

# **AGENDA**

## **IMTC Steering Committee Meeting**

**Thursday, June 16, 2011**

**9:00am – 12:00pm**

**U.S. Peace Arch Port-of-Entry Facility, Blaine, Washington**

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**1. Current event updates**

- a. Summary of Burlington, VT Cross-Border Rail Peer Exchange meeting

**2. Project updates**

- a. Peace Arch pedestrian plan update
- b. IMTC NEXUS Marketing subcommittee update

**3. Blaine I-5 on-ramp and NEXUS lane issues**

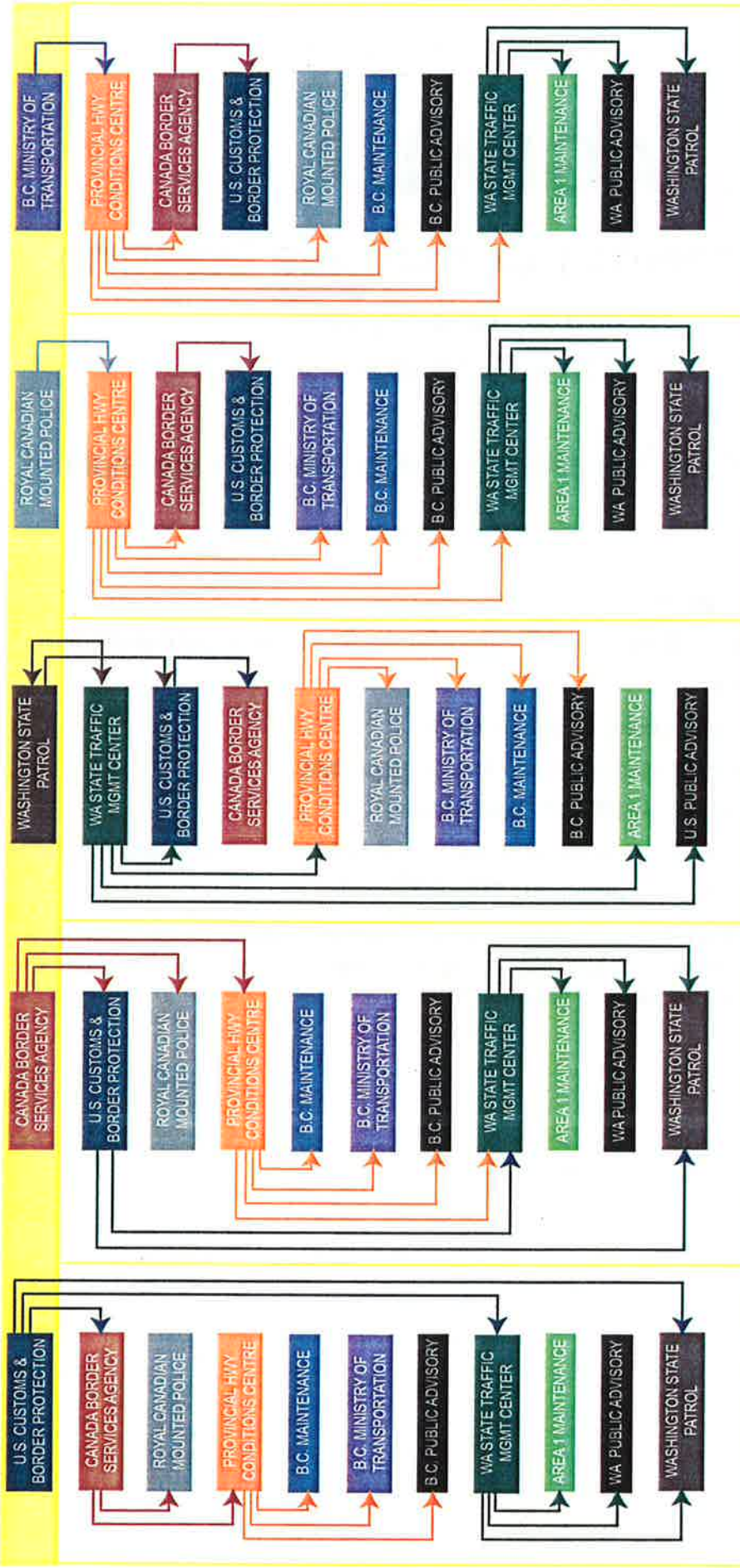
**4. Binational Commercial Vehicle Transportation Model: Update and forecasts**

**5. TOPIC FOCUS: Communications Protocol**

- a. Is the previously-established communications protocol being used? Are changes needed? How does it relate to new initiatives for commercial vehicle border closure planning?

# BC - WA Regional Protocol for Binational, Interagency Communication about Highway and Border Station Incidents

## INITIATING AGENCY



- Area 1 Maintenance:** (360) 788-2500  
**B.C. Ministry of Transportation:** (604) 660-8303  
**B.C. Maintenance:** (604) 271-0337  
**Canada Border Services Agency:** (778) 545-5529  
 or call Port Director Kim Scoville: (604) 841-6040  
**Provincial Hwy Conditions Centre:** (604) 660-9770  
**Royal Canadian Mounted Police:** (604) 599-0502 or 911  
**U.S. Customs & Border Protection:** (360) 332-7611  
**WA State Traffic Management Center:** (206) 440-4490  
**WA State Patrol:** (360) 676-2076 or 911

### WA Public Advisory:

1. Changeable message signs
2. [www.wsdot.wa.gov/traffic](http://www.wsdot.wa.gov/traffic)
3. Highway Advisory Radio
4. 511 call system
5. Public affairs media alerts

### B.C. Public Advisory:

1. Changeable message signs
2. [www.drivebc.ca](http://www.drivebc.ca)
3. 1-800-550-4997
4. \*4997 (cell phone)
5. Border ATIS
6. Regional ATIS
7. Media

# BC - WA Regional Protocol for Binational, Interagency Communication about Highway and Border Station Incidents

## AGENCY RESPONSIBILITIES

To be used in event of a border closure, or the closure of a border-approach highway (BC Hwys 99, 15, 13, 11; SR 5, 543, 539, 9)

<p><b>B.C. MINISTRY OF TRANSPORTATION</b></p> <p>1. Call the Provincial Highway Conditions Centre</p> <p><i>Receives calls from: Provincial Highway Conditions Centre</i></p>	<p><b>CANADA BORDER SERVICES AGENCY</b></p> <p>1. Call U.S. Customs &amp; Border Protection 2. Call the Provincial Highway Conditions Centre 3. Call the Royal Canadian Mounted Police</p> <p><i>Receives calls from: Provincial Highway Conditions Centre, U.S. Customs &amp; Border Protection</i></p>	<p><b>PROVINCIAL HIGHWAY CONDITIONS CENTRE</b></p> <p>1. Call the WA State Traffic Management Center 2. Call the Royal Canadian Mounted Police 3. Call Canada Border Services Agency 3. Call B.C. Ministry of Transportation 4. Call B.C. Maintenance 5. Initiate public advisory</p> <p><i>Receives calls from: B.C. Ministry of Transportation, Canada Border Services Agency, Royal Canadian Mounted Police, WA State Traffic Management Center</i></p>	<p><b>ROYAL CANADIAN MOUNTED POLICE</b></p> <p>1. Call the Provincial Highway Conditions Centre</p> <p><i>Receives calls from: Canada Border Services Agency, Provincial Highway Conditions Centre</i></p>
<p><b>U.S. CUSTOMS &amp; BORDER PROTECTION</b></p> <p>1. Call Canada Border Services Agency 2. Call the WA State Traffic Management Center 3. Call WA State Patrol</p> <p><i>Receives calls from: Canada Border Services Agency, WA State Traffic Management Center</i></p>	<p><b>WSDOT TRAFFIC MANAGEMENT CENTER</b></p> <p>1. Call the Provincial Highway Conditions Centre 2. Call WA State Patrol 3. Call U.S. Customs &amp; Border Protection 3. Call Area 1 Maintenance 4. Initiate public advisory</p> <p><i>Receives calls from: Provincial Highway Conditions Centre, U.S. Customs &amp; Border Protection, WA State Patrol</i></p>	<p><b>WA STATE PATROL</b></p> <p>1. Call the WA State Traffic Management Center 2. Call U.S. Customs &amp; Border Protection</p> <p><i>Receives calls from: U.S. Customs &amp; Border Protection, WA State Traffic Management Center</i></p>	
<p><b>Area 1 Maintenance:</b> (360) 788-2500  <b>B.C. Ministry of Transportation:</b> (604) 660-8303  <b>B.C. Maintenance:</b> (604) 271-0337  <b>Canada Border Services Agency:</b> (778) 545-5529          or call Port Director Kim Scoville: (604) 841-6040  <b>Provincial Hwy Conditions Centre:</b> (604) 660-9770  <b>Royal Canadian Mounted Police:</b> (604) 599-0502 or 911  <b>U.S. Customs &amp; Border Protection:</b> (360) 332-7611  <b>WA State Traffic Management Center:</b> (206) 440-4490  <b>WA State Patrol:</b> (360) 676-2076 or 911</p> <p><b>WA Public Advisory:</b></p> <ol style="list-style-type: none"> <li>1. Changeable message signs</li> <li>2. <a href="http://www.wsdot.wa.gov/traffic">www.wsdot.wa.gov/traffic</a></li> <li>3. Highway Advisory Radio</li> <li>4. 511 call system</li> <li>5. Public affairs media alerts</li> </ol> <p><b>B.C. Public Advisory:</b></p> <ol style="list-style-type: none"> <li>1. Changeable message signs</li> <li>2. <a href="http://www.drivebc.ca">www.drivebc.ca</a></li> <li>3. 1-800-550-4997</li> <li>4. *4997 (cell phone)</li> <li>5. Border ATIS</li> <li>6. Regional ATIS</li> <li>7. Media</li> </ol>			

## **Introduction**

In late 2005, IMTC member agencies including US Customs and Border Protection (CBP), Canada Border Services Agency (CBSA), Transport Canada, Whatcom Council of Governments, Washington State Patrol (WSP), Washington State Department of Transportation (WSDOT) and others developed a communications protocol to use during closures at the border. This protocol outlined a procedure to let other impacted agencies know when a border-approach highway or port-of-entry is closed. This report gives a current assessment of how the signatory agencies have integrated the protocol and use it when needed.

## Washington State Department of Transportation (WSDOT)

### ***Signatory***

Mr. Todd Harrison, Assistant Regional Administrator, Mt. Baker Area, Northwest Region

### ***Implementing office***

Northwest Region Traffic – Traffic Management Center.  
Contact: Morgan Balogh, (206) 440-4485, [baloghm@wsdot.wa.gov](mailto:baloghm@wsdot.wa.gov)

### ***Adoption in procedure***

WSDOT, upon adoption of the protocol, integrated it into their Traffic Management Center Standard Operating Procedures. The Traffic Management Center (TMC) is an operations center that is staffed 24/7, 365 days a year. It controls traffic control devices on the road, traveler information systems, dispatches WSDOT incident response personnel, and contacts agencies impacted by incidents. WSDOT's Standard Operating Procedures is a guide that gives direction to TMC staff on what to do during roadway emergencies.

### ***Training, testing, & updates***

TMC staff are trained and exercised in the standard procedures. Any notification of an update in the Border Closure Protocol is provided to the TMC supervisor and the Standard Operating Procedures are updated.

### ***Using the protocol***

WSDOT TMC staff is notified of border or border-road closures by protocol partners, other WSDOT staff, other transportation agencies, the public, or media. Once notified TMC Staff perform the following duties:

1. Record the event in an electronic radio log
2. Turn on variable message signs and highway advisory radio informing motorists of the closure
3. Dispatch appropriate staff for response that might include traffic control or incident response. The responders work following **incident command procedures**
4. Complete notification according to the Border Closure Protocol
5. Record the closure on web pages that are visible to the public through the internet
6. Contact a Public Information Officer who then contacts media and serves as a point for WSDOT on further media contact
7. Contacts WSDOT management for information and possible further direction
8. Continue to manage the incident and make updates to logs, signs, web pages, and media

### ***Overall assessment***

The Border Closure Protocol in unison with WSDOT procedures has better prepared WSDOT for responding to border closures as well as to situations that may arise during the 2009 Police and Fire Games and the 2010 Olympic and Paralympic Games.

## **United States Customs & Border Protection (CBP)**

### ***Signatory***

Ms. Margaret Fearon, Area Port Director, Blaine, Washington.

### ***Implementing office***

CBP Port of Blaine, Pacific Highway port-of-entry

Contact: James Rector, Area Assistant Port Director, 332-2674, [james.rector@dhs.gov](mailto:james.rector@dhs.gov)

### ***Adoption in procedure***

CBP has integrated the protocol into the operating procedures of its Customs Area Security Center (CASC), a regional communications center staffed 24/7 and located at the Pacific Highway Port of Entry. The border-closure protocol sequence diagram is included in the CASC's procedures binder.

The CASC is set up to receive and initiate communications from a variety of enforcement and emergency-response agencies. In addition to the contact-sequences adopted under this border-closure protocol, the CASC has established, and continues to develop, additional modes of communication (radio, internet) with partner agencies on both sides of the border. An example of this is the continuing development of the IWIN cross-border and multi-agency secure radio channel. This provides valuable redundancy to the primary, phone-based scheme.

### ***Training, testing, & updates***

CASC staff maintain familiarity with procedures through periodic table-top exercises.

### ***Using the protocol***

CBP is a possible **initiating agency** of a border-closure communication and a **recipient of notifications** about border and approach road closures.

If CBP initiates a border closure at any of the area ports-of-entry, the first communication of this status is from the on-site duty supervisor to the CASC. At this point CBP is able to initiate the border-closure protocol.

Whether having just initiated a closure or responding to notification from another agency, CASC's subsequent actions include:

- ♦ Logs communications
- ♦ Completes the remaining contacts listed on the protocol
- ♦ Coordinates with the district public-affairs officer who can coordinate with other agencies' public-affairs departments for needed messaging to drivers and the public about route options, issue status, and estimated resolution if known.
- ♦ Continues to communicate issue status and estimated resolution if appropriate

## **Washington State Patrol (WSP)**

### ***Signatory***

Paul S. Beckley

### ***Implementing office***

Washington State Patrol, District 7, Bellingham Detachment  
Contact: Acting Captain Kenneth A. Ginnard, Acting District Commander, (360) 676-2076

### ***Adoption in procedure***

The Washington State Patrol has integrated the BC-WA Regional Protocol for Border Closure Communications into their operating procedures. Troopers assigned to the Bellingham Detachment Office and the Washington State Patrol Communications Center located at the Marysville, WA are familiar with the procedures to use during closures at the border. The State Patrol communications center is staffed 24 hours a day, seven days a week, 365 days a year. A copy of the border closure protocol and phone tree is maintained at both the Bellingham Detachment Office and Marysville Communications Center.

The Washington State Patrol Communications Center is designed to allow reception and distribution of communications from multiple emergency responders and law enforcement agencies. To assist in the application of the BC-WA interagency communications protocol, the Washington State Patrol maintains a radio communications "patch" in partnership with the Royal Canadian Mounted Police. This patch is activated by the Washington State Patrol communications center upon request from troopers in the field or by request of the RCMP. The patch allows communication directly, via radio, between the WSP and RCMP. This frequency is commonly known as CAN-AM.

### ***Training, testing, & updates***

Washington State Patrol troopers and communications officers are trained and updated regularly and maintain familiarity with procedures and policies governing cross border incidents and communications issues. The Washington State Patrol also regularly attends meetings with partnering agencies to ensure our understanding of policies and procedures are current.

### ***Using the protocol***

The Washington State Patrol is both an initiating agency and a recipient of border closure communications. If the Washington State Patrol initiates a closure, trooper(s) initiating the closure will notify the Washington State Patrol communications center at the Marysville, WA headquarters. The purpose of the closure will be communicated to partnering and concerned agencies. These agencies include the Washington State Department of Transportation, the Department of Homeland Security (Customs and Border Protection & the US Border Patrol), and the Canadian Border Services Agency. This list of partners is in no way exhaustive and may be reduced or expanded depending on the incident.

If information about a closure or border incident is relayed to the Washington State Patrol communications headquarters in Marysville, our operating procedure is to relay this information to troopers assigned to the Bellingham area. In some instances, troopers in the Bellingham area will learn of the close first and relay this information to the communications center. To ensure all troopers assigned to the Bellingham area know of the closure, the information will be rebroadcast to all troopers in the Bellingham area.

Troopers and/or Washington State Patrol Communications Officers perform the following duties as needed during an incident. These duties include but are not limited to:

- Maintain an incident log
- Notify upper level supervisors and command staff

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**DRAFT**  
11 June '09

- Notify a Public Information Officer
- Maintain continual contact with the Washington State Department of Transportation Traffic Management Center, providing/receiving updates
- Notify assisting local agencies
- Notifies needed/involved agencies listed on the protocol

Once a border closure is implemented, the Washington State Patrol Communications Center shall notify the District VII command staff and the executive staff of the closure and the anticipated length of the closure. Once the border is reopened, the Washington State Patrol Communication Center shall notify the District VII command staff and the executive staff that the border has been reopened.

## **Royal Canadian Mounted Police (RCMP)**

### ***Signatory***

Inspector Gary LEYDIER, Lower Mainland District, Regional Duty Officer, Surrey, British Columbia

### ***Implementing office***

RCMP, Lower Mainland District Office  
Contact: Regional Duty Officer, (604) 598-4232

### ***Adoption in procedure***

The RCMP has integrated the protocol into the operating procedures of its Regional Duty Officer Program. This is a 24/7 initiative providing senior officer oversight of Lower Mainland District Operations. The border-closure protocol sequence diagram is included in the Regional Duty Officer procedures binder.

The RCMP is contracted as the Provincial Police Force of British Columbia. It is also the Federal Police Force of Canada. It is therefore most likely to be the first or second agency appraised of a highway or border incident on the Canadian side. The RCMP, in association with partner agencies, will hence most likely be overseeing and managing the progress of trans border incidents.

### ***Training, testing, & updates***

The RCMP Regional Duty Officers will maintain familiarity with procedures. Any notification of an update in the Border Closure Protocol will be adopted in our standard operating procedures.

### ***Using the protocol***

The RCMP is a possible **initiating agency** of a border-closure communication and a **recipient of notifications** about border and approach road closures.

If the RCMP initiates a border closure at any of the area ports-of-entry, the first communication of this status is from the RCMP to the Provincial Highway Conditions Center.

Whether having just initiated a closure or responding to notification from another agency, the RCMP's subsequent actions include:

- ♦ Log communications
- ♦ Complete the contact listed on the protocol (if initiating the closure)
- ♦ Dispatch appropriate police and other emergency resources to deal with or contain the incident
- ♦ Continue to communicate issue status and estimated resolution if appropriate

## **Canada Border Services Agency (CBSA)**

### ***Signatory***

Mr. Doug Clarke, A/District Director, Pacific Highway

### ***Implementing office***

CBSA, Pacific Highway port-of-entry  
Contact: Kim Scoville, Director, Pacific Highway District

### ***Adoption in procedure***

### ***Training, testing, & updates***

### ***Using the protocol***

CBSA is a possible **initiating agency** of a border-closure communication and a **recipient of notifications** about border and approach road closures.

PROTECTED "A"

Memorandum of Agreement  
on Adoption of a BC-WA Regional Protocol  
for Binational, Interagency Communication about  
Highway and Border Station Incidents that  
Affect Cross-border Travel

WHEREAS Transport Canada, the Washington State Department of Transportation, the British Columbia Ministry of Transportation, the U.S. Bureau of Customs and Border Protection, Canada Border Services Agency, the Washington State Patrol, and the Royal Canadian Mounted Police have cooperatively developed a communications plan for responding to border-related incidents,

AND WHEREAS above listed agencies, along with many others, have formed and participated in the International Mobility and Trade Corridor Project (IMTC), a binational planning coalition, since 1997;

AND WHEREAS it is a standing objective of the IMTC to "Encourage institutional collaboration and integration of information systems to improve risk management and increase cross-border security;"

AND WHEREAS from time to time, threats to public safety (incidents) require the temporary, full, or partial closure of international border ports-of-entry and highways that serve border crossings;

AND WHEREAS adoption and implementation of the attached, collaboratively developed Communications Protocol is advanced by the undersigned for the purposes of increasing the speed and effectiveness of border-related incident management, the accuracy and timeliness of information delivered to affected entities and the public, and the use of the most current information technology for traveler-information;

It is therefore RESOLVED that the undersigned agencies adopt the attached Communications Protocol on this 12<sup>th</sup> day of July, 2007.

[Signature]  
A/Regional Director, SR.  
British Columbia  
Ministry of  
Transportation

[Signature]  
DOUG CLARKE  
A/DISTRICT DIRECTOR  
PACIFIC HIGHWAY  
Canada Border Services  
Agency

[Signature]  
D/C Pacific  
Royal Canadian  
Mounted Police

[Signature]  
Regional Director  
Transport Canada  
Coordination &  
Policy

[Signature]  
Area Port Director  
United States Bureau  
of Customs and Border  
Protection

[Signature]  
Washington State  
Department of  
Transportation

[Signature]  
Washington State Patrol  
APPROVED AS TO FORM

[Signature]  
ASSISTANT ATTORNEY GENERAL

**DRAFT** mock-up NEXUS promotional flyer

Submitted by WCOG for internal review and modification.

These graphics are simplistic but the basic content and level-of-detail is what we're thinking about for regional distribution.

Front

Back

Don't wait at the border.

Apply today at

**getNEXUS.com**



### Did you know...?

- The processing fee is \$50 but the card is **good for 5 years** (that's \$10 a year!)
- **No fee for children** under 18.
- In addition to granting access to dedicated NEXUS lanes (at selected ports), a NEXUS card is now designated by both the U.S. and Canada as acceptable identification *when returning from the U.S. or Canada.*

**getNEXUS.com**

**Applying for NEXUS has gotten easier!**

### NEXUS eligibility

Individuals may qualify to participate if they are a citizen or permanent resident of the United States or Canada, have resided in either or both countries for the last three years, and pass criminal history and law-enforcement checks.

NEXUS is a binational program administered jointly by Canada Border Services Agency (CBSA) and U.S. Customs and Border Protection (CBP). Both agencies must review and accept an application for issuance of a NEXUS card.

### Application process

NEXUS card applications can be made via the internet as well as mail.

**Go to [www.getNEXUS.com](http://www.getNEXUS.com)** for direct links to CBP-CBSA web-based application, print-and-mail applications, and additional answers to other program-related questions you may have.

### And remember, with NEXUS...

- No fee for children under 18
- Cards are good for 5 years
- Valid ID for travel between the U.S. & Canada (including air travel)
- Access to NEXUS kiosks at Vancouver International Airport
- Expedited marine reporting

Apply today at

**getNEXUS.com**