

REFERENCE GUIDE

PROCEDURES TO CONSIDER in using the Public Works Emergency Mutual Aid Agreement

Below are **SUGGESTED** steps for your agency to follow when using the Public Works Emergency Response Mutual Aid Agreement. The participants to the agreement are listed by agency, with a contact person, their phone number and an emergency 24-hour phone number. Simply make the contact and obtain the assistance. (TransAid will keep and updated list of signatory agencies on the Internet and provide a copy to the signatory agencies.)

Requesting Agency Steps to Follow

When your agency is requesting assistance:

1. Assess the situation and determine the resources needed.
2. Fill out the REQUESTING AGENCY'S CHECKLIST (see page 2).
3. Locate agencies included in the agreement.
4. Call the agency(s) listed that may have the resources you need.
5. Fill out a Requesting Agency's MUTUAL AID INFORMATION form (see page 3).
6. Send copy of form to the Responding Agency as soon as possible.

Responding Agency Steps to Follow

When your agency is responding to a request for assistance:

1. Make sure you can fulfill the request before giving an answer. Remember, *you are not required* to supply aid if you determine you can not spare resources or if you do not have qualified personnel, appropriate equipment and necessary materials for what is requested.
2. Analyze the level of risk of the request.
3. Complete the RESPONDING AGENCY CHECKLIST (see page 4) with the information given by the Requesting Agency.
4. Brief your employees and prepare the equipment.
5. Complete the EMPLOYEE & EQUIPMENT INFORMATION (see page 5) form -- provide copies to your responding staff and to the Requesting Agency.
6. Dispatch staff to the Requesting Agency for assistance.

Supervisor of Responding Agency Steps to Follow

1. Complete the INCIDENT COMMANDER CHECKLIST (see page 7).
2. Carry a copy of the Requesting Agency's MUTUAL AID INFORMATION (see page 3) form and your EMPLOYEE & EQUIPMENT INFORMATION (see page 5) form and provide a copy of each to the Requesting Agency.
3. Remember, you are responsible for your crew working in a safe and professional manner.
4. Track your equipment and materials inventory.

REQUESTING AGENCY CHECKLIST

- Ensure that a real need exists. The Public Works Emergency Response Mutual Aid Agreement is only to be used to support resources already reasonably committed.
- What can the Responding Agency help you repair or service? What is the nature of the emergency?
- Identify what type of equipment, material and skilled employees are needed.
- How long may they be needed? Will Responding Agency employees work independently or with one of your supervisors?
- Where will Responding Agency employees eat, sleep and shower? Do you need to make contact with the Red Cross for meals? What facilities/hotels are available for Responding Agency employees?
- Has an arrangement for refueling and repair of equipment been made?
- Identify a staging area. Where will Responding Agency employees meet your Agency supervisor(s) to be briefed and assigned work? Responding Agency employees will need names of your supervisor(s), phone numbers and locations and times to meet and report.

Who Can Help?

- Review list of Public Works Emergency Response Mutual Aid agencies and locate an agency not affected by the emergency.
- Contact your local Office of Emergency Management, if necessary.
- Call the agency directly. Send written request as soon as possible.
 - Identify yourself and your agency.
 - Fill out a MUTUAL AID INFORMATION (see page 3) form.
 - State the nature of the problem.
 - State your needs - personnel, equipment, resources, etc. Length of time they will be needed?
 - Advise the Responding Agency on weather and road conditions.
 - How soon is aid needed? Is the work time sensitive?
 - Advise the Responding Agency where, when and to whom they are to report?
 - Identify facilities that are available to Responding Agency (shelter, food, etc.)
 - **Briefing**
- Meet with your agency's union reps or supervisors to discuss how staff will be used.
- Identify a staff person to work directly with your employees to handle and address questions. Provide local maps of the area with information such as eating and sleeping sites.
- Provide system maps and discuss how to use them.
- Review standards for the type of work being requested.
- Establish a communications plan.

MUTUAL AID INFORMATION FORM
Requesting Agency

DATE: TIME:

REQUESTING AGENCY:

NAME/TITLE CONTACT:

PHONE NUMBER: FAX NUMBER:

EMERGENCY PHONE NUMBER:

TYPE OF EMERGENCY:

ESTIMATED DURATION ASSISTANCE WILL BE REQUIRED:

ASSISTANCE BEING REQUESTED (be as specific as possible.)

*Technical Assistance **

Personnel Area of Expertise

*Equipment **

Communication Equipment:

*Materials **

* Items to consider in your request:

Inspectors Engineers Surveyors

Technicians Truck Drivers Utility person

Operators Flaggers Welders

Mechanics Bridge Repair Carpenters

Electricians Dump Trucks Back Hoe

Gravel Pipe Paving Equipment

Oiler Grader Compactor

Traffic Control Equip. Power Supply Communication Equip.

RESPONDING AGENCY CHECKLIST

DATE: TIME:

REQUESTING AGENCY:

NAME/TITLE CONTACT:

PHONE NUMBER: FAX NUMBER:

EMERGENCY PHONE NUMBER:

TYPE OF EMERGENCY:

ESTIMATED DURATION ASSISTANCE WILL BE REQUIRED:

Fill out Mutual Aid Information form.

Clarify Need

- Review types of damage and what Responding Agency employees may be expected to deal with (volcanic ash, earthquake, flooding, etc.)
- Review types of equipment, materials and number of employees needed and skills required.
- How long will your employees be needed? Should a relief crew be prepared? Where will your employees stay and eat?
- Identify a communications plan for crews.
- How will responding affect your agency's current operations?
- Immediately notify Supervisor, elected officials and Highways & Local Programs of request for Emergency Response Mutual Aid.

Preparations

- Identify your responding employees. Review employee selection with union reps or supervisors. Ask employees to bring necessary personal items.
- Identify Incident Commander for your employees and appoint staff for operations, planning, logistics and finance.
- Review ER/FEMA documentation procedures with supervisors and initiate record-keeping requirements.
- Inventory and standardize tools and materials on vehicles. Inspect vehicles for travel.
- Set up daily check in time between Responding and Requesting agency. Review progress, identify hours worked, working conditions and status of crew.
- Send cash (not check) or credit cards with Supervisor for emergency expenses.
- Send mobile phone or ham radio equipment for back up communications.
- Be sure emergency food and water are on each vehicle.

EMPLOYEE & EQUIPMENT INFORMATION Responding Agency

Agency: Date:

Supervisor of Crew:

Communication Equipment/Phone Numbers:

Report Time: Report Date:

Report To: Area Assigned:

ASSISTANCE BEING PROVIDED (be as specific as possible)

Supervisor & Crew Employees

Name Emergency Contact Qualifications
& Phone Numbers Flagger CPR CDL Operator First Aid

*Technical Assistance **

Personnel Area of Expertise

Confined Space:

*Equipment **

Truck Type & Size:

Truck Materials Inventory:

Truck Tools & Equipment Inventory:

Communication Equipment:

*Materials **

Shoring Needed:

* Items to consider in your request:

Inspectors Engineers Surveyors
Technicians Truck Drivers Utility person

Operators Flaggers Welders

Mechanics Bridge Repair Carpenters

Electricians Dump Trucks Back Hoe

Gravel Pipe Paving Equipment

Oiler Grader Compactor

Traffic Control Equip. Power Supply Communication Equip.

1 copy to Requesting Agency

1 copy to Responding Agency

1 copy to Crew Supervisor

INCIDENT COMMANDER CHECKLIST

Responding Agency

Upon Arrival

- Check-in with supervisor on site.
- Review maps, damage information, repair needs and potential crew assignments. Request information on repair standards.
- Ensure that lodgings, meals and refueling capabilities exist. If not, identify crew member to work on problem and ask Requesting Agency for assistance.
- Review documentation procedures with Requesting Agency's supervisor and obtain supplies to track repairs and costs associated with job.
- Establish daily briefing time with Requesting Agency's supervisor.
- Establish daily documentation briefing with Requesting Agency's supervisor to ensure that tasks are completed.
- Establish working shifts.
- Review Communication Plan.

Daily Process

- Briefing with supervisors and crew on work assignments and progress.
- Review safety procedures with crew.
- Review events and any problems or positive interaction with Requesting Agency's employees or customers.
- Ensure lunch and evening food breaks are provided and that a system for meals, refueling and restocking is maintained.
- Contact Responding Agency for briefing.
- Review documentation at end of each day for accuracy and completion.

Work Termination

- Meet with crews to review successes and problems.
- Identify total hours worked and number of repairs.
- Total up costs associated with work.
- Allow rest and recovery time before leaving for home.