

The National Joint TERT Initiative sponsored by NENA and APCO, is working with the following government agencies and allied Associations to implement TERT and provide mission critical assistance to 9-1-1 centers nationwide in the aftermath of natural and/or manmade disasters.

- Working with the Office of the National Incident Management System (NIMS) for Federal Credentialing of Telecommunicators deployed through TERT.
- Working with National Emergency Managers Association (NEMA) to establish typing of TERT resources for inclusion in EMAC.
- Working with the International Association of Emergency Managers (IAEMA) to make those in Emergency Management aware of the resources available through a TERT deployment.
- Formulating a Blue Ribbon panel of Telecommunications experts to develop and establish a Standardized TERT training curriculum, with assistance from the Emergency Management Institute of the Department of Homeland Security.
- Working alongside TERT Coordinators from individual states to standardize the process and procedures related to TERT, including FEMA required paperwork for reimbursement.

APCO and NENA have signed a formal Memorandum of Understanding in regard to the National Joint TERT Initiative and have registered the TERT name, TERT logo and related program components.

National Joint TERT Initiative

Mission Statement

In partnership, the National Emergency Number Association and the Association of Public Safety Communications Officials Int'l are dedicated to the development of a nationally recognized certification program for Telecommunicator mutual aid response in the aftermath of disasters, providing information as to operational deployment of Telecommunicator Emergency Response Taskforce (T.E.R.T.) programs and taking a leadership role in assisting governmental agencies in the development of TERT style programs at the regional, state, and local levels.

National Joint TERT Initiative



TERT



Telecommunicator Emergency Response Taskforce

National Joint TERT Initiative



Telecommunicator Emergency Response Taskforce

In the aftermaths of hurricanes Katrina and Rita and natural disasters that devastated many areas of our country, public safety communications centers have faced tremendous challenges. One of the greatest challenges was maintaining the staffing levels of the communications centers. To address this problem and expand on some individual state initiatives in place in a number of states, NENA and APCO International are joining hands to develop more widely the Telecommunicator Emergency Response Taskforce (TERT).

TERT involves a comprehensive program that includes assistance to individual states in developing programs that would lead to the establishment of pre-determined and selected teams of individuals who can be mobilized quickly and deployed to assist communications centers during disasters. States that either have a TERT program in place or are in the planning process include Florida, Illinois, Louisiana, Maryland, Michigan, Missouri, North Carolina, Ohio, South Carolina and Texas.

As the public safety communications community prepares for future disasters, TERT recommends that communications centers be prepared for inoperable systems, loss of power and security, personnel and supply needs. In addition, communications centers should focus on training and planning for system restoration, multi-agency response and evacuation.

Developing a TERT Program in your State

Who is involved?

- TERT Executive Officers
Committee Members
- State Office of EM Liaison
- NJTI Liaison

Develop a Mission Statement

Financial Assistance

- Fundraisers
- Grants
- Funds are intended for creating, maintaining and promoting the TERT program

Develop a MOU with EM or OEP

Develop Taskforce

- Educate PSAP's around state about the taskforce and its benefits to the PSAP.
- Database creation and process for maintenance
- Member and Team Leader Training
- Website creation and maintenance

Create Database

- Name of PSAP
- 24/7/365 phone contact person
- 24/7/365 fax number for PSAP
- Service level/type of PSAP (Fire, EMS, PD, combined or separate)

- Levels of personal certifications
- Type of Equipment used by center (CAD, Phone, Radio, etc.)
- Maximum number of communicators who may be able to respond at one time (Estimate only)
- Availability of specialized "mobile" resources that could be deployed

Team Development

- Determine needs of requesting agency (telecommunicators, technical, logistical, and overhead staff needs, expected duration of mission, special conditions)
- Request commitment of personnel from PSAP Managers
- Identify Team Leader
- Finalize deployment plans
- Support mission needs
- Assist with reimbursement
- After-action reviews

Documentation

- Member response form
- ICS Forms
- FEMA Forms
- Surveys (requesting Agency and responders)

Reimbursements

- Regular and overtime pay
- Expenses (food, lodging, fuel, vehicle mileage/rentals)
- Reimbursed by FEMA for Federally declared disasters

