What is TERT?

TERT is a mutual aid program for public safety communicators
TERT is the concept of communications-specific mutual aid between PSAPs to provide trained PSAP personnel during emergency situations. Unlike most contingency plans prepared by individual PSAPs to address specific threats to their own PSAPs, **TERT involves providing qualified communications personnel to work in another PSAP** and requires coordination among PSAPs, mutual aid consortiums, and Emergency Management Agencies (EMA) from different municipalities, states and regions. When possible, the TERT members’ skill sets should match those of the Requesting Agency. *This coordination must take into account that while each agency is unique in its resources and operations, the basic duties and responsibilities remain the same.*
PARTICIPATING Agency should allow their Participants to attend the required training identified as a requirement for the specific position that their participants fill on the Taskforce.

PARTICIPATING Agency shall at all times continue to be fully responsible for all of its employment obligations to its employee Participants, including their compensation and benefits.
- **PARTICIPATING Agency agrees to pick up the cost of their deployed personnel’s salaries & benefits for up to 24 hours with an intra-state deployment of their TERT members.**

The PARTICIPATING Agency is responsible for a participant meeting the general training requirements.

Provides equipment, materials, or supplies to satisfy the nature of the deployment.

The PARTICIPATING Agency will sign an Intergovernmental Agreement (IGA) with the Washington State Department of Emergency Management.
Participating Agency/PSAP Key Responsibilities - Continued

- If applicable, the PARTICIPATING Agency's cost reimbursement package shall be submitted to the Washington State Emergency Management Division within 30 (thirty) days upon demobilization.
- Provide the Regional TERT Coordinator with employee compensation information and other pertinent TERT participant data required for its authorized TERT members annually, or as changes occur in compensation rates. Failure to update the data may result in only partial compensation, when applicable.
Key Qualifications & Requirements

- Minimum 2 years experience
- Complete 40 hours of call taker training
- Telecommunicator 1 certification
- TERT awareness or Member classroom training
- FEMA Course
  - IS-100 Intro to the ICS
  - IS-144 TERT Basic Course
  - IS-200 ICS for Single Resource and Initial Incidents
  - IS-700 NIMS an Introduction
- Be in good standing with their Agency
- Be an outstanding team player
- Be adaptable and flexible
- Deploy on a mission of 5 – 7 days within 12 hours
- Possess ability to adapt to poor environmental conditions
- Be in good physical condition and shape
- Lift/carry 40 pounds
- Walk long distances over any type of terrain
- Excellent working knowledge of the appropriate public safety emergency response operation and equipment as it relates to member’s classification
- Possess positive interpersonal Communication and leadership skills
- Capable of improvising and functioning for long hours under adverse working conditions
- Be aware of the signs, symptoms and corrective measures of Critical Incident Stress Syndrome
- Possess excellent documentation skills
WA-TERT Positions

- TERT Member
- TERT Leader
- TERT Supervisor
- TERT Regional Coordinator
- TERT WA State Coordinator
- WA State TERT Chair
REQUESTING AGENCY/PSAP

CONTACTS LOCAL OR STATE EMA & REQUESTS TERT

State EMA CONTACTS THE WA STATE TERT COORDINATOR

THE PARTICIPATING AGENCY SUBMITS TO THE STATE EMA WITHIN 30 DAYS, REIMBURSEMENT CLAIM FOR AN INTERSTATE DEPLOYMENT, THEIR TEAM MEMBER/LEADERS REIMBURSABLE SALARY/BENEFITS & RECEIPTS FOR ALLOWABLE (PRE-APPROVED) EXPENSES

WA STATE TERT COORDINATOR CONTACTS THE REQUESTING AGENCY, & REGIONAL TERT COORDINATOR(S)

WA STATE TERT COORDINATOR ENSURES COMPLETION OF DEPLOYMENT REVIEW FORMS

REGIONAL COORDINATOR PROVIDES TO THE STATE COORDINATOR, A LIST OF TERT TEAM MEMBERS & LEADERS FROM THEIR LIST OF PARTICIPATING AGENCIES IN THE REGION

WA STATE TERT COORDINATOR PROVIDES UPDATES TO STATE EMA & PARTICIPATING AGENCY

IF THE PROPOSAL/COSTS ARE ACCEPTED BY THE REQ. STATE, THE WA STATE TERT COORDINATOR PUTS TOGETHER A TEAM & CONTACTS THE STATE EMA, & REQUESTING AGENCY LIASON WITH INFO ON TERT TEAM DEPLOYMENT

WA STATE TERT COORDINATOR CREATES THE TERT TEAM W/LEADER & PUTS INTO MOTION THE DEPLOYMENT LOGISTICS

THE PARTICIPATING AGENCIES HAVE SIGNED, IN ADVANCE, AN IGA WITH THE STATE OF WA. THEY NOW COMPLETE AN INTERGOVERNMENTAL AGREEMENT AMENDMENT CITING THE COST ESTIMATE OF AN INTERSTATE DEPLOYMENT & SUBMIT IT TO WA STATE EMA & STATE TERT COORDINATOR (WHO PUTS TOGETHER THE TEAM) THAT IS SUBMITTED FOR CONSIDERATION BY THE REQUESTING STATE
Not only were we battling 1 major wildfire near Okanogan and Omak but we also had the North Star Fire near the Colville Indian Reservation that was proving difficult to control as well.
TERT Deployment 2015

Comprised of 2 full team deployments

- **1\(^{st}\) team arrived around August 20**
  - 1\(^{st}\) team was responsible for assisting volunteers at the Command Center Call Center. Volunteers were taking approximately 1000-1400 calls a day and were in desperate need of relief.

- **2\(^{nd}\) team arrived around August 22**
  - 2\(^{nd}\) team assisted the Okanogan 911 center who had dispatchers working 16-20 hour days and some who had homes directly in the line of the fire.
TERT Deployment 2015 Cont.

✔ Lessons learned:

✔ Importance of area familiarization and geography

✔ Understand the dynamic of the citizens, volunteers and emergency staff working within the Command Center

✔ Ensure that information being distributed via the PIO is also updated and given to call center

✔ Remember that 911 call center is a close knit family. It is hard for them to let go and not worry about their field units.
TERT Deployment 2015 Cont.

✓ Fire knocked out major power source and at one point nearly took out Communications Fiber line for Okanogan County Sheriff and 911 center.

✓ 911 Center was overloaded with information that many times did not reach the Command Center.

✓ Smoke was so heavy, masks had to be worn to control the amount of ash/debris getting into your lungs.

✓ Deployment was extended for 3 days – had to find options for getting additional personal supplies.
Okanogan complex, North Star fire grow closer, could merge

PROGRESS
Aug. 18
Aug. 19
Aug. 20
Aug. 21
Aug. 23
Aug. 24
Aug. 25

Sources: Esri, USGS GeoMAC
MARK NOWLIN and GARLAND POTT / THE SEATTLE TIMES
If you have any questions/comments please feel free to contact me:

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