

TX-TERT



Texas Telecommunicator Emergency Response Taskforce

Texas TERT Advisory Board

1 COG member
1 District member
1 MECD member
1 Sheriff
1 Chief
1 DHS
1 TDEM
1 Fire/Police
CSEC Executive Director
Current TX APCO President
Current TX NENA President

History of Texas TERT

Prior to the NENA/APCO National Joint TERT Initiative in 2001, Texas was already on the right path for participation. Below is a historical look at how Texas Telecommunicators and 9-1-1 professionals began the first TERT Steering Committee.

Lisa Dodson, Harris County Sheriff's Office, recognized as the first TERT Chair, organized a group of volunteers from throughout the state to begin educating agencies on the mission of TERT.

Lisa worked with Craig Whittington, North Carolina TERT, and with his assistance brought valuable deployment information to Texas. The North Carolina Chapter of NENA originated the task force in 2001 to provide staffing assistance to North Carolina PSAPs during times of FEMA-declared disasters when personnel are unable to make it into an affected PSAP. TX-NENA hoped to carry on the NC-NENA's goal of making this a nationwide task force by creating a partnership between Texas PSAPs and the Texas Department of Emergency Management to provide a response to all communications centers across Texas regardless of size or participation during a disaster. A trained team of Telecommunicators who are already familiar with another PSAPs equipment and protocols can provide a valuable solution to a short-term situation.

The first volunteer STEERING COMMITTEE members include:

- Lisa Dodson - Harris County Sheriff's Office
- Deborah Yarnell – South Plains Council of Governments
- Gina Larocca – Southeast Regional Planning Council
- Laura Moore – Orange County Sheriff's Office
- Larry Bachman - Denton County Sheriff's Office
- Philip Jones - Texas State Comptroller's Office
- Andrea Kirkconnell - McKinney Police Department
- Deborah Turner - Montgomery County Sheriff's Office
- Russ Steffee - Montgomery County Sheriff's Office
- Toni Dunne - Positron Public Safety Systems

The volunteer committee developed brochures, frequently asked questions, and a volunteer participation form. However, without the support from FEMA and State Emergency Management, TERT volunteers were not officially recognized as emergency responders.

Due to the efforts of the steering committee and their dedication, Texas TERT was no stranger to emergency response guidelines. The original committee will always be remembered as the founding volunteers.

Requirements to become a member of TX TERT

Step One: Ensure potential members meet the requirements for attending the TERT Basic Course.

Required:

- Minimum of two years' experience as a Public Safety Telecommunicator
- Required licensing or certifications:
 - Licensed Telecommunicator
 - Fire certification (if applicable)
 - EMD/medical certification (if applicable)
- NIMS ICS 100, 200, and 700

Suggested courses (not required)

- NCIC/TCIC Full Access operator
- Critical Incident Stress Management: Group and Peer
- Intermediate Spanish for Telecommunicators
- Crisis Communications course
- Hazardous Materials Awareness
- NIMS ICS 300 and 400

Step Two: Completion of the TERT Basic course

- This training course is designed to train experienced 9-1-1 Telecommunicators in one public safety service answering point (PSAP) to assist another temporary, alternate, or permanent PSAP when assistance is needed.

Step Three: Complete the TX TERT Membership Application and Contract of Commitment.

Step Four: Stay abreast of developments in TERT qualifications, additional training, and opportunities.

- Follow TX TERT social media outlets (Facebook, Twitter, website, etc.)
- If requirements are met, members can advance to Team Leader and TERT Trainer.

Step Five: Keep contact information current in the TERT database.

Criteria for TX TERT members

All members should meet the following qualifications and skills in addition to meeting national minimum training requirements or equivalent:

1. Pass a criminal background check performed by the Authority Having Jurisdiction (AHJ)
2. All TERT member agencies should follow the vaccination/immunization guidelines outlined in the CDC guidance document titled Immunization Recommendations For Disaster Responders. In summary, the CDC recommends that:

- 2.1 All First Responders have a Tetanus immunization or booster if the original immunization is more than 10 years old. The preferred variety is Tdap (tetanus/diphtheria/pertussis).
 - 2.2 The Hepatitis B immunization may be beneficial but is only recommended for First Responders who may have direct patient contact or contact with bodily fluids. Telecommunicators typically should not be exposed to such situations. The decision for Hepatitis B is left to the discretion of the AHJ.
 - 2.3 The Hepatitis A immunization is not recommended for First Responders working on situations in the United States.
3. Have a signed letter from agency director acknowledging/approving participation in TERT on file with TERT State Coordinator. An employee who has been cross trained both as a Call taker and a Dispatcher shall automatically be classified as a Telecommunicator.
 4. Completion of the TERT Basic Awareness training course
 5. Successful completion of all relevant and current NIMS training course.
 6. Possess positive interpersonal communication and leadership skills.
 7. Be flexible and energetic.
 8. Be an excellent multi-tasker and problem solver.
 9. Be assertive in a positive manner.
 10. Be an outstanding team player.
 11. Maintain above average annual performance reviews with no chronic work problems.
 12. Possess an excellent working knowledge of the appropriate public safety emergency response operation and equipment as it relates to the member's role.
 13. Possess an ability to adapt and be flexible with different policies, procedures, equipment, and geographic areas.
 14. Possess an ability to adapt to poor environmental conditions such as no beds, cold meals, no running water, etc.
 15. Possess excellent people and teamwork skills inclusive of cultural diversity.
 16. Possess excellent documentation skills.
 17. Obtain approval from PSAP Administrative Staff before TERT member departures for a deployment. Required Authorization forms will be sent for signatures.

Criteria for TX TERT Team Leader

1. Understand local, state, regional and national mutual aid processes and procedures
2. Be able to coordinate work tasks and human resources in adverse and changing environments with minimal direction
3. Possess the knowledge to identify, locate and obtain logistical support for the team
4. Have strong administrative skills.
5. Possess the ability to effectively interface with the Incident Command Structure, OEM, TERT coordinator from the deploying entity and local TERT Liaison.
6. The individual has the requisite training and skills of a Supervisor.
7. Successful completion of all relevant and current NIMS training courses.
8. Completion of the TERT Team Leader training course.

Requesting PSAP Role

1. Verify that an emergency has been declared by the city or county EMC.
2. The EMC will contact the Department of Information Resources (DIR), or the Communications Coordination Group (CCG) to request TERT activation for the PSAP. The DIR or CCG is responsible for issuing tracking numbers that will be needed for documentation purposes of the TERT deployment.
3. Once a request has been received from a PSAPs EMC to the DIR or CCG, the State TERT Coordinator will be notified.
4. The State Coordinator will request information outlining the needs of the impacted PSAP's. The TERT request information sheet (Appendix C) is the minimum information that the State Coordinator will need in order to start the activation process.
5. The State Coordinator will contact the Database Coordinator, Communications Liaison, and Regional Coordinator based on the location of the requesting PSAP and request all active TERT members to be placed on standby.
6. The requesting PSAP will assign and monitor tasks to TERT personnel, as necessary.
7. The PSAP will notify the EMC after the TERT team has checked in.
8. The EMC will notify the State Coordinator of any problems regarding the TERT personnel. Examples are skills not matched to needs, not performing to expectations, etc.
9. The PSAP will update the EMC at least once per day of progress, and when the situation is stabilized and the need of TERT personnel is no longer needed.
10. The PSAP will coordinate with the State Coordinator of travel and lodging of the responding team.

Texas Department of Public Safety and TX TERT

MEMORANDUM OF UNDERSTANDING
FOR THE TEXAS DEPARTMENT OF PUBLIC SAFETY
USE OF
COMMUNICATIONS PERSONNEL AND EQUIPMENT

This Memorandum of Understanding for the Texas Department of Public Safety (“Agreement”) is entered into, by and between the Texas Department of Public Safety (“TXDPS”) a state agency, hereinafter referred to as TXDPS, and the local government, municipality, city, county, council of governments, river authority, municipal utility district, special utility district, state agency, non-profit or not-for-profit organization, non-governmental organization, private entity or individual (hereinafter referred to as the “Owner”) designated in paragraph 12, (and collectively referred to as the “parties”).

1. PURPOSE

- A. The purpose of this Agreement is to establish protocol and procedures for the TXDPS through the Communications Coordination Group (CCG) to request, use and reimburse the Owner for the use of communication equipment/personnel upon the execution of an ICS 213 by the State Operations Center (SOC).
- B. This Agreement shall not affect the provisions of any other agreement between the parties, including a Mutual Aid Agreement, regarding the provision of communications personnel, communications equipment or other services.
- C. This Agreement details the procedures under which equipment/personnel provided by the Owner will be used and returned, and provisions for reimbursement for the use of equipment and personnel. This Agreement does not obligate the Owner to provide communications personnel or equipment.

2. DEFINITIONS

- A. Communications Coordination Group (CCG) – an organization established in state law that functions at the direction of the Texas Division of Emergency Management (TDEM) to facilitate interagency coordination and collaboration to provide efficient and effective planning and execution of communications support to joint, interagency and intergovernmental task forces.
- B. Emergency Communications Operators – Texas Military Forces Personnel, trained in emergency communications equipment and techniques available to local jurisdictions who do not have sufficient personnel to operate their equipment
- C. Emergency or Disaster Event – An event that impacts property and/or lives and requires assistance from agencies outside the city or county in which it occurred. The event could be a state or nationally declared emergency.
- D. Federal Emergency Management Agency (FEMA) – a division of the federal Department of Homeland Security (DHS) charged with managing federal resources when called on by state authorities.

- E. ICS 213 – A form used by local jurisdictions to indicate a need for resources that are passed to the SOC. In the case of communications request the ICS 213 is passed to the CCG for sourcing of resources.
- F. Incident Command System (ICS) – a formalized organization used by the federal, state and local governments to respond to emergency or disaster events.
- G. Mutual Aid Agreement – an agreement between entities detailing the circumstances under which they may call for aid in the event of a need.
- H. National Incident Management System (NIMS) – a set of rules and procedures used by federal, state and local jurisdictions to respond to emergency or disaster situations.
- I. Rapid Response Task Forces – a system used by Texas to organize and respond to emergencies or disasters.
- J. Reserve Unit – a designation for communications equipment and people who could be used in an emergency or disaster event.
- K. State Communications Annex (Annex B) to the State Emergency Plan – a document that details communications responses to emergencies and disasters.
- L. State Operations Center (SOC) – an organization under the Texas Division of Emergency Management that is activated under circumstances of emergency or disaster.
- M. Texas Department of Public Safety (TXDPS) – a unit of state government.
- N. Texas Division of Emergency Management (TDEM) – a unit of TXDPS charged with supervising the SOC and handling emergencies and disaster in the State of Texas.
- O. Training Event – Any event directed by local authorities, state or federal authorities that test equipment and/or personnel in communications.

3. PROCEDURES

- A. Equipment and/or personnel provided by the Owner for use in an emergency must meet the criteria established in paragraphs 3 B. through I. to be eligible for use under the terms of this Agreement.
- B. Equipment provided by the Owner must be compatible with the State Communications Plan and the needs of the state in an emergency and have been previously reviewed or approved by the TXDPS.
- C. The Owner certifies the personnel who would operate the equipment are knowledgeable about the operation and maintenance of the equipment they will operate.
- D. If the Owner will accept the help of the “Emergency Communications Operators” from the Texas Military Forces to supplement or replace the Owner’s operators in a training or deployment event the Owner will indicate their agreement in Annex 1 to this agreement.

- E. Personnel provided by the Owner must be capable of operating in an Incident Command System (ICS) and National Incident Management System (NIMS) environment.
- F. The Owner will complete the "Equipment and/or Personnel Description Listing" provided in Annex 1 and submit quarterly updates for the duration of the Agreement for all equipment and/or personnel approved by the TXDPS.
- G. The listing will detail the type and capabilities of equipment and personnel and the Owner will notify the TXDPS of any changes to the equipment or personnel either by subtracting or adding capabilities within 10 business days.
- H. Equipment and/or personnel provided by the Owner will operate under the direction and supervision of the Incident Commander at the location assigned.
- I. The owner certifies that it has not been debarred as a vendor by either the federal government or the State of Texas as a condition of entering into this agreement.

4. COMPENSATION

A. Training Events

- (1) All equipment will be type rated using a combination of the current Federal Emergency Management Agency (FEMA) rating system and the TXDPS rating system. The Owner and the TXDPS will agree on the type rating assigned to each piece of equipment and the Owner will be compensated, if appropriate, based on that type rating.
- (2) The current FEMA and/or state of Texas reimbursement rates for equipment used will be based on the type rating assigned. If the Owner is a participant in the State of Texas Satellite Air Time program, no compensation will be paid during training events for satellite air time. The compensation will be reviewed bi-annually and revised as necessary. If equipment is added or subtracted from a previously rated collection of equipment or communications platform, the equipment or platform may need to be re-rated and that re-rate may affect the amount of compensation.
- (3) The TXDPS will authorize and facilitate reimbursement for the base pay, and benefits actually incurred by the Owner, if allowed by the Owner's charter, incorporation status or other factors. The TXDPS will authorize and facilitate reimbursement for the backfill cost of personnel if necessary, to allow the Owner to continue to operate their communications function during a time when their communications personnel are engaged in a TXDPS training event.
- (4) The TXDPS will also authorize and facilitate reimbursement for meals, lodging, and mileage as provided by the General Appropriations Act of the state of Texas unless meals and lodging are furnished by or through the TXDPS.

B. Emergency or Disaster Event

1) When an ICS 213 is issued by the State Operations Center (SOC) for an actual emergency or disaster requesting communications equipment and/or personnel under this Agreement, and the Owner of the equipment and/or personnel is willing and able to commit the equipment, the TXDPS will become the coordinator of the use of the equipment and/or personnel until demobilized.

(2) Reimbursement requests after demobilization will be initiated by the Owner and the TXDPS will authorize and facilitate payment by the appropriate agency. The reimbursement request will be at the current TXDPS or FEMA rates and will follow the rules for reimbursement in place at the time the ICS 213 was issued for actual event reimbursement.

(3) The TXDPS will provide forms and administrative assistance to complete the forms to the Owner and track the process from initiation to payment by the appropriate agency.

5. LIABILITY

- A. All personnel provided by the Owner shall not be considered employees of the TXDPS, TDEM or the CCG or of any other party for any purpose. Other than as provided in this Agreement, the Owner thus remains solely responsible for the supervision, work schedules, performance appraisals, compensation, overtime, vacations, retirement, expenses, disability, and all other employment-related benefits incident to the assignment of its personnel to the TXDPS.
- B. The Owner is responsible for notifying the Owner's insurance carrier concerning the possible intended use of the Owner's equipment and/or personnel under this Agreement. Work records, injury reports, equipment damage or loss will be documented through the Owner's insurance structure. The Owner will look to their regular insurance structure for payment.
- C. Unless specifically addressed by the terms of this Agreement or other written agreement, the parties agree to only be responsible for the negligent or wrongful acts or omissions of their respective officers and employees, but only to the extent, they would be liable under the laws of the jurisdiction(s) to which they are subject.
- D. It is expressly understood and agreed that in the execution of this Agreement, no party waives, nor shall be deemed to waive, any immunity or defense otherwise available to it against any claims by third parties.
- E. To the extent authorized by law, the Owner, agrees to indemnify and save harmless TXDPS, its director and employees from and against any and all claims, demands, actions, and suits, or any cause of action whatsoever, arising out of or involving any negligence on the part of the Owner or its employees in the exercise or enjoyment of this Agreement.

6. ACTIVATION

- A. After the Owner agrees to allow their equipment and/or personnel to be used they will be put on a list kept by the CCG as communications resources. A pre-scripted ICS 213 will be developed describing the equipment by type. Upon approval by the SOC, the ICS 213 will become a tasking document and the basis to activate the equipment and/or personnel.
- B. The TXDPS will develop, in conjunction with the Texas Military Forces, a manpower pool of "Emergency Communications Operators" who, with the Owner's permission, may be used to supplement the Owner's personnel if the Owner's personnel are not available for deployment but the Owner's equipment is offered to be deployed. Agreement to use "Emergency Communications Operators" will be noted on the "Equipment and/or Personnel Description listing" at Annex 1.

7. DEMOBILIZATION

- A. When equipment and/or personnel are no longer needed in an incident command as determined by the ICS Commander the equipment and/or personnel will be released to the CCG for further assignment as necessary.
- B. If there is no further need for the equipment and/or personnel, they will be demobilized at a demobilization point and returned to the Owner.
- C. If a need for the equipment and/or personnel exists, the TXDPS will direct the Team Leader to a new location and to become part of another ICS command.
- D. When equipment and/or personnel are finally demobilized the Team Leader will complete CCG Forms FN 1 through 1.5 to document the personnel; their meals; lodging; travel; supplies and equipment costs. The forms must be submitted to the CCG Administration/Finance Division.
- E. After review for administrative completeness and conformance with the equipment cost agreed to in this Agreement, the reimbursement request will be forwarded by the CCG to TDEM to the paying agency requesting reimbursement to the Owner.

8. APPEALS

- A. Disputes arising out of the operation of this Agreement must be submitted in writing to the Coordinator of the CCG. If the dispute is not settled, it will be forwarded to TDEM for resolution.
- B. This Agreement is governed by the law of the state of Texas and any venue for suits related to this agreement shall be in Travis County, Texas.

9. TERM

- A. This Agreement will be in force for a period of two years. The Agreement will be reviewed biennially by the parties and may be renewed if mutually agreed in writing for an indefinite number of two-year periods provided the reason for entering into the Agreement has not been materially changed.
- B. This Agreement may be terminated with 30 days' notice in writing on the part of TXDPS or the Owner.

- C. If this Agreement expires while equipment and/or personnel are deployed in a Training Event, or Emergency or Disaster Event, the provision of this Agreement will remain in force until the equipment and/or personnel are demobilized.

10. RIGHT TO AUDIT

- A. TXDPS and the Owner agrees the representatives of the State Auditor’s Office or the Owner, or other authorized representatives of the state of Texas or the Owner, shall have access to, and the right to audit, examine, or reproduce, any and all records of TXDPS and the Owner related to the performance under this Agreement. TXDPS and the Owner shall retain all such records for a period of two (2) years or until all audit and litigation matters TXDPS or the Owner has brought to the attention of each other are resolved, whichever is longer.
- B. TXDPS and the Owner shall include the above section in all subcontractor agreements, if any, entered into in connection with this Agreement.

11. ASSIGNMENT

A party to this Agreement may not assign or transfer its interests under this Agreement.

12. THIRD PARTY BENEFICIARIES

Nothing in this MOA, express or implied, is intended to confer upon any person, other than the parties hereto, any benefits, rights, or remedies under or by reason of this Agreement.

SIGNATURES OF AUTHORIZED REPRESENTATIVES

By signature below, the parties to this Agreement certify that they are authorized representatives of their respective entity and consent to the terms mentioned herein.

_____	_____
Approved Owner Representative and Title	Date

_____	_____
Approved TXDPS, Representative and Title	Date

Appendix A – Membership application and TERT Contract of Commitment



Texas Telecommunicator
Emergency Response
Taskforce

TX-TERT

Member Application

Last Name: _____ First Name: _____

Title/Position: _____

Job Function:

Agency/Company:

Address:

City, State, Zip Code, County

Work Phone: _____ Fax Phone: _____

Email Address: _____

Member Profile

Year/Date

2 Years' Experience as a Public Safety Telecommunicator	
Agency background check (DOLCEE form or equivalent)	
Required License or Certification	
NIMS 100, 200, and 700 (for TERT Basic Awareness)	
TERT Basic Awareness Course	
TERT Team Leader Course (if applicable)	
NIMS 100, 200, 700, and 800 (for TERT Team Leader)	

Include a letter of recommendation from a supervisor

"I certify I have met the minimum qualifications required to become a TX-TERT member."

Signature of Applicant: _____ Date: _____

Member Recommendation

To be completed by a Supervisor, Manager, or Administrator

Supervisor name: _____

Work Phone: _____ Work Fax: _____

Email address: _____

The above applicant has completed the following requirements:

(Initial)

2 Years' Experience as a Public Safety Telecommunicator	
Agency background check (DOLCEE form or equivalent)	
Required License or Certification	
NIMS 100, 200, and 700 (for TERT Basic Awareness)	
TERT Basic Awareness Course	
TERT Team Leader Course (if applicable)	
NIMS 100, 200, 700, and 800 (for TERT Team Leader)	
Letter of Recommendation	

Signature of Supervisor: _____ Date: _____

Applications can be mailed or emailed.

Mail:

North Central Texas Emergency
Communications District
Attn: Jason Smith
616 Six Flags Drive
Arlington, TX 76011

Email:

Jason Smith
jsmith@nct911.org

*If an applicant changes employment, the member will need to re-apply as a TX-TERT member and will be required to complete a new application.

*******Do Not Write Below This Line – For Steering Board Use Only*******

Select One:

APPROVED

DISAPPROVED

_____ Date: _____

Regional TX TERT Coordinator Signature

_____ Date: _____

TX TERT State Coordinator Signature

Notes:

TERT CONTRACT OF COMMITMENT

I, _____, understand that being a member of the Texas Emergency Response Team (TERT) is a great honor. However, I also understand that it is a commitment that I must be willing to make voluntarily and with full knowledge of what is expected of me.

I am aware that an intrastate deployment is a minimum of four (4) days and that the minimum required for an interstate deployment is fourteen (14) days.

During this deployment phase, I realize that I will be expected to sleep in less than ideal situations (on the floor, in a vehicle, in a room with others, etc...) and that personal hygiene will be less than I am normally accustomed to (no showers, electricity, running water, etc...). I am also fully aware that food options may be scarce and that I should prepare 72 hours' worth of food/water for myself. I should also provide my own medications and any other items that would be necessary for me to fulfill my deployment time as outlined above.

It is recognized that I will be deployed to an area that is experiencing a distressing event. I fully comprehend that there may be resentment with my mere presence at the location and I am ready to accept this and work to the best of my ability to overcome any obstacles. I understand that I not only make an obligation to myself, but also to the Team with which I am deployed. I am aware that I must be open to direction and feedback from my Team Leader. I understand that I will be expected to work a console position, with zero to minimal training. The equipment (if any) will likely be something I am not familiar with and my comfort level will be very minimal.

As stated above, I am fully aware of the requirements that are placed upon me in my desire to be a member of TERT. I pledge to do my best and live up to the expectations that have been placed upon me.

Member Name

Date

Appendix B – TX TERT Activation Request

TERT Request Information

Date

- 1. Name of Agency:**
- 2. Contact Person:**
- 3. Telephone #:**
- 4. EMA/TERT Coordinator Notified (time/date):**
- 5. Nature of emergency and impact on PSAP:**
 - Work overload
 - PSAP evacuation
 - Adverse environment conditions
 - Localized pandemic
 - Other
- 6. Is the emergency isolated to a single PSAP or affecting other area PSAP's:**
- 7. What will be the anticipated deployment environment (PSAP, Field response)?**
- 8. Number and type of Personnel Needed:**
 - Call Taker
 - Radio Dispatcher
 - Telecommunicator
 - Special Requests:
- 9. Anticipated length of time needed:**
- 10. Does TERT State Coordinator or appropriate official have PSAP Survey for each affected PSAP?**
- 11. Are there any roadblocks, flooded roadways, etc., that would prevent a team from reaching the PSAP?**
- 12. Are there any checkpoints that TERT personnel will have to go through?**
- 13. Staging area and contact information**
- 14. Any special instructions?**

PSAP Survey

PSAP NAME: Physical

Address: Primary

Contact: Secondary

Contact:

24X7 Number:

CPE Manufacturer:

CPE Model:

CAD Manufacturer:

CAD Model:

Mapping Manufacturer:

Mapping Model:

Radio System Manufacturer:

Radio System Description:

Staffing: (Is your staff trained as)

- Call taker only**
- Call taker Police**
- Call taker Fire/EMS**
- Call taker, Police and Fire/EMS**
- EMD Program:**

TERT Package

Information requested below should be provided to responding TX TERT Team members upon arrival.

- List of CAD codes/commands
- List of call types
- List of radio frequencies and departments that utilize same unit number or radio signature designations
- List of radio codes
- Local phone books
- List of commonly used telephone numbers
- List of other required access numbers
- Commonly used terms/names (utility company name, common place names)
Local maps/ Cross-reference guides
- List of major public buildings such as schools; shelters; hospitals; public safety buildings; other government buildings; jails/prisons; etc.
- Jurisdictional boundaries (police, fire, EMS)
- List of agencies dispatched or supported
- List of key public officials and current organizational structure (chain of command)
Facility overview
- Overview of local and state laws
- Check-in/Check-out procedures
- Method of ID credentialing/electronic entry cards

Appendix C – TX TERT Deployment Checklist

TERT Request Checklist

- Request forwarded to County EMA
- Request forwarded to State EMA
- Request forwarded to EMAC
- Retrieve TERT packages
- Assign TERT liaison
- Completion of TERT request form
- Notify Requesting PSAP no accommodations are necessary
- Brief Requesting PSAP staff of TERT Teams arrival

TERT Arrival Checklist

- TERT Liaison initiates contact with responding TERT
- TERT arrives and checks in
- TERT packages provided to responders
- Responders have assigned duties
- Responders have current chain-of-command
- Responders have comfort facilities

TERT End of Shift Checklist

- TERT Liaison checks out with responding TERT command
- TERT Liaison assures responders questions/concerns are answered
- TERT response form completed for operational period

TERT Deactivation Checklist

- Incident Commander officially deactivates TERT response
- TERT is relieved of duties
- TERT Liaison assures responders question/concerns are answered
- Responding TERT completes checks-out
- County/State EMA notified of deactivation
- TERT response form copied and forwarded to Requesting PSAP after all responders arrive at home base
- Operational debriefing/CISM

Appendix D – TX TERT Member Supply List

Supplies should be tailored to expected environmental and scene conditions, specific member needs, and guidance from the TX TERT State Coordinator, TX TERT Team Leader and/or Incident Commander. The deployed TX TERT Team should assure their members are able to be self-sufficient for at least 72 hours when deploying to major disaster scenes but the Team shall meet the requirements of the EMAC Mission Order.

All TX TERT members should understand that deployment requires commitment and flexibility. Basic comfort facilities may not be available and only those willing and physically able to work in adverse conditions should become team members. Those requiring special diets and/or refrigerated medication or medical conditions requiring ongoing monitoring should not be selected for response.

In a Backpack or Day Pack (to be carried with you at all times):

Canteen - 1-quart water / Canteen cover and/or
Nalgene (or similar) wide-mouth bottle. (Good for mixing powdered drinks)
Canteen cup
Swiss Army Knife or Multi-tool
Leather work gloves
Eye protection / Ear protection
Rain gear
Flashlight / Induction flashlight preferred. Extra bulb for regular flashlight Reverse one battery to prevent accidental discharge.
Camp knife
Matches in a waterproof case
Notepad / pencil / pen
ID / Driver's License / Cash / Debit or Credit Card
Roll of quarters for vending machines
Cell Phone & Charger
1 Meal Ready-to-Eat (MRE) & possibly trail mix and/or GORP Spare
set of prescription glasses & sunglasses
Skin protection (sunscreen)
Insect repellent
Hat / Handkerchief
Lip balm /Ibuprofen/decongestants/ basic first aid supplies
Prescription medications for term of deployment plus seven days
Snacks & bottled water/soda

In a Duffel Bag, Camping Backpack or Luggage (Soft duffel bags are preferred over hard luggage):

Sleeping bag, pillow, bedding
Uniforms (2-5 changes of clothes) Long pants, long sleeved shirt, shorts, T-shirts (clothing appropriate to the season)
Coat or jacket and gloves (as appropriate)
Work or hiking boots that provide ankle support
Sneakers/tennis shoes
Trouser belt
Underwear
Socks
Mess kit / Camp cup / Eating utensils
Spare batteries for flashlight
Utility items: rubber bands, safety pins, needle and thread, extra buttons, duct tape, electrical tape, clothesline, etc.
Note: re-roll a few feet of tape on a pencil or similar and break off ends for a compact supply
Towel & Washcloth
Swimwear (weather dependent)
Shower shoes
Soap, shampoo, toothbrush, toothpaste, hairbrush, razor, cosmetics, hand mirror, personal hygiene items, contact lens supplies, etc.
Ziplock bags (assorted sizes)
Garbage bags
Dirty laundry bag
Half roll of toilet paper--smash flat to conserve space
Hand & body towelettes/hand sanitizer
Radio / batteries
Reading materials / entertainment
Small battery powered alarm clock, pager or watch to be used as an alarm clock
Radio Head Set
Life Jacket

Special Considerations:

1. Keep the number of packs of your equipment to a minimum. You should be able to carry them all at once for a short distance.
2. Military duffel bags are ideal. Vacation type luggage is acceptable but discouraged.
3. Label ALL your equipment with your name and address.
4. Absolutely NO Sterno, propane or compressed gas containers should be in your gear. Chemical heaters are acceptable.
5. It is possible there will be no electrical outlets available. Electrically powered items are discouraged.
6. Consider packing each of your days' worth of clothes in a separate zip lock bag for easy retrieval of that day's items.
7. Pack all equipment in your pack in separate zip lock bags in case your pack is exposed to the weather.

Appendix E – Deployment- Related Forms and Documents

TX TERT Responding Taskforce Team Leader Review

	YES	NO
Was Emergency Management knowledgeable and helpful?	<input type="checkbox"/>	<input type="checkbox"/>
Did you have all information and resources to initiate TERT?	<input type="checkbox"/>	<input type="checkbox"/>
Was the process well defined and usable?	<input type="checkbox"/>	<input type="checkbox"/>
Did your TERT State Coordinator contact you in a timely manner?	<input type="checkbox"/>	<input type="checkbox"/>
Were you provided all needed information and contact information?	<input type="checkbox"/>	<input type="checkbox"/>
When the team arrived, were you briefed prior to assignment?	<input type="checkbox"/>	<input type="checkbox"/>
Was the number and type of TERT members requested appropriate?	<input type="checkbox"/>	<input type="checkbox"/>
Would you deploy as TERT Team Leader again? (if no please explain below)	<input type="checkbox"/>	<input type="checkbox"/>
On a scale of 1 - 10 (with 10 being the BEST), was the TERT process effective in accomplishing its mission?	<input type="checkbox"/>	<input type="checkbox"/>
Any suggestions for improving the program?		
Other Comments(narrative for any of the above questions.)		

TX TERT Member Deployment Review

	YES	NO
Did you receive all the required information such as location, directions, contact name and number and team leader's name?	<input type="checkbox"/>	<input type="checkbox"/>
When you arrived, were you briefed?	<input type="checkbox"/>	<input type="checkbox"/>
Did you receive a TERT Package when you arrived?	<input type="checkbox"/>	<input type="checkbox"/>
Did it contain the necessary resources for you to begin work?	<input type="checkbox"/>	<input type="checkbox"/>
Was the equipment what you are currently trained on?	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel that the right amount of resources were requested?	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel you were welcomed by the agency?	<input type="checkbox"/>	<input type="checkbox"/>
Were assignments clear and appropriate?	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel that you were of help to the PSAP?	<input type="checkbox"/>	<input type="checkbox"/>
Please provide suggestions on how to improve the program.		
Other Comments (Feel free to type a narrative for any of the above questions)		



UNIT LOG (ICS FORM 214-CG)

Purpose. The Unit Log records details of unit activity, including strike team activity or individual activity. These logs provide the basic reference from which to extract information for inclusion in any after-action report.

Preparation. A Unit Log is initiated and maintained by Command Staff members, Division/Group Supervisors, Air Operations Groups, Strike Team/Task Force Leaders, and Unit Leaders. Completed logs are submitted to supervisors who forward them to the Documentation Unit.

Distribution. The Documentation Unit maintains a file of all Unit Logs. All completed original forms MUST be given to the Documentation Unit.

<u>Item #</u>	<u>Item Title</u>	<u>Instructions</u>
1.	Incident Name	Enter the name assigned to the incident.
2.	Check-In Location	Enter the time interval for which the form applies. Record the start and end date and time.
3.	Unit Name/Designator	Enter the title of the organizational unit or resource designator (e.g., Facilities Unit, Safety Officer, Strike Team).
4.	Unit Leader	Enter the name and ICS Position of the individual in charge of the Unit.
5.	Personnel Assigned	List the name, position, and home base of each member assigned to the unit during the operational period.
6.	Activity Log	Enter the time and briefly describe each significant occurrence or event (e.g., task assignments, task completions, injuries, difficulties encountered, etc.)
7.	Prepared By	Enter name and title of the person completing the log. Provide log to immediate supervisor, at the end of each operational period.
	Date/Time	Enter date (month, day, year) and time prepared (24-hour clock).



Incoming Team Briefing

Provide Briefing reports (morning and evening)

Provide PSAP Equipment

- CAD
- Radio
- 9-1-1 Equipment
- Other (specify)

Provide PSAP conditions

- Shift's working
- How many per shift
- PSAP Contact information

Provide TERT Accommodations

- Location and address of where TERT members are staying
- Meals
- Transportation

Provide Area / Location Updates

- Current location settings
- Road Conditions
- Restrictions to certain area



TX TERT Daily Update

Date:

Time:

Update:

Special Needs/Requests:

Expenses:

Team Leader Emails:

- From:
- Date:
- Time:

Content:



Date

[name],

Texas TERT database currently shows the following TERT members from your agency who are in good standing and meet or exceed all requirements as published in the NJTI Model Recommendations for TX-TERT Deployment.

Please review this list, advise if all are still with your agency, and still available for deployment. After reviewing, please sign the attached Pre-Authorization Letter and return to TX TERT State Coordinator, Jason Smith, ENP.

Sincerely,

Jason Smith, ENP
TX-TERT State Coordinator



TX-TERT AUTHORIZATION LETTER – INTRASTATE DEPLOYMENT

Texas TERT State Coordinator,

I (Name of Chief, Sheriff, or Administrator), (Title) of the (PSAP Name), approve the person(s) indicated in this letter as members of Texas-Telecommunicators Emergency Response Team (TERT). These members meet or exceed all requirements of TERT membership and are hereby authorized to participate in this TX TERT deployment.

I understand this is an intrastate deployment where TX TERT members are expected to be deployed for a minimum of four (4) days and but can extend to fourteen (14) days.

The decision for deployment, when the need arises, will be made on a case-by-case basis with regards to circumstances that exist at the time. I approve the following TX TERT member(s) to deploy to (declared disaster).

TX TERT Members:

Sincerely,

(Chief/Sheriff/Administrator)



TX-TERT AUTHORIZATION LETTER – INTERSTATE DEPLOYMENT

Texas TERT State Coordinator,

I (Name of Chief, Sheriff, or Administrator), (Title) of the (PSAP Name), approve the person(s) indicated in this letter as members of Texas-Telecommunicators Emergency Response Team (TERT). These members meet or exceed all requirements of TERT membership and are hereby authorized to participate in this TX TERT deployment.

I understand this is an interstate deployment where TX TERT members are expected to be deployed for a minimum of fourteen (14) days.

The decision for deployment, when the need arises, will be made on a case-by-case basis with regards to circumstances that exist at the time. I approve the following TX TERT member(s) to deploy to (declared disaster).

TX TERT Members:

Sincerely,

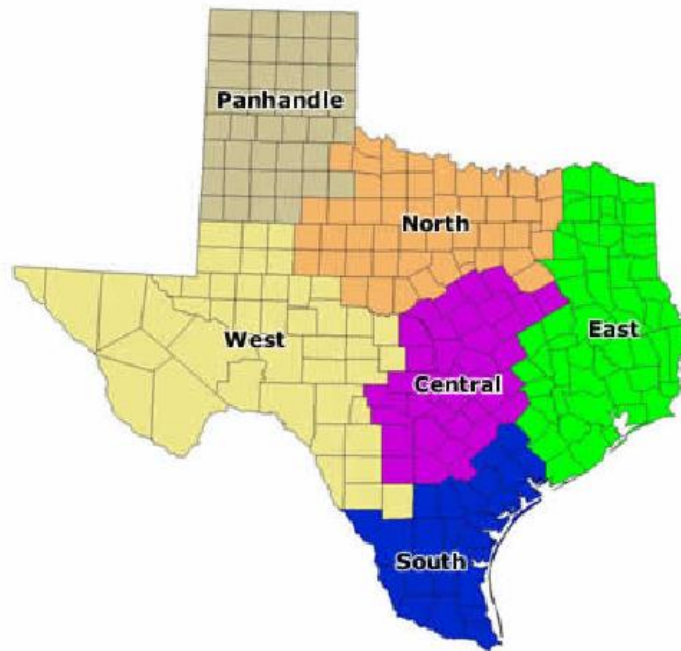
(Chief/Sheriff/Administrator)



Appendix F – TX TERT Region and Regional Coordinators



TX TERT REGIONS



Panhandle Regional Coordinator:

North Regional Coordinator:

West Regional Coordinator:

Central Regional Coordinator:

East Regional Coordinator:

South Regional Coordinator: