

MTA Incident Response Vehicle (IRV) / Quick Reaction Team (QRT)

Background:

With recent disasters around the Country, the MTA Safety Program has identified a need without a current solution, trained response to assist telecom companies in the restoration of service after a disaster. The MTA's Incident Response Vehicle (IRV) program is designed to meet this need. The goal of the IRV Program is to assist MTA Member Companies within the disaster area in safely reinstating their infrastructure as quickly as possible.

IRV will be a specifically designed mobile trailer that would accomplish the following missions:

IRV will serve as an internal Incident Command Post with staff responsible for coordination and communication between the State/County Incident Command Post.

- Provide qualified Incident Command System level 400 personnel.
- Safety Team will ensure procedures are safely conducted and provide safety briefs/training.
- IRV will contain a conference room for planning and operations.
- IRV Team will provide daily meals and water for shift personnel.
- Monitor current events and provide updates.
- Monitor weather conditions.
- Provide isolated internet/computer cafe in and around the IRV.
- Provide long range 2 Way radios for communication.
- 24 hour operations.

Volunteers are needed from MTA member companies to form a Quick Reaction Team (QRT). The QRT will be made up of experienced telecom professionals specially trained to respond to service affecting incidents. QRT members will supplement the MTA Safety Staff as they respond with IRV to communities throughout Minnesota, Iowa, North and South Dakota to supplement telcos as they work to restore service.

QRT members will be specially trained to respond to incidents that affect telecom service and utilize their professional training in disaster recovery situations.

QRT Members needed:

1. IRV Logistic Support: Assist MTA staff in establishing and maintaining IRV operations before, during, and after an incident. This would include getting IRV set up on scene, ensuring IRV is supplied during the incident, and helping to meet the needs of the affected telco and staff in addition to fellow QRT members.

2. Central Office Technicians: Assist and support telco Central Office (CO) staff in the restoration of CO facilities and operations. This would include all aspects of the CO, including remote locations, under the supervision and direction of affected telco staff.

3. Customer Premise Restoration: Assist and support telco install/repair (I/R Techs) in the restoration of service to telco customers. This would include responding to customer premise for the restoration of service under the supervision and direction of affected telco staff.

4. Customer Service Representatives (CSR): Assist and support telco CSRs interact with customers by receiving and reporting service outages, create trouble tickets as needed and provide supplemental customer service support for the affected telco.

5. Outside Plant Technicians: Assist and support telco Outside Plant (OSP) staff in the restoration of OSP facilities and operations. This would include assisting telco staff with the restoration of damaged outside plant facilities under the supervision and direction of affected telco staff.

QRT Qualifications:

1. QRT members need to be in good health, capable of working long hours for several days in a row.
2. QRT members must have experience in one of the careers listed above.
3. QRT members must be able to commit to participation in initial training (2 to 3 days) and semi-annual training exercises.
4. QRT members must have permission and support of their company to participate in training and incident response.
5. The MTA will supply basic equipment, QRT members will be required to supply other equipment and supplies necessary for training and incident response.

Anyone interested in applying to join the QRT must complete the QRT APPLICATION and submit it to MTA President/CEO Brent Christensen at: brentc@mnta.org.



Quick Reaction Team (QRT) Volunteer Form

Personal Information

First Name _____ M.I. _____ Last Name _____

Home Address _____

City _____ State _____ Zip _____

Email Address _____ Cell Phone Number _____

Employer Information

Employer _____

Work Address _____

City _____ State _____ Zip _____

Position (Title) _____ Direct Work Number _____

Position Applying For

IRV Logistic Support: Assist MTA staff in establishing and maintaining IRV operations before, during, and after an incident. This would include getting IRV set up on scene, ensuring IRV is supplied during the incident, and helping to meet the needs of the affected telco and staff in addition to fellow QRT members.

Central Office Technicians: Assist and support telco Central Office (CO) staff in the restoration of CO facilities and operations. This would include all aspects of the CO, including remote locations, under the supervision and direction of affected telco staff.

Customer Premise Restoration: Assist and support telco install/repair (I/R Techs) in the restoration of service to telco customers. This would include responding to customer premise for the restoration of service under the supervision and direction of affected telco staff.

Customer Service Representatives (CSR): Assist and support telco CSRs interact with customers by receiving and reporting service outages, create trouble tickets as needed and provide supplemental customer service support for the affected telco.

Outside Plant Technicians: Assist and support telco Outside Plant (OSP) staff in the restoration of OSP facilities and operations. This would include assisting telco staff with the restoration of damaged outside plant facilities under the supervision and direction of affected telco staff.

Company Approval

I, _____ GM/CEO'S NAME, hereby authorize the employee listed in this application to participate in the MTA's Incident Response Vehicle/Quick Reaction Team. I understand this will require paid time off from work for initial training, semi-annual continuing education/incident response simulation training, and emergency response to incidents affecting other MTA members. I also agree to supply my employee with necessary clothing and personal equipment not provided by the MTA.

Signature of GM/CEO

Return to:

MTA
1000 Westgate Drive, Ste 252
St. Paul, MN 55114

Or Email to brentc@mnta.org