
This unique web applications provides real-time, 24x7, local/regional/nation status of open/closed business locations to be used by operations professionals and their contractors in support of their disaster response and business continuity efforts.

Who Is The Intended Audience?
Initially, this service is intended for “operational use only” for approved private sector members of the Multi-State Fleet Response Working Group. Over time, the service will be made available to state/local government agencies.

What Are The Benefits?
- Find Open Locations Quickly—Find open/closed fuel, food, pharmacies and hotel locations during power outages
- Real-Time – The data in this service is updated hourly. This provides you the latest information in near real-time
- National Coverage – The service covers every state in the United States. This can serve national organizations as well as local organizations for their needs
- Commercial Use Only – This information is not open to the general public. It is reserved for commercial use only. This will ensure the system does not get bogged down with non-operational users
- Thousands of Locations – Over 250,000 locations nationwide are covered at present by this service
- 24x7 Access – The service will be available 24 hours per day. This will ensure availability anytime a storm or power outage occurs anywhere across the United States
- Easy to Use – Navigating this site is simply using a point and click approach. Users can then zoom in on a particular region, state, city or individual location based on their needs
- Smart Phone Friendly – Use your smart phone browser to view the information from your smartphone
- Secure – This information is protected through a secure application process. The data is encrypted and access to this page is restricted to Working Group users only
What Are The Use Cases?

- Informs “inbound” essential personnel in the finance sector where to find fuel, food and hotel rooms as they come into an area where power is out
- Allows out of state electrical and utility crews and contractors to determine where they can go to find food, pharmacies, and hotel rooms
- Provides a real-time, visual regional snapshot of power outage impacts to private and public sector operational managers and executives
- Training & Exercise Tool
  - Capture historical data
  - Before and After snap shots
  - During disaster, data snapshot for enhanced education and training
  - Support for tabletop exercises
- Internal / External 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 internal trend reporting and public announcements

What Is the Source of the Data?

Hughes Network Systems (www.hughes.com) provides satellite and land line connections to millions of worldwide customer locations to support point of sale systems, satellite TV, and internet access. Hughes has been providing these services for decades and manages their network connections from several operations centers around the world. The data for this service is provided out of their North American Operations Center in Maryland which is then fed to secure Amazon Cloud servers which feed the FLEET OPEN/CLOSED online application via the Internet.

The simple underlying operational assumption is that the satellite communications links can provide a reasonable indication of whether the businesses are able to conduct business:

- “UP” status would indicate that the location has power and may still be able to communicate credit card and other operational transactions
- “DOWN” status indicates that they cannot
Service Features

Reliability
• Reliable operational data source
• Data updated hourly
• Private sector maintained
• Operational users only

“Operational” Use Only
• High performance standards
• Closed to public, research, and non-operational users
• Closed to public search/access

Secured
• All users are screened and approved
• User account driven w/username & password
• Available only via Fleet Response Working Group
• Secure Information Portal
• Data encrypted, view only, no downloads

Web Based Application
• Available 24/7/365
• Data updated hourly
• Accessed via any web browser

Diverse Business Locations Covered
• 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

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
Daily Usage / Monitoring
- Simple interface
- No special training required
- Tablet & Smartphone accessible
- No special instructions for disaster usage

Phased Roll Out
- Phase 1 - Online application, intended for private sector usage
- Phase 2 - Open service up to state/local government; Add data sources from finance, retail, medical sector locations; Add state/local relevant data sets
- Phase 3 - Enhanced security layer (PIV-I Identity Validation) for sharing more sensitive information like inventories of fuel, food, etc… data storage for exercises & training
- Phase 4 - Develop Smart Phone app
- Phase 5 - Integrate into public/private exercises and planning, online inventory of fuel, medical supplies, food, etc..)

More Information?
To learn more this new service or open an account, please visit: http://www.fleetresponse.org/productsservices/openclosed/