



PWERT Activation/Demobilization

Standard Operating Guidelines

PURPOSE

To provide a clear process for:

- Requesting resources
- PWERT notifications of activation
- Location and fulfillment of resource requests
- Demobilization

CONCEPT OF OPERATIONS

In order to facilitate requests for assistance and fulfill them through the PWERT Mutual Aid Agreement, a Hot Phone number has been established for member agencies to utilize. Each month the three PWERT officers and three individuals from member cities are assigned as operators to answer the Hot Phone number (972-827-8758). Hot Phone operators will use the steps below to respond to requests for assistance.

TYPES OF ASSISTANCE

There are various levels of assistance a member city may request through PWERT activation. Typically these are the three main types of requests:

- Emergency Operations Center (EOC) Assistance: PWERT representative responds to the jurisdiction's EOC to assist with local coordination and liaison with PWERT. This may require support for situational briefings, requesting resources and/or administrative functions such as documentation assistance
- Simple Resource Request:
 - Locate a resource within PWERT, obtain contact information for responding jurisdiction
 - Provide contact information to impacted jurisdiction
 - Impacted jurisdiction coordinates the response
- Response Coordination:
 - Locate a resource or several resources within PWERT
 - Coordinate with responding jurisdiction
 - Liaison between requesting and responding jurisdictions
 - Maintain documentation relative to the PWERT response

OVERVIEW OF RESPONSIBILITIES

PWERT Leadership

- Serve as Hot Phone operators on continual basis
- Work with Hot Phone operators to perform functions as necessary
- When notified of activation by Hot Phone operator, activate the notification system to send Activation Notification to all members via phone call, text and email
- Work with Hot Phone operator/PWERT coordinator to schedule relief personnel as necessary
- Maintain notes regarding processes that worked well and challenges faced during the response in order to effectively participate in the after action review
- Manage post operations activities

Hot Phone Operator

- Answer the Hot Phone and take action on any PWERT resource requests
- Notify PWERT leadership of activation
- Make resource requests known to all member cities via email
- Coordinate information between Requesting/Responding agencies
- Document all activity via the PWERT Google Drive or manual processes
- Ask for assistance through PWERT leadership when needed, and especially for long duration incidents
- Maintain notes regarding processes that worked well and challenges faced during the response in order to effectively participate in the after action review

PWERT Coordinator

- When a request is for response coordination (as explained above), the Hot Phone operator becomes PWERT coordinator unless he/she is relieved by another member
- Since this situation will usually be caused by a large scale or complex incident, this person will typically work from the Garland Disaster District Center (DDC) at the request of the State
- Receive and prioritize resource requests from any/all requesting agencies impacted by an incident
- Locate or order requested resources
- Mobilize, deploy and track resources on behalf of the requesting agency or agencies
- Document all PWERT activity via PWERT Google Drive or outlined manual processes
- Maintain notes regarding processes that worked well and challenges faced during the response in order to effectively participate in the after action review

PWERT Staging Manager

- Maintain situational awareness regarding status of deployed PWERT resources
- Work with PWERT coordinator to communicate responding jurisdiction information and confirm resources arrival on scene and demobilization times
- Work with requesting agency resource contact to ensure open communication and situational awareness between requesting agency and all PWERT resources
- Work with PWERT coordinator to plan resource needs for next operational period as needed by requesting agency
- Maintain notes regarding processes that worked well and challenges faced during the response in order to effectively participate in the after action review

ACTIVATION PROCESS

PWERT Activation Trigger

1. Primary Activation Trigger: jurisdiction calls Hot Phone (972.827.8758) requesting assistance
2. Secondary Activation Trigger: one or more PWERT operators receive an email requesting assistance from a jurisdiction. This method is only to be utilized if requesting agency is unable to make contact with PWERT operators via the Hot Phone for any reason.

OPERATOR/COORDINATOR CHECKLIST

1. **Record requesting agency's contact information and resource needs:**
 - **ELECTRONIC METHOD:** Log into PWERT Google Drive and complete the **PWERT RESOURCE SUPPORT SPREADHSEET**
 - **MANUAL METHOD:** Complete the **PWERT FORM 2 – MUTUAL AID INFORMATION**
2. **Notify PWERT Membership of activation:**
 - Login to notification system
 - Pull up PWERT Activation Template
 - Send to PWERT Membership (phone, text and email)
3. **Send resource request details and electronic copy of RESPONDING AGENCY CHECKLIST FORM 3 to PWERT Membership via the listserv: pwmembers@ep.nctcog.org**
4. While awaiting membership responses, work with requesting agency to obtain any missing resource information and obtain any specifics possible with regard to the request **ESPECIALLY CONCERNING STAGING AREA, RESOURCE CONTACT, REFUELING/REPAIRING, and PROVISIONS.**
5. **Once Resource has been located and Responding Agency is identified, confirm they can meet the jurisdiction's request, obtain :**
 - **ELECTRONIC METHOD:** On PWERT Google Drive, **PWERT RESOURCE SUPPORT SPREADHSEET – RESPONDING AGENCY PORTION**
 - **MANUAL METHOD:** Complete the **PWERT FORM 4 – RESPONDING AGENCY EMPLOYEE AND EQUIPMENT INFORMATION FORM**
6. **Provide responding agency with details on where to report and any support available and being provided by Requesting Agency (Staging Area, Contact, Refueling/Repair and Provisions if available).**
7. **Instruct Responding Agency to contact you once their personnel are on site – AND – once their personnel demobilize (we need to document times for both)**
8. **Contact Requesting Agency, advise them of responding agency information including:**
 - Responding Agency Name
 - Crew Supervisor and Contact Information
 - Equipment/Personnel being provided (verify resources are sufficient to meet request)
 - ETA to Staging Area
9. **Advise Requesting Agency to contact you with any additional questions or resource requests**
10. **Notify PWERT Membership the Resource Request has been filled:**
 - Send an email to PWERT Members via pwmembers@ep.nctcog.org

- Advise that the resource request has been filled
 - Include reminder that additional requests will be sent via email as they are received
11. **IF THE RESOURCE REQUEST CANNOT BE FILLED WITHIN THE PWERT**, notify the requesting agency of status, work with requesting agency to complete the State of Texas Assistance Request (STAR) – if this is necessary, the Requesting Agency EMC should be notified
12. **In situations where more than 2 Responding Agencies are deployed to a Requesting Jurisdiction:**
- Send an email to PWERT Members via pwmembers@ep.nctcog.org
 - Request a member city to provide an individual to serve as a PWERT Staging Manager
 - If deployed, notify the Requesting Jurisdiction of individual en route to Staging Area to serve as PWERT Staging Manager to help coordinate PWERT resources and work assignments

RESPONSE COORDINATION CONSIDERATIONS

Work Schedule & Location

- If the Hot Phone Operator determines the activation to be multi-operational period, he/she should notify PWERT Leadership to determine PWERT Coordination schedule and work location.
- For large scale incidents, it may be necessary for the PWERT Coordinator to serve at the Garland Disaster District Chair (DDC) location.
- **Each day**, Coordinator should survey impacted agencies to determine need for continued PWERT Coordination.
- Work with PWERT Leadership and attempt to schedule relief personnel for anticipated operational periods. For continuity purposes, Coordinators should work at least 2 consecutive days if possible and be prepared to work 12 hour shifts during such activations.
- PWERT Coordinators who are not Emergency Management staff should consider involving their EM staff and work with EM staff from other member cities to fill the Coordinator role when possible.

Transfer of Responsibility

- At the end of each shift, the PWERT Coordinator needs to survey impacted agencies; confirm status of all PWERT resources. If a PWERT Staging Manager has been activated, this step can be coordinated through that person.
- PWERT Coordinators will provide a briefing to their replacement providing status of deployed resources, any outstanding requests and all pending action items.
- If a replacement does not show up, notify PWERT Leadership, if at all possible Coordinators will need to maintain their position until a backup can relieve them.
- Identify any new unmet needs and document for relief personnel or for next day as applicable.
- Finalize all PWERT Documentation and ensure complete (either on Google Drive or through manual forms)
- Each day, provide a Situation Report to all members via email with a summary of the day's activities by approximately 6pm if possible.
- Provide briefing and documentation to relief personnel including: status of deployed resources, outstanding requests, encountered issues, pending action items.

Demobilization

- For single resource support, demobilization is not really applicable. However, for large scale or complex emergencies when multiple PWERT Responding Agencies may be deployed and

assisting multiple Requesting Agencies, demobilization planning is necessary and should start with the first PWERT Coordinator shift.

- Through their daily survey of status (discussed above), Coordinators will identify when support efforts become minimal enough for staff to perform them in conjunction with their normal day-to-day duties. Once that occurs, the Coordinators can perform those functions from their home agency locations.
- Full demobilization is not complete until ALL resources are returned to their home jurisdiction. The Coordinator at the time of the demobilization will document date/time of demobilization for all resources:
 - **ELECTRONIC METHOD:** On PWERT Google Drive, **PWERT RESOURCE SUPPORT SPREADHSEET – RESPONDING AGENCY PORTION**
 - **MANUAL METHOD:** Complete the **PWERT FORM 4 – RESPONDING AGENCY EMPLOYEE AND EQUIPMENT INFORMATION FORM**
- Once demobilization is complete, confirm “end of PWERT operations” with the Requesting Agency PWERT contact or the Emergency Management contact.
- Communicate final status to all PWERT members via pwmembers@ep.nctcog.org.

POST OPERATIONS

- Distribute After Action Survey for PWERT members
- Schedule in-person debriefing for PWERT members with a focus for Coordinators, Requesting Agencies and Responding Agencies
- Document findings via After Action Report
- Distribute report at the next scheduled PWERT meeting

DEFINITIONS

PWERT MAA: Public Works Emergency Response Team Mutual Aid Agreement.

Hot Phone: Google phone number to call for PWERT Activation / Assistance.

Operator: PWERT members manning the Hot Phone for a given month.

Coordinator: PWERT members manning the Hot Phone who answer a request for assistance to coordinate the PWERT response for a complex or large scale incident.

Requesting Agency: Agency calling the Hot Phone for assistance.

Responding Agency: Agency providing the resources requested.

PWERT Form 1 – Requesting Agency Checklist: Form to be completed by the Operator with assistance from the Requesting Agency to ensure they are prepared to request and receive PWERT assistance.

PWERT Form 2 – Requesting Agency Information: Form to be completed by Operator identifying the Requesting Agency and detailing their resource needs. This is the form that will be sent to PWERT email list by the operator for fulfillment.

PWERT Form 3 – Responding Agency Checklist: Form to be completed by Operator with assistance from Responding Agency to ensure they are ready and prepared to provide assistance to the Requesting Agency.

PWERT Form 4 – Responding Agency Employee and Equipment Information Form: Form to be completed by Operator with assistance from Responding Agency identifying the equipment and staff that the will be sent to the Requesting Agency.

FEMA 508-7 Public Works Resources: Document from FEMA that provides Resource Typing for common Public Works equipment. This should be consulted when practical to specify what equipment and resources are needed.