



MARYLAND

Department of Public Safety and Correctional Services

TELECOMMUNICATOR

EMERGENCY

RESPONSE

TASKFORCE

OPERATIONS MANUAL

2006



Overview

This guide was developed to assist the Public Safety Answering Point (PSAP) Director, Regional Team Leader and team members when a deployment has been requested of the Telecommunicator Emergency Response Taskforce (TERT). TERT is a disaster response group of telecommunicators and other PSAP support personnel that are available to assist Maryland jurisdictions or other states during a declared disaster.

The Regional Team Leader will coordinate the TERT Activation and will accompany TERT members to provide supervision and guidance for a responding taskforce. The Team Leader will serve as the point of contact for the jurisdiction receiving assistance and will guide responding personnel on behalf of the requesting agency. This individual will work closely with the administrative personnel of the requesting jurisdiction, maintaining records, assigning taskforce members and managing the group's workforce.

A TERT response in Maryland will be authorized by the Maryland Emergency Management Agency (MEMA). MEMA serves as the contact point for any TERT request and will notify Regional Team Leaders, through their PSAP, when a request for assistance is received. Authority to deploy requires the declaration of an emergency in the jurisdiction requesting assistance and participation in the Emergency Management Assistance Compact (EMAC) or Maryland Emergency Management Assistance Compact (MEMAC).

TERT's goal is to identify PSAPs that are not within the immediate vicinity of a disaster area, are similar in equipment and operational capacity as an affected PSAP, and facilitate the PSAP mutual aid process. Mutual aid is commonly thought of only in the police, fire or emergency medical service fields of public safety. While mutual aid for emergency first responders has been widely discussed, 9-1-1 PSAPs are often overlooked. Many individuals forget that all communications flow through the PSAP before responded to by police, fire or medical personnel.

Several items have been included in this guide to help the PSAP Director, Team Leader and team members understand the activation process, who to contact, what supplies and materials will be needed, what forms that will be needed and how to respond.

Throughout the guide, agencies are referred to as either the Requesting Jurisdiction or the Responding Jurisdiction. The Requesting Jurisdiction is defined as a jurisdiction that declares an emergency and initiates TERT activation. The Responding Jurisdiction is defined as a jurisdiction that deploys personnel to assist the Requesting Jurisdiction.

If you have any questions that are not answered by this guide, please contact a member of the TERT Committee.

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How a TERT Activation Occurs

1. A Manmade or Natural Disaster is declared.
2. Local Officials determine a Request for Assistance is needed.
3. Request is made by the local Emergency Manager to Maryland Emergency Management Agency (MEMA) identifying the type of assistance needed and the request for a TERT activation.
4. WebEOC database of Maryland PSAPs is utilized by MEMA to initiate response of similar agencies and personnel who are trained and/or certified, with similar equipment and procedures.
5. MEMA contacts selected PSAPs for a TERT Regional Team Leader and taskforce members.

Note: PSAPs may decline to assist if such a response would deplete staffing within their Center, due to staffing shortages, or otherwise negatively impact the PSAPs ability to perform their normal functions.

6. Once the Regional Team Leader is identified the Team Leader will contact the Maryland Joint Operations Center (MJOC) at MEMA for the requesting jurisdiction contact name and pertinent information.
7. The Regional Team Leader calls the requesting jurisdiction to get updated operational information, staging area and any additional information for the taskforce.
8. Local PSAPs will contact MEMA with available team member names and contact information.
9. MEMA will contact the Regional Team Leader with a list of personnel available to respond with their contact numbers.
10. The Regional Team Leader will contact team members with any updated information and identify the rendezvous point for deployment. The response goal is 12 hours or less within the State.
11. The Regional Team Leader will contact MEMA with details of TERT response; rendezvous point, staging area, estimated time of departure and estimated time of arrival.
12. The Regional Team Leader will contact the requesting jurisdiction with details of the TERT response; estimated time of arrival, number of team members and any other pertinent information.

Requesting Jurisdiction Role

To assist PSAPs in utilizing TERT in a disaster response request, the requesting jurisdiction shall provide the following information. The information is necessary to ensure that TERT provides the affected PSAP with the resources that the PSAP needs to maintain an expected level of service despite being affected by a disaster.

1. Verify that local officials have declared an emergency prior to contacting Maryland Emergency Management Agency (MEMA).
2. Activate TERT by contacting Maryland Emergency Management Agency (MEMA) through the local emergency manager.
3. Provide specific information outlining your PSAPs needs to MEMA. MEMA will utilize the PSAP Activation Questionnaire as the minimum information that MEMA will need in order to start the activation process. MEMA may ask additional questions depending on the nature of the disaster.
4. The requesting jurisdiction is responsible for coordinating the TERT response with the responding Regional Team Leader pre-arrival and throughout the response.
5. Coordinates duties as necessary with the Regional Team Leader of the responding taskforce. The Regional Team Leader will assist you in scheduling personnel and assigning team members to meet the requesting jurisdictions needs. **Remember that you are in-charge of supervising responding TERT members.**
6. Inform the TERT Regional Team Leader of any problems regarding the Responding Jurisdiction personnel, i.e. skills not matched to needs, not performing to your expectations, etc.
7. Inform the TERT Regional Team Leader and MEMA through you local emergency manager if additional personnel are needed.
8. Inform the TERT Regional Team Leader when the situation is stabilized and the Responding Jurisdiction personnel are no longer needed.
9. The Regional Team Leader will notify MEMA of the deactivation and return of personnel to their local jurisdiction.
10. Provide feedback to MEMA and the Executive Director of the Emergency Number Systems Board regarding your TERT activation. This information will be reviewed in a de-briefing. A de-briefing will be scheduled as soon as possible after the TERT response to review the event and to improve the system as needed.

MEMA's Role

Maryland Emergency Management Agency (MEMA) will receive requests for telecommunicators to respond in support of communications agencies who have been affected as a result of a natural or manmade disaster. They will notify local jurisdictions of requests for assistance and serve as the point of contact during the notification process following the guidelines listed below.

- 1.** MEMA will be notified of the need for assistance by the requesting jurisdiction's local emergency manager.
- 2.** MEMA will gather necessary information concerning the needs of the requesting jurisdiction using the MEMA PSAP Activation Questionnaire. Additional questions may be asked or information collected based on the nature of the emergency.
- 3.** MEMA will compare resources of the requesting jurisdiction with the PSAP database maintained in WebEOC to determine best jurisdictions to respond. Type of equipment, use of protocols, and proximity of responding jurisdiction to the emergency will be evaluated.
- 4.** MEMA will review the list of Regional Team Leaders and will contact the selected Team Leader's jurisdiction. The Team Leader will be selected based on their jurisdiction's database match with the requesting jurisdiction's information in WebEOC.
- 5.** MEMA will contact jurisdictions that will best fill the requirements of the requesting jurisdiction to locate available TERT personnel.
- 6.** MEMA will be notified of the availability of a regional team leader as soon as possible.
- 7.** MEMA will collect team member names and contact information and provide that information to the Regional Team Leader.
- 8.** The Regional Team Leader will notify MEMA and the requesting jurisdiction with details of the TERT response; time of departure, estimated time of arrival, number of team members and any other pertinent information.

MEMA PSAP Activation Questionnaire

Once a jurisdiction has declared an emergency, a TERT response may be requested through the Maryland Emergency Management Agency. The following information will be needed to ensure an appropriate deployment. The requesting jurisdiction should be prepared to answer these questions. Copies of this questionnaire may be made so that a blank one is available for use at all times.

1. Name of Agency: _____
2. Contact Person: _____
3. Telephone #: _____
4. Nature of Emergency: _____
5. Is the emergency isolated to a single PSAP or affecting other area PSAPs: _____

6. # of Personnel Needed: _____
7. Are other personnel needed to re-establish PSAP functions, i.e. networks, mapping, training, etc.? _____
8. Length of Time Needed: _____
If length of time is longer than 10 days, consideration should be given to a replacement team response.
9. Does WebEOC have PSAP information on file? _____ If no, see PSAP Survey.
10. Are there any roadblocks, flooded roadways, etc that would prevent a taskforce from reaching the PSAP? _____
11. Are there any checkpoints that TERT personnel will have to go through? If so, can the PSAP make arrangements to get TERT personnel through the checkpoint? _____

PSAP Managers Role TERT Program

Each jurisdiction will need to establish policies and procedures for a Telecommunicator Emergency Response Taskforce (TERT) deployment from their jurisdiction. A TERT deployment in Maryland will consist of a Coordinator/Team Leader and the requested number of team members, if available. The Team Leaders primary function is to serve as an administrative support person for the deployment and their secondary function is to answer 9-1-1 calls or dispatch responders.

Maryland Emergency Management Agency (MEMA) has agreed to receive requests for telecommunicators at the Maryland Joint Operations Center and make notifications to assemble a Telecommunicator Emergency Response Taskforce (TERT). Team Leaders are being identified from each Region of the State and each jurisdiction is identifying team members. When a TERT deployment is requested MEMA will notify appropriate jurisdictions, based on the requesting jurisdictions needs and a comparison with the PSAP database maintained in WebEOC. The call will come to your PSAP for Team Leaders as well as team members and procedures for your center need to be developed.

1. When your PSAP receives a call, who will they need to contact to request authority to deploy? Who is second, third, etc., on the contact list.
2. TERT members need to be identified. They will need to put together a response kit to be available on short notice.
3. MEMA will need the names and contact information of the TERT members from your jurisdiction that are available to respond. When available team members are identified contact MEMA with names and contact information.

When MEMA has a list of TERT members available to meet the needs of the requesting jurisdiction they will notify the Team Leader with names and contact information. The Coordinator will notify team members of a staging area and time to meet.

Responding Jurisdiction Role

To assist PSAPs in utilizing TERT in a disaster response request, the following guidelines have been developed. This guidance is provided to ensure that TERT provides the affected PSAP with the necessary resources that are needed to maintain an expected level of service despite being affected by a disaster.

PSAP Role

1. When contacted by MEMA, notify PSAP administration to determine if personnel are available and are authorized to respond to the request.
2. Contact MEMA if no one is available or with the names of the Regional Team Leader and/or team members that are available to respond. Provide team member contact information.

Regional Team Leader Role

1. The Regional Team Leader will contact the Maryland Joint Operations Center at MEMA to obtain the requesting jurisdictions point of contact and phone number.
2. The Regional Team Leader will call the requesting jurisdiction to get updated operational information, staging area and any additional information for the taskforce.
3. After receiving a list of available team members from MEMA, the Regional Team Leader will contact each member with any updated information and provide a rendezvous point for the deployment. The response goal is 12 hours or less within the State.
4. The Regional Team Leader will take the lead role in identifying transportation to respond to the affected area.
5. At the rendezvous point the Regional Team Leader will verify that all team members have appropriate ID and equipment.
6. The Regional Team Leader will contact MEMA with details of the TERT response; rendezvous point, staging area, estimated time of departure and estimated time of arrival.
7. The Regional Team Leader will contact the requesting jurisdiction with details of the TERT response; estimated time of arrival, number of team members and any other pertinent information.

8. Upon arrival the Regional Team Leader will coordinate the deployment of team members, duties and assignments with the requesting jurisdiction's communication commander or liaison.
9. The Regional Team leader will assist team members with the performance of their duties and coordinate any special needs or concerns that arise.
10. Coordinate with MEMA concerning personnel that are not performing to expectations. Any required disciplinary actions are the responsibility of the individual's employer, not the requesting jurisdiction or MEMA.
11. Inform MEMA when the situation is stabilized and the responding jurisdiction personnel are no longer needed.
12. Provide work schedule documentation of team members to MEMA and each team member.
13. Apply for reimbursement of expenses incurred, if any, through appropriate Emergency Management channels for your jurisdiction.
14. Provide feedback to MEMA and/or the Executive Director ENSB regarding your team member activation. This information will be reviewed in a de-briefing. A de-briefing will be scheduled as soon as possible after the TERT response to review the event and to improve the system as needed.

Team Member Role

1. Follow the directions of the Regional Team Leader while responding. **Remember that while deployed in the affected area you will be under the command and supervision of the requesting agency. The Regional Team Leader is there to assist you in accomplishing your new duties and to address any special needs or concerns that you may have.**
2. Report hours worked daily to the Regional Team Leader.
3. Upon deactivation and return to your local jurisdiction request a copy of the Maryland TERT Member Response Form from the Regional Team Leader.
4. Provide a copy of the Maryland TERT Member Response Form, received from the Regional Team Leader, to your local Emergency Manager for your jurisdictions request for reimbursement.

Appendices

Appendix A – TERT Member Supply List

Appendix B – TERT Documentation Requirements

Appendix C – WebEOC Information

Appendix D - Designated Response Regions

Appendix A

TERT Member Supply List

1. Sleeping Bag/Blankets/Pillows
2. Toothbrush/Toothpaste/Mouthwash/Dental Floss
3. Deodorant/Anti-Perspirant
4. Hairbrush/Blow Dryer/Curling Irons
5. Shampoo/Conditioner/Soap
6. Washcloths/Towels
7. Toilet Paper/Tissue Paper
8. Snacks/Cooler with Drinks and bottled water
9. Cell Phone (make sure you check for coverage in the area you are responding).
Don't forget your Charger!!!!
10. Cash (Do not assume ATM's will work due to power outages)
11. Flashlight including extra batteries.
12. Small portable radio or TV or magazines for any down time.
13. Clothes including Shirts, Pants, Shoes, Undergarments, Socks
14. Any medications that you might be on.
15. Tylenol, Advil, Sinus Medications.
16. Contact Supplies if you wear contacts.
17. Small alarm clock or Pager to be used as alarm clock
18. Be prepared to take care of your self for up to 72 hours!!

Other Items you may wish to list for future reference

- 19.
- 20.
- 21.
- 22.
- 23.
- 24.
- 25.

Appendix B

TERT Documentation Requirements

The following forms should be completed for each Team Member at the conclusion of deployment:

- TERT03 Team Member Survey

The following form should be completed by the TERT Team Leader and submitted to the Maryland Emergency Management Agency at the conclusion of the deployment (along with copies of all other documentation created during the event):

- TERT01 Response Form

The following form should be completed by the Incident Commander and returned to the Maryland Emergency Management Agency with a copy to the Emergency Number Systems Board.

- TERT02 TERT Requesting Agency Survey

TERT Member Response Survey		
	Yes	No
Did the Regional Team Leader provide all the needed information such as rendezvous location, directions, departure time, etc.		
When you arrived, were you briefed by the agency concerning what they needed from you?		
Did you receive a TERT Package when you arrived?		
Did it contain all the necessary information?		
The database recommended your agency due to the type of equipment you are currently trained on. Did this match correctly?		
Do you feel that the right number of telecommunicators were requested?		
Do you feel you were welcomed by the agency?		
Do you feel you were welcomed by other telecommunicators at the Center?		
Do you feel that you were of help to the center?		
What would like to see done differently next time? (Explain in space below)		
Other comments, complaints and suggestions (Feel free to type a narrative for any of the above questions).		

TERT Requesting Agency Survey		
	Yes	No
Did the TERT Team Leader contact you back quickly?		
Did TERT Team Leader keep you informed and work with you in support of your requested needs?		
Were you contacted back and advised response time of the team and the team leaders name?		
When the team arrived, did you debrief them prior to actually putting them to work in the center?		
Did you receive the number of TERT members you requested?		
Was the overall TEAM courteous, helpful and knowledgeable?		
The database recommended these members due to the type of equipment you are currently using. Did this match correctly?		
Did your telecommunicators welcome TERT members and work well with them?		
Would you use TERT again? (If no, please explain under comments below.)		
On a scale of 1 – 10 (with 10 being the BEST), how do you feel the TERT Program worked for you?		
What would you like to see done differently next time?		
Other comments, complaints, and suggestions (Feel free to type a narrative for any of the above questions).		

Appendix C

PSAP Survey Instructions

These instructions are intended to help you fill out the PSAP Survey for the TERT Program in WebEOC. If you do not have access to WebEOC, please contact Maryland Emergency Management Agency, Warren Campbell at 410-517-3641 or email to wcampbell@mema.state.md.us . Please enter all of the information on the WebEOC database form. Use drop down menus when available.

1. **PSAP Name / Comm. Center Name** – What is the Official Name of your Center?
i.e. Frederick County EOC, Baltimore City 9-1-1, whatever your proper name is, enter that in this block.
2. **Primary or Secondary PSAP** – Are you the primary 9-1-1 answering point or do you receive calls on a secondary basis, transferred from the agency that answers 9-1-1. Select Primary or Secondary from drop down menu.
3. **Web site address for your PSAP?** – If applicable.
4. **Contact number for TERT deployment.** – List the 10 digit number that MEMA should call to request a TERT deployment.
5. **PSAP Director / Manager** – List the name of the Center Director / Manager as well as contact information.
 - a. Work Phone Number
 - b. Cellular Number
 - c. Pager Number
 - d. Email Address
6. **PSAP Mailing Address** –
 - a. Street
 - b. Suite #
 - c. P. O. Box #
 - d. City
 - e. Zip Code
7. **PSAP Physical Address** – if different from above.
 - a. Street
 - b. Suite #
 - c. City
 - d. Zip Code

- 8. Personnel on Duty per Shift:**
- a. **Supervisors/Administrators** – List the number of individuals assigned in this category that provide supervision to the on duty shift.
 - b. **Personnel (call takers and dispatchers) on duty per shift in the Center.** If personnel are serving as call taker and dispatcher, list number performing each function. When added together number should total number on duty. If they can answer 9-1-1, list them under call takers. If their sole function is dispatch, list under dispatch.
 - c. **Support personnel (GIS, ITS, QA) on duty per shift.** – This is the number of people on duty at your PSAP during a normal shift performing these specific functions. If they are not staff assigned to the PSAP do not list them.
- 9. Total Number of Telecommunicators:**
- a. **Full and Part time personnel (call takers and dispatchers) available for staffing your center.** If they can answer 9-1-1, list them under call takers. If their sole function is dispatch, list under dispatch.
- 10. Number of Operator Positions** – Total number of positions equals number available in your center for both call taking and dispatching.
- 11. Number of Agencies Served:**
- a. **Law Enforcement** – How many
 - b. **Fire** – How many
 - c. **Medical** – How many
 - d. **Other** – How many
 - e. **TOTAL** – How many
- 12. Equipment**
- a. **Type of E9-1-1 System** – Positron, CML or Plant or Other.
 - b. **CAD Manufacturer**
 - c. **Do any of your agencies utilize:** Use drop down menu to answer Yes or No.
 - i. **MDC's or MDT's**
 - ii. **AVL**
 - iii. **GIS / Mapping**
- 13. Type of Radio Consoles (brand name)**
- 14. Do you use EMD, EFD, or EPD protocols**
- a. **Type** – NAED, APCO, etc.
 - b. **Cardset or Software** – Answer Yes or No.
- 15. General Information**

- a. How many from you Center could deploy at once?
- b. PSAP Fax Number
- c. Are you a Maryland Emergency Management Assistance Compact (MEMAC) participant?

16. Name of individual within your agency that is the non-emergency (normal work hours) Contact Person for the TERT Program.

- a. Name
- b. Mailing Address
- c. Work Phone Number
- d. Fax Number
- e. Email

Contact Buddy Redman, 410-585-3017 or by email at hredman@dpscs.state.md.us with questions or if you would like additional information added to WebEOC.

Appendix D

MARYLAND

Telecommunicator Emergency Response Taskforce

Designated Response Regions

