



# IPWMAN

ILLINOIS PUBLIC WORKS MUTUAL AID NETWORK

**Welcome to IPWMAN Duty Officer Training**

**October 16, 2018**



# Duty Officer Training

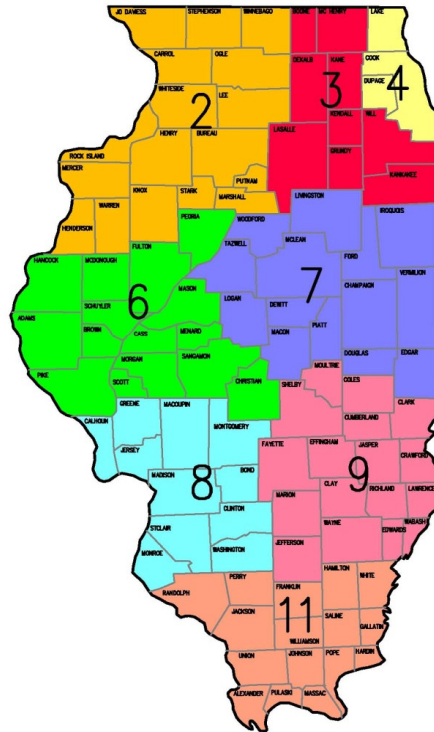
## Objectives

- IPWMAN Regions
- IPWMAN Benefits
- Who is a Duty Officer?
- Who is SEECOM?
- When is the Duty Officer activated?
- How to respond as a Duty Officer?



# Regions Identical to IEMA Regions

IPWMAN REGIONAL MAP





## IPWMAN Members

### The Benefits:

- Access to assets from all corners of Illinois
- First 5 days support provided at no cost
- Standardized operating procedures for disaster response
- Quick and direct access to assets
- One agreement, simplified reimbursement



# Mutual Aid Agreement Highlights

- Authority is provided under Illinois law
- One standard agreement signed by each member agency.
- Self renewing after first year with payment of dues
- Can cancel at any time
- No obligation to respond
- 12 hour minimum response guarantee
- Can recall resources at any time after first 12 hours
- Reimbursement after 5 days
- Non Exclusive



# Duty Officer Training

## **Who is the IPWMAN Duty Officer?**

- Primary contact between IPWMAN and requesting agency
- Coordinating resources from IPWMAN agencies
- Collaborating with the impacted agency



# Duty Officer Training





# Duty Officer Training







# Duty Officer Training



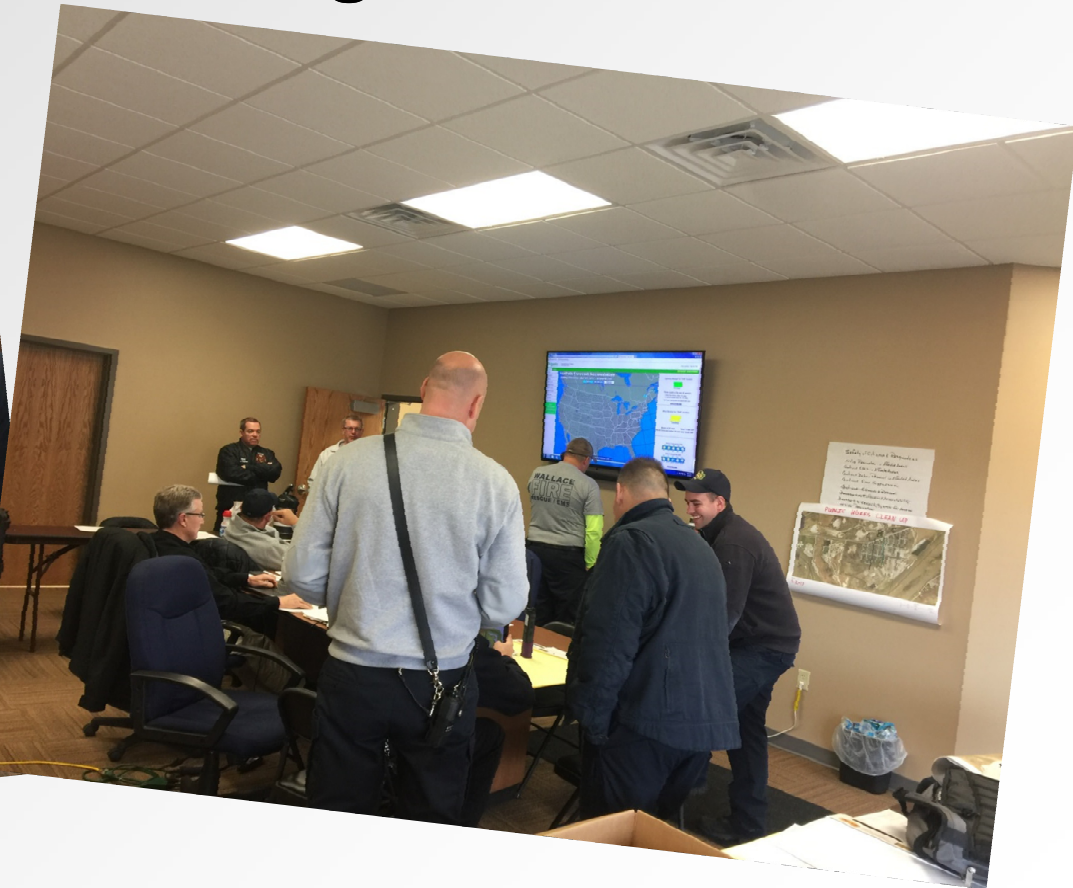


# Duty Officer Training





# Duty Officer Training





# Duty Officer Training





# Duty Officer Training





# Duty Officer Training





# Duty Officer Training





# Duty Officer Training







# Duty Officer Training





# Duty Officer Training





# Duty Officer Training





# Duty Officer Training





# Duty Officer Training





# Duty Officer Training

## Who is SEECOM?

**Telecommunicator  
Crystal Lake, Illinois**

**Southeast Emergency  
Communications (SEECOM)**  
100 West Municipal Complex  
Crystal Lake, IL 60039  
Phone: 815-356-2685





# Duty Officer Training

## Who is SEECOM?

- Southeast Emergency Communications(SEECOM)
- SEECOM is the 24 hour call center used by IPWMAN
- SEECOM contact is 1-855-IPWMAN1 (1-855-479-6261)
- IPWMAN member will call SEECOM to request activation of network for Mutual Aid response



# Duty Officer Training

## **When is the Duty Officer activated?**

### STEP 1 – HELP NEEDED

- An IPWMAN member needs assistance
- IPWMAN member will call SEECOM seeking assistance
- SEECOM will ask requesting agency questions & obtain contact information
- SEECOM will then contact the IPWMAN on call Duty Officer





# Duty Officer Training

## When is the Duty Officer activated?

### STEP 2 – RESPONDING

- Duty Officer will receive a call from SEECOM with requesting agency contact information and resources
- Duty Officer shall possess the IPWMAN Activation Request Form
- Duty Officer shall possess the Response Team Task List **(Critical)**
- Duty Officer shall then contact the requesting agency
- Duty Officer to obtain any additional contact information of requesting agency
- Duty Officer inquire the immediate needs from requesting agency



# Duty Officer Training

## **When is the Duty Officer activated?**

### STEP 3 – NOTIFICATION

- Duty Officer to possess SEECOM IPWMAN Activation Request Form
- Duty Officer to review and decide what regions to send notification
- Duty Officer to call SEECOM to inform and complete the IPWMAN Activation Request
- SEECOM will then email the IPWMAN Activation Request
- Duty Officer shall call SEECOM once the request of resources have been fulfilled or if additional resources are needed



# Duty Officer Training

## When is the Duty Officer activated?

### STEP 4 – COORDINATION

- Duty Officer shall be prepared for incoming calls/emails from responding agencies
- Duty Officer to take detailed notes from responding agencies
- If feasible, a site visit to the impacted area is recommended
  - Meet the impacted agency staff/elected officials
  - Meet some of the responding agencies on site
  - Tour of the impacted area and take photos



# Duty Officer Training

## When is the Duty Officer activated?

### STEP 4 – COORDINATION

- Duty Officer to track all responding agency resources:
  - Agency Name
  - Contact Name/Number
  - Resource Response Team
  - Dates of Response
  - Employees Name(s)
  - Employees Contact Information
  - Arrival Time/Departure Time
- Duty Officer to provide responding agency logistics:
  - Staging site
  - Ask if the IPWMAN response team is needed
  - Impacted agency contact information
  - Responding agency responsible for PPE
  - Provide special instructions as necessary
    - Food, Fuel, Safety, Ingress/gress, Etc.



# Duty Officer Training

## When is the Duty Officer activated?

### STEP 5 – DOCUMENTATION

- Title: (name of the event)
- Afflicted Member
- Request for Aid Warranted:
- Region(s) Notification Sent To:
- Nature of Incident:
- Time of Original Request:
- Time of SEECOM Notification:
- Time County EMA Contacted
- Time Stricken Member Contacted:
- Time of Mass Notification Request



# Duty Officer Training

## **When is the Duty Officer activated?**

### STEP 5 – DOCUMENTATION (Getting Started on Website Data Entry)

- Verify access to the Duty Officer Desktop within the IPWMAN website
- Click “Create New Incident”
- Fill in the fields as time allows onto the IPWMAN website



# Duty Officer Training

## **When is the Duty Officer activated?**

STEP 5 – DOCUMENTATION (Getting Started on Website Data Entry)

Take copious notes when communication with responding agencies

- Click “Type of Assistance Requested”
- Fill in the fields as time allows onto the IPWMAN website
- Click “Location Information”
- Fill in the fields as time allows onto the IPWMAN website



# Duty Officer Training

## **When is the Duty Officer activated?**

STEP 5 – DOCUMENTATION (Getting Started on Website Data Entry)

Click “Contacts”

- Fill in the fields as time allows onto the IPWMAN website
  - Use drop down menu - generally Duty Officer is the “Incident Primary Contact”





# Duty Officer Training

## **When is the Duty Officer finished?**

- Confirm with the requesting agency no additional resources are needed
- Request a summary of the response and financials, if available.
- Complete the incident data entry on the IPWMAN website
- Ask any veteran Duty Officer if you have any questions or improvements



# Duty Officer Training

## **IPWMAN Owned Resources**

- (1) MEOC –Towable Trailer (Washington, IL)
- (2) IPWMAN Response Trailers (TBD)
- (3) Caches of StarCom 21 Portable Radio Kits (12 Radios/Cache)
  - Wheeling
  - Champaign
  - Effingham
- (7) Dell Ruggedized lap top computers
- (8) Large Tool Box Deployment Kits (1 per IPWMAN Region)



# Duty Officer Training





# Duty Officer Training

**Duty Officer activation:**

**Your phone rings and it's SEECOM...now what?**





# Duty Officer Training

## **Duty Officer Activation:**

STEP 1 – SEECOM will contact the IPWMAN on call Duty Officer **(by Phone)** and provide the following information:

- Requesting Agency
- Contact Information
- Nature of Emergency (flooding, tornado, blizzard, etc.)
- What Resources they need (may be specific or global)



# Duty Officer Training

## **Duty Officer is activated:**

### STEP 2 – RESPONDING

- Duty Officer open the IPWMAN Activation Request Form
  - If the form is not readily available, be ready to ask the basic questions:
    - ✓ Confirm agency/contact information
    - ✓ Nature of the incident
    - ✓ Specific resource needs
    - ✓ Timeline
    - ✓ Staging area
    - ✓ Estimated length of deployment



# Duty Officer Training



## Mutual Aid & Assistance Activation Request Form

IPWMAN Call Center – (855) 479-6261			
Contact the IPWMAN Call Center at the number above to request assistance. Please have the information below available when calling.			
Requesting Agency			
County		Region	
Contact Person / Title			
Phone Number		FAX Number	
E-Mail			

Mission / Resources Requested:

Has an Emergency / Disaster Declaration been made?		
When will resources be needed?	Date	Time
Reporting Date and Time		
Release Date and Time		
Staging Area Location		
Staging Area Contact		



# Duty Officer Training

## Duty Officer is activated:

### STEP 2 – RESPONDING

- Duty Officer open the Response Team Task List (**Critical**)
  - ✓ **IPWMAN Response Teams (21 available task teams)**
  - ✓ **Teams A – P**
    - **Labor, Pavement Clearing, Tree Cutting/Tree Removal, Brush Chipping, Pumps, Vaccon, Hauling(trucks), Excavation, Vehicle Maintenance, Engineering, Signs Fabrication, Strike Teams and Admin Support.**
    - **Typically, the first call is for barricades, cones, signs, etc.**
    - **Team A would be the appropriate Task Team. It's important to obtain details on how many and the type of barricades/cones/signs needed.**





# Duty Officer Training

IPWMAN Response Team – Tasks and Equipment Requirements			
<b>TASK – The use of manual labor for tasks such as: road closures, site security, sandbagging ops, or any manual tasks requiring limited hand tools</b>			
Team	Type	Personnel	Equipment Required (general)
A	Labor 1	2	Minimum 2-wheel drive full-size pickup
<b>TASK – The same tasks as above but also including sign installation, brush/tree/limb cutting; or any manual tasks requiring the use of power and hand tools</b>			
Team	Type	Personnel	Equipment Required (general)
B	Labor 2	2	Minimum 2-wheel drive full-size pickup
<b>TASK – The clearing of any obstructing debris from the pavement to allow for ingress/egress into a designated area</b>			
Team	Type	Personnel	Equipment Required (general)
C1	Pavement Clearing	2	6-7 cu. yd. dump truck with maximum side height of 7'6" and a rubber tire articulating loader equipped with a minimum 2.0 cu. yd. general purpose bucket (no teeth) <b>or grapple bucket</b> with a minimum dump clearance of 9'3"
C2	Pavement Clearing	2	Same as C1; however, rubber-tired articulating loader will either have to be driven or hauled to the staging area as the responding community does not have a trailer
C3	Pavement Clearing	2	3-4 cu. yd. dump truck and a rubber tire skid steer loader equipped with a general purpose bucket (no teeth) <b>or grapple bucket</b>
C4	Pavement Clearing	2	Grapple Truck (Log Loader) with a minimum capacity of 7,500 lbs
<b>TASK – The cutting, loading, and removal of damaged or unsafe trees, limbs, etc., that require aerial equipment</b>			
Team	Type	Personnel	Equipment Required (general)
D	Tree Removal	2	Cab & chassis aerial lift truck with a minimum of 35' height and 350 degrees of pivot
<b>TASK – The collection (by hand) and chipping of brush, trees, and other woody material</b>			
Team	Type	Personnel	Equipment Required (general)
E	Brush Chipping	2	6-7 cu. yd. dump truck and a tow-behind "auto-feed" brush chipper capable of chipping 12" limbs
<b>TASK – The set-up and continual operation of portable pumping equipment for flood mitigation within public R.O.W. or facilities</b>			
Team	Type	Personnel	Equipment Required (general)
F	Portable Pumping Ops	2	Minimum 2-wheel drive pickup capable of transporting (2) two-inch portable trash pumps, 20 ft. of suction hose, and 100 ft. of discharge hose along with fuel to operate
<b>TASK – The use of mechanical vacuum equipment for flood mitigation within public R.O.W. or facilities</b>			
Team	Type	Personnel	Equipment Required (general)
G	Vac-all Ops	2	Cab & chassis catch basin vacuum jet truck with a minimum holding capacity of 12 cu. yd. and sufficient suction to reach a minimum of 10 ft. depth



# Duty Officer Training

<b>IPWMAN Response Team – Tasks and Equipment Requirements</b>			
<b>TASK – The hauling or transport of medium (by weight or volume) materials or supplies</b>			
Team	Type	Personnel	Equipment Required (general)
H	Transport Medium	1	6-7 c. yd. dump truck with a maximum side height of 7'6"
I	Transport Heavy	1	Semi-tractor with 14 cu. yd. dump with a maximum side height of 8'0"
J1	Transport Equipment Medium	1	A flat-bed trailer with a minimum capacity of 10 tons
J2	Transport Equipment Heavy	1	A low-boy trailer with a minimum capacity of 20 tons
<b>TASK – The use of excavation equipment for trenching or similar operations</b>			
Team	Type	Personnel	Equipment Required (general)
K1	Excavation	2	6-7 cu. yd. dump truck and a backhoe with loader with a minimum 15' digging depth and a 1.0 cu. yd. front loader bucket with a minimum dump clearance of 8'8"
K2	Excavation	2	Same as K1; however, backhoe with loader (#G11) will either have to be driven or hauled to the staging area as the responding community does not have a trailer
<b>TASK – The minor repair of vehicles for continual use (tire repair)</b>			
Team	Type	Personnel	Equipment Required (general)
L	Vehicle Maintenance	1	Vehicle service truck equipped with an air compressor to operate pneumatic tools and inflate tires, jump starting unit and tire repair kits for field repairs
<b>TASK – The utilization of professional engineering services for a variety of found functions</b>			
Team	Type	Personnel	Equipment Required (general)
M	Engineer / Tech Group	1	Car, pickup, van, any type of vehicle provided said vehicle is equipped with appropriate safety lights and/or strobes
<b>TASK – The use of an adequately-equipped sign shop for sign fabrication</b>			
Team	Type	Personnel	Equipment Required (general)
N	Sign Fabrication	NA	*This team fabricates signs and transports them to the incident area
<b>TASK – The assignment of appropriately trained personnel to supervise various response teams and task forces</b>			
Team	Type	Personnel	Equipment Required (general)
O	Task Force / Strike Team Leader	1	Car, pickup, van, any type of vehicle provided said vehicle is equipped with appropriate safety lights and/or strobes
<b>TASK – The assignment of appropriately trained personnel to assist with stricken communities response and recovery operations</b>			
Team	Type	Personnel	Equipment Required (general)
P	Administrative Support	1	Car, pickup, van, any type of vehicle provided said vehicle is equipped with appropriate safety lights and/or strobes







# Duty Officer Training


## Duty Officer is activated:

### STEP 2 – RESPONDING

- Duty Officer shall then contact the requesting agency
  - ✓ Obtain any additional contact information of requesting agency
  - ✓ Inquire the **immediate needs** from requesting agency
    - Keep in mind the impacted agency is in emergency mode
    - Be calm and provide advise to the agency
    - Keep in mind the operational periods and the time of day
  - ✓ Document the agencies resource request on the **IPWMAN Agency Contact and Resource Information Form**, if available



# Duty Officer Training

 <b>IPWMAN</b> <small>ILLINOIS PUBLIC WORKS MUTUAL AID NETWORK</small>		<b>Agency Contact &amp; Resource Information</b>	
<b>Agency Name</b>		<b>Business Phone</b>	
<b>Mailing Address</b>		<b>24-Hour Emergency Phone</b>	
<b>Zip Code</b>		<b>Fax</b>	
<b>County</b>		<b>Region</b>	
<b>AGENCY CONTACT INFORMATION</b>			
<b>CONTACT</b>	<b>PRIMARY</b>	<b>1<sup>ST</sup> ALTERNATE</b>	<b>2<sup>ND</sup> ALTERNATE</b>
<b>Name</b>			
<b>Position</b>			
<b>Office Phone</b>			
<b>Home Phone</b>			
<b>Pager Number</b>			
<b>Cell Phone</b>			
<b>Cell Phone Carrier</b>			
<b>E-Mail</b>			



# Duty Officer Training

AVAILABLE RESPONSE TEAM QUANTITIES							
Class A		Class C3		Class G		Class K2	
Class B		Class C3A		Class H		Class L	
Class C1		Class C4		Class I		Class M	
Class C1A		Class D		Class J1		Class N	
Class C2		Class E		Class J2		Class O	
Class C2A		Class F		Class K1		Class P	

**ADDITIONAL RESOURCES** - List available resources not identified in the response team list. This should include items such as barricades, sandbags, and arrow-boards along with any specialized equipment your agency has that could be useful during an emergency.


<b>Authorized Signature</b>		<b>Date</b>	
<b>Printed Name &amp; Title</b>			



# Duty Officer Training

## **Duty Officer is activated:**

### STEP 3 – NOTIFICATION

- Duty Officer to possess SEECOM IPWMAN Activation Request Form
  - ✓ Review the form
  - ✓ Make sure you have info for all fields of the form before calling SEECOM
  - ✓ Situation name is created by Duty Officer (River Flooding, Tornado, etc.)
  - ✓ Duty Officer is the Resource Coordinator for the Incident
  - ✓ Provide your cell number in the phone number field





# Duty Officer Training

## **Duty Officer is activated:**

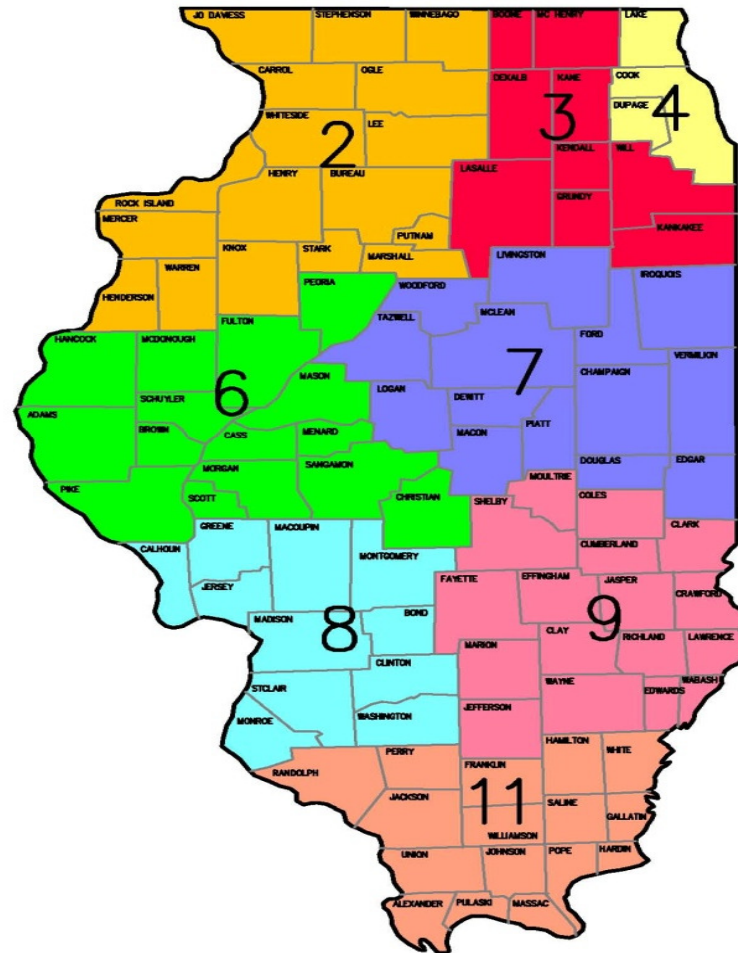
### STEP 3 – NOTIFICATION

- Duty Officer to review and decide what regions to send notification
  - ✓ The decision for the region notification is based on several factors:
    - The severity of the incident (Tornado warrants a larger response – more regions)
    - Typically the region impacted is the minimum
    - Adjacent regions are typically notified.
    - Additional regions can always be added, as the needs arise



# Duty Officer Training

## IPWMAN REGIONAL MAP





# Duty Officer Training

## **Duty Officer is activated:**

### STEP 3 – NOTIFICATION

- Duty Officer calls SEECOM to inform and complete the IPWMAN Activation Request
  - ✓ Be prepared to provide info on IPWMAN ACTIVATION NOTICE FORM
  - ✓ Provide SEECOM with Staging Area location (address and any specifics)
  - ✓ Provide SEECOM with site contact (any specific instructions)



# Duty Officer Training

## **Duty Officer is activated:**

### STEP 3 – NOTIFICATION

- SEECOM will then email the IPWMAN Activation Request
  - ✓ All IPWMAN members within selected regions receive Activation Notice
  - ✓ As the incident progresses, the agency requests will change
  - ✓ Each agency request requires a separate Activation Request thru SEECOM



# Duty Officer Training

## **Duty Officer is activated:**

### STEP 3 – NOTIFICATION

- Resource Request Fulfilled
  - ✓ Duty Officer calls SEECOM when requests/commitments have been met
  - ✓ SEECOM will send out an Activation Notice that request fulfilled for that specific request (Barricades, Trucks, Brush Chipper, etc.)



# Duty Officer Training



\*\*\*\*\*IPWMAN ACTIVATION NOTICE\*\*\*\*\*

The following member(s) have requested assistance for IPWMAN:

Requesting Agency/Agencies: Nunda Township

Situation: River Flooding

Mission: Sandbagging

Resources Needed: No Longer needing Assistance

Anticipated Operational Period: None

Resource Coordinator for this Incident: \_\_\_\_\_

Name: Vince Kilcullen Phone: 847-456-5307

Email: \_\_\_\_\_ Other: \_\_\_\_\_

Instructions: DO NOT RESPOND/DEPLOY RESOURCES BASED ON THE CONTENTS OF THIS EMAIL. Contact the Resource Coordinator if you can provide any of the needed resources.

Region 2:	<input checked="" type="checkbox"/>	Region 7:	<input type="checkbox"/>
Region 3:	<input checked="" type="checkbox"/>	Region 8:	<input type="checkbox"/>
Region 4:	<input checked="" type="checkbox"/>	Region 11:	<input type="checkbox"/>
Region 6:	<input type="checkbox"/>	Statewide:	<input type="checkbox"/>



# Duty Officer Training

## **Duty Officer is activated:**

### STEP 4 – COORDINATION

- Be prepared for calls/emails from responding agencies
- Take detailed notes from responding agencies
- If feasible, a site visit to the impacted area is recommended
  - ✓ Meet the impacted agency staff/elected officials
  - ✓ Meet some of the responding agencies on site
  - ✓ Tour of the impacted area and take photos



# Duty Officer Training

## **Duty Officer is activated:**

### STEP 4 – COORDINATION

- Duty Officer to provide responding agency logistics:
  - Staging site (specific address)
  - Impacted agency contact information
  - Responding agency responsible for PPE
  - Provide special instructions as necessary
    - Food, Fuel, Safety, Ingress/Egress, Etc.





# Duty Officer Training

## **Duty Officer is activated:**

### STEP 4 – COORDINATION

- Track all responding agency resources:
  - Agency Name
  - Contact Name/Number
  - Resource Response Team
  - Dates of Response
  - Employees Name(s)
  - Employees Contact Information
  - Arrival Time/Departure Time



# Duty Officer Training

## **Duty Officer is activated:**

### STEP 5 – DOCUMENTATION

- Title: (name of the event)
- Afflicted Member
- Request for Aid Warranted:
- Region(s) Notification Sent To:
- Nature of Incident:
- Time of Original Request:
- Time of SEECOM Notification:
- Time County EMA Contacted
- Time Stricken Member Contacted:
- Time of Mass Notification Request



# Duty Officer Training

## **Duty Officer is activated:**

### STEP 5 – DOCUMENTATION

#### Duty Officer Desktop - Guide to IPWMAN Website Incident Reporting

- How to Log In
- What You Have Access To
- Starting & Updating An Incident Report
- Updating The Call Log
- Updating The Mutual Aid equipment Tracking Record
- Updating the Mutual Aid Labor Tracking Record



# Duty Officer Desktop

<http://www.ipwman.org>



# Mutual Aid Procedures

## Requesting & Providing Members

- **Members requesting Mutual Aid should call 24hr call center:**
  - 1-855-IPWMAN1 (1-855-479-6261) to request activation of network for Mutual Aid response
  - Caller should be prepared to answer several questions about request and provide contact information
  - Contact person will receive call from IPWMAN Duty Officer
- **Reimbursement to Providing Members**
  - No charge to recipient for first five days
  - More than five days provider will be reimbursed by the recipient.
  - If state or federal funds become available, IPWMAN response costs may be reimbursable.*



# Questions ?

For additional information:

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