

# What's Happening in Your State?

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A C D F G I K L M N O P S T V W

## Alaska

No updates at this time. For more information please contact Alaska state coordinator:

*Tia Horton*  
Lead Dispatcher  
Anchorage Fire Department  
1301 East 80<sup>th</sup>  
Anchorage, AK 99518  
[Tiajean2@yahoo.com](mailto:Tiajean2@yahoo.com)  
907 267-4950

## Arizona

No updates at this time. For more information please contact Arizona state coordinators:

*Patty Spencer, ENP*  
9-1-1 Dispatcher  
Marana Police Department  
11555 W Civic Center Drive #B  
Marana, AZ 85653  
[hunspencer@marana.com](mailto:hunspencer@marana.com)  
520 682-4032  
520-820-2600-Cell

## Alabama

No updates at this time. For more information please contact Alabama state coordinator:

Hunter Simmons  
9-1-1 Director  
City of Homewood  
2850 19<sup>th</sup> Street South  
[Hunter.simmons@gmail.com](mailto:Hunter.simmons@gmail.com)  
(205) 332-6153

## **Arkansas**

Arkansas TERT has their database started. We are in the process of collecting all the individual certificates to keep on file. We now have our Arkansas TERT Facebook page up and running.

Arkansas will begin planning and scheduling Basic TERT Courses & Team Leader Courses after the beginning of the year.

We are finalizing things with our State Emergency Management reference MOUs. Hopefully in the next few months we will be considered a Deployable state!

Arkansas is still currently looking for Regional Reps as well.

Arkansas has now used the NJTI TERT banners 2 times. They are great! Easy set up! The last location we used the TERT banners was at the Arkansas Interoperability Conference. When people saw the banners they were immediately drawn to the APCO table set up and we made a lot of contacts about APCO and NJTI TERT both. Hope everyone else has the same great response while using the banners!

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### **4/2013**

Arkansas has been very busy! We just completed our Arkansas TERT Mission Ready Packages and they have been submitted! We are almost complete with our checklist to become a deployable state! We are presenting a TERT awareness course at our AR APCO/NENA State Conference in April and will begin planning basic and team leader training shortly after! If any state goes to work on MRPs and need assistance, let us know and we are happy to help!

Brianna Fields

### **9/2013**

Arkansas TERT has turned over the MOU document to the Arkansas Department of Emergency Management for review and signatures. Once we have that completed, we will finalize getting area representatives for the 5 areas in the state. Once that is complete and all training documents have been completed we will be reaching out to NJTI – TERT for the final review to become a deployable state. Arkansas DEM has had the MOUs for approximately 2 weeks. I was told to expect communication back from the State by the end of the month! Arkansas TERT is hoping to have class dates announced by October.

Thank you,

**Brianna Fields, RPL**

**Deputy Director**

**Arkansas APCO Secretary**

Office of Emergency Communications

Benton County

For more information please contact Arkansas state coordinator:

*Josh Billis*, RPL

Director

Office of Emergency Communications

Benton County Arkansas

215 East Central Avenue

Bentonville, AR 72712

[jbillis@co.benton.ar.us](mailto:jbillis@co.benton.ar.us)

479 271-1004

## **California**

No updates at this time.

## **Colorado**



**Day 1 Lower North Fork Fire, Jefferson County, Colorado March 27-30 2012**

## **After Action Report**

**EVENT:** Emergent Request- TERT Deployment- Lower North Fork Fire, Jefferson County, Colorado

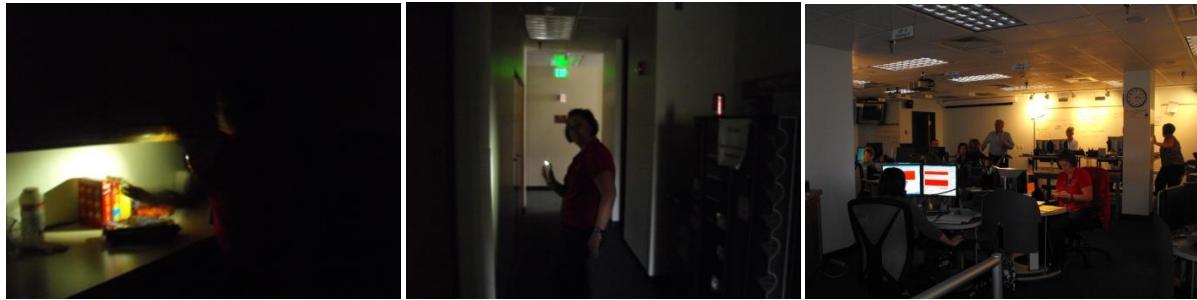
**DATE:** 3/27/12-3/30/12

#### **OPERATIONS SUMMARY**

United States Forest Service was conducting a controlled burn in the week prior to deployment. Due to extremely high winds, embers from the controlled burn quickly ignited a much larger fire. By March 27<sup>th</sup> Jefferson County was quickly depleting their resources and a TERT activation was sent out that a possible deployment was in order. At 1145 Communications leader ordered 4 TERT dispatchers for deployment. Cozett sent the page to the Incident Dispatch Team, and the first 4 to respond were Supervisor and TERT Team Leader Cozett Davis, Supervisor and TERT Team Leader Laura Etcheverry, dispatcher and TERT Team Leader Andee Nessler and dispatcher and TERT team member Kelly Wilkinson. The activation asked for 4 TERT members to respond to Jeffco by 0600 3/28. At 1800 3/27 Laura, Andee and Kelly left Grand Junction, picked up Cozett in Eagle arriving at Jeffco Emergency Operations Center at appx. 2100. Laura and Kelly then traveled 45 minutes to Conifer High School, the Incident Command Post for the fire, where they would remain for the duration of the deployment.



EOC power outage- getting snacks in the dark, EOC maze in the dark and EOC with limited lighting....



## Waldo Canyon Fire

## After Action Report

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**EVENT**- Emergent Request – Type 1 Mobile Communication Vehicle and two Communication Technicians , Waldo Canyon Fire, Colorado Spgs, CO.

**DATES**- 6/27/12-7/7/12

**OPERATIONS SUMMARY**- June 26,2012 GJRCC was notified of a potential call out to the Waldo Canyon Fire, El Paso County Sheriff had ordered a mandatory evacuation for the communities of North Mountain Shadows and Peregrine. A Pre evacuation notice had also been sent to portions of Teller

County. The date of origin for this fire was estimated at Saturday June 23, at appx. 1200. The afternoon of Tuesday June 26<sup>th</sup>, due to high winds, the fire jumped containment lines. The fire was pushed down into a highly populated residential area. Late into the evening , multiple structures were lost and within 12 hours 346 homes were destroyed and 2 deaths reported. Waldo Canyon Fire is the most devastating fire in Colorado history.







## **GRAND JUNCTION REGIONAL COMMUNICATION CENTER**

### **INCIDENT DISPATCH TEAM**

#### **After Action Report**

EVENT: Pine Ridge Fire

DATE: 6/29/12-7/4/12

#### **OPERATIONS SUMMARY**

On June 29<sup>th</sup> the IDT Team was requested by the Mesa County Sheriff's Office to handle communications for the Pine Ridge Fire. IDT Dispatcher's Cindy Casteel and Shon Kiniston set up in the GJRCC training modular to begin monitoring MCSO Deputies on Mac18 and the EOC on MAC19. The training modular was used for initial communications due to the Mobile Command Vehicle being deployed to the Waldo Fire in Colorado Springs.

On June 30<sup>th</sup> at 0600 hrs the Federal Type 1 Incident Management Team took over the incident and requested two IDT Radio Operators respond immediately to the Pine Ridge Command Post established at the DeBeque High School. Communication Leader (COML) Mark Hall, upon learning that the Incident Dispatch Team was already involved in this incident, immediately canceled the standing order for RADO's (Radio Operators) who were responding to the scene. IDT Supervisor Mary Edris and IDT Dispatcher Jeremy Lambert responded and arrived on scene at 0800 hrs, took over communications, conducted radio checks, processed supply orders from field units and began checking out portable radios to field personnel. Radio Technician Duane Leger responded to the scene at 1100 hrs to assist the team in placing repeaters to increase radio coverage in the area.

On July 3<sup>rd</sup> at 0800 hours, we conducted a drill which consisted of an "accident" involving an overturned fire truck. There were two "victims" with additional people being on scene to call it in to our communications center. We followed their protocol for processing medical emergencies which consisted of removing everyone from the communication center except for Cindy Casteel, the Communication Leader, Medical Leader and Supervisor Etcheverry, then obtaining specific patient information, transportation mode requested, contacting both the helicopter on scene as well as SMHs Care Flight and continual patient updates. We used our EMD protocol to triage the patient. We also contacted our back up helicopter service (Tri-State) to obtain an ETA should we need their services.

The overnight shifts were largely uneventful as most of the firefighting teams were returning to the command post for meals, showers and sleep. Crew movements were tracked to ensure all units were accounted for. Forest Service rangers were on site overnight, providing security for the Incident Command Post.

The cache of radios for a Type 1 event is extensive. The teams use both VHF and UHF radios to communicate, and each radio has a tracking card which is utilized when a radio is checked out or turned in. It was the responsibility of the night crew to update radio equipment databases, ensuring that the current inventory matched what showed in the database and on the tracking cards. Any discrepancies had to be investigated.



While there were things the other units involved did which could have been done better, our services were highly praised on multiple occasions throughout the rest of the day. Several people also stated they would like to see someone with our level of training in communications at all times in the future!

## FACILITIES

Communications was set up in a classroom at the DeBeque High School. This proved to be an adequate facility with plenty of desks and chairs. Running antenna cables through a window allowed for an effective link to repeaters located at nearby high terrain sites. Having the window open, however, also allowed in a significant number of insects, including mosquitoes, which were problematic. It's now suggested to include insect repellent in your go-bags.



## EQUIPMENT/RADIO/OPERATION SUCCESSES AND PROBLEMS

The only equipment issue we encountered on July 3<sup>rd</sup> was first thing in the morning, I noticed our radio appeared to be turned off. Upon investigation, we found the surge suppressor to be defective so nothing that was plugged into it had any power.

**Resolution:** This was a simple fix which consisted of replacing the surge suppressor.

## IMPACT TO THE COMMUNICATIONS CENTER

Incident Dispatch Team members, including three supervisors and eight dispatchers, provided coverage during the event, staffing one and two at a time, 24-hours a day. Many worked on their days off and those who were already scheduled to be working were then covered in the center by other employees who were on their days off.

## TRAINING OPPORTUNITY

The Incident Management System utilizes personnel based upon their rating and qualifications. Those members of the IDT who worked both the Pine Ridge Fire and the Sunrise Mine Fire last month earned qualification as an ICS RADO, or Radio Operator. This qualification will enable those individuals to be

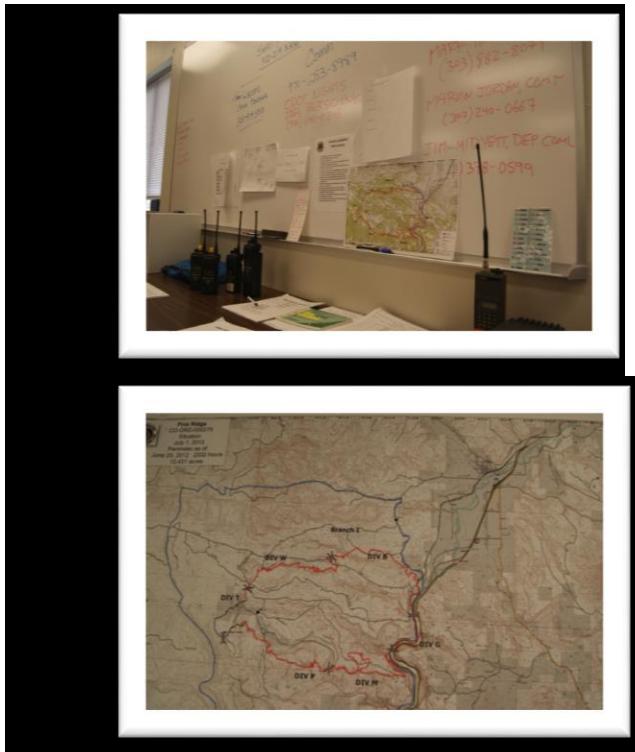
deployed as a sole communication resource on other incidents, rather than as a dispatcher attached to our mobile communication vehicle. Those team members with one deployment are in the process of obtaining the RADO certification, but will need at least one more deployment to earn the classification.

#### BUDGET IMPACT

We have received resource numbers for full reimbursement of our labor for the fire. Reimbursement rates for our personnel are based upon a contracted rate with the Colorado State Forest Service, which is in effect until 2014.

#### CONCLUSION

Incident Dispatch Team deployment to the Pine Ridge Fire was very successful. Our performance was professional and appreciated by the COML and others on the management team. Having established ourselves as a well qualified team, we can anticipate further requests for our services.





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**12/2012**

Colorado TERT held a Team Leader Course at the Annual Colorado APCO/NENA Conference in October and welcomed six new Team Leaders. This brings our total to 57 individuals that have received TERT Team Leader Certification in the State of Colorado.

Welcome to:

Susan Perney Estes Park Police Dept  
Doug Andrew Thornton 911 Comm Center  
Mary Edris Grand Junction Reg. Comm Center  
Brandi Seaton Thornton Comm Center  
Steve Jarvis Thornton Comm Center  
Kenneth Green Thornton Comm Center

Our development progress is moving along. Regional Coordinators have been assigned responsibilities throughout the state as we develop our databases and refine the call-out procedures. Currently, CO TERT is deployable within the state of Colorado through the Jefferson County Incident Management Type III Team. We plan to be fully deployable in 2013.

Cozett Davis has volunteered to assist as Co-State Coordinator with Diane Russell. Cozett comes to us with many years of PSAP and on-scene experience as a supervisor and active member of the Grand

Junction Regional Comm Center and their Type 1 Communications Team. She completed the TERT Train-The-Trainer Course with Natalie and will be assisting with training telecommunicators throughout Colorado. Some of the incidents that Cozett and her team deployed to this year included the Jefferson County Lower North Fork Fire in March 2012 as TERT Telecommunicators and the Colorado Springs Waldo Canyon Fire in June & July 2012 with the Type 1 Team and their Type 1 Mobile Command Vehicle.

Cozett brings a wealth of knowledge and enthusiasm to CO TERT and we are excited to see more progress in the new year.

Cozett Davis & Monica Millior  
Colorado TERT Co-State Coordinator

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### 6/2013

Colorado TERT hosted 2 training classes instructed by Natalie Duran. TERT Team Leader in Chaffee County on May 29, 2013 and TERT Basic in Denver on May 30, 2013.

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### 7/2013



Colorado held two training classes with Natalie Duran on May 29 & 30th. A Team Leader training in Chaffee County, Salida CO and TERT Basic at Denver 911. We welcomed 21 new TERT members and a few refreshers. We were so happy to have Natalie here to teach and encourage us. Colorado is almost to the deployable stage. We are waiting for final approval from the Colorado Department of Emergency Management. Its been a long road, with many detours, but we are finally seeing a light at the end of the tunnel.

On May 31st, Diane Russell, ENP, Colorado Co-State Coordinator retired from Arvada PD after 37 years of service in Public Safety. She began her career in Florida in 1976, working with Indian River County Volunteer Ambulance Squad, Vero Beach PD, Stuart PD, Martin Co SO and Jupiter PD serving as an EMT, Dispatcher and Reserve Police Officer. After accomplishing a life long dream of living in Colorado, she retired from Arvada PD with 24 years of service, the last 12 as a Communications Supervisor.





Diane's retirement future is really just a reroute to another career. She owns her own awards and engraving business and will be concentrating on growing her business along with training and showing her Shetland Ponies with her husband and huge supporter, Kevin. Diane will continue her involvement with the Jefferson County and Arvada Incident Management Teams and as Colorado TERT Co-State Coordinator with Cozett Davis of Grand Junction Regional Communications.



In September, Colorado experienced unprecedented rainfall resulting in wide-spread flooding throughout the Front Range, eventually spreading east across the state affecting 1,533 square miles. Rainfall in amounts ranging from ten to twenty inches sending flood waters far beyond the 100-year flood plain. This is half of a year's worth of rain in three days for a normally very arid climate. Disaster Declarations have been initiated for 24 counties.

Devastation and casualties occurred with 9 lives lost; 1,882 homes destroyed; 16,101 homes damaged; 203 businesses destroyed; 765 businesses damaged. Major transportation infrastructure failure occurred including highways and railways. Mountain towns were cut off from rest of the world due to roadway washouts. 5,958 people were evacuated, 2,256 by air and others by zip lines and swift water rescue.

As conditions worsened, the CO TERT Co-State Coordinator began communicating with PSAPs in the area to determine their needs. Most reported that they were busy, but able to handle the call load with

their existing staff. On Friday, September 11<sup>th</sup>, Jefferson County Sheriff's Department was faced with a major road washout, evacuations and inability to staff both their communications center and mobile command post. They initiated a TERT request via their Emergency Operations Center and Incident Management Team.

In August 2013, CO TERT finalized their deployment plan and submitted it to Colorado Department of Emergency Management for final approval and inclusion in the state Emergency Mobilization Resource List. Colorado TERT has been in the development stages for a few years as State Coordinators have been rerouted to other positions, promotions and challenges have been encountered. However, the Colorado DEM has been on-board from the beginning and supportive. This was a great opportunity to actually use the plan and it worked quite well.

The request was received by Co-State Coordinator, Diane Russell at 10:00 am on Friday. A needs assessment was done immediately and by noon, a team of four telecommunicators and a team leader were enroute. Grand Junction Regional Communications sent a team of four across the state for what turned out to be a five day deployment. Laura Etcheverry, Andee Nessler, Kelly Wilkinson and Joe Lambert did a fantastic job of manning the mobile command vehicle, assisting in the EOC and the Jeffco Comm Center. Beth Therese Dobransky of Eagle County Sheriff's Department served as Team Leader in addition to her assignment in the EOC with the Colorado Northwest IMT. Paul Roebuck of METCOM served as Regional Coordinator.

Beth Therese and Paul were able to try their hands at these new responsibilities and worked through the deployment well. Laura, Andee, Kelly and Joe were able to put prior experience at Jeffco to work for them. All but one had been there before and they were familiar with the expectations and environment.

Overall the deployment was a huge success. Jeffco was thankful for the assistance and CO TERT members shined. A few lessons learned were mainly regarding communication. Dispatchers were receiving situation updates via social media better than through official channels. With the immediacy of news, Facebook and Twitter, it is important to be proficient in the information gathering tools available to us. This proved to be a valuable resource to the team.

As typical, communication among the members deployed and coordinators can always be improved. We worked cohesively and the state coordinator was able to guide the new team leader and regional coordinator as they ventured into new territory.

CO TERT can be proud of their accomplishments:

- The TERT Emergency Response Plan was implemented successfully.
- The TERT Team was dispatched within two hours of the original request.
- The TERT Team was on scene as scheduled for the next operational period as requested.
- A new Team Leader solidified skills & training
- A new Regional Coordinator was successfully implemented
- TERT members gained experience
- PSAP staffing augmented
- The Receiving agency was comfortable with TERT
- TERT members were professional and demonstrated a successful resource deployment.

Congratulations Colorado TERT on a job well done!

Submitted by

Diane Russell

Colorado Co-State Coordinator







For more information please contact Colorado state coordinators:

*Cozett Davis*  
GJRCC Shift Supervisor  
[cozett@gjcity.org](mailto:cozett@gjcity.org)  
970-242-6707  
970-986-9175  
Fax-970-245-7206

Monica Millior  
GJRCC  
[monicam@gjcity.org](mailto:monicam@gjcity.org)  
970-549-5403

## Connecticut

1/2013

# Newtown CT Receives Mutual Aid

Upon hearing of the tragedy at Sandy Hook Elementary, Newtown, CT, Sherry Decker, Christy Williams and I wondered if the State had TERT teams. We had deduced, that New York TERT teams would probably be responding. Not hearing more about it, I had not given it much thought again until I put a post on my personal Facebook page. The post initiated a comment from new found friend Capt. Anna Cox, of St. John the Baptist Parish Sheriff's Office, LA, whose agency had received TERT assistance from our Texas TERT Team after Hurricane Isaac. She had spoke with Newtown, CT 911 Director Maureen Will and was advised they in fact had asked for assistance.

Being a Texas TERT Team member and North Regional Coordinator, I wanted to reach out to ensure there was nothing we here in Texas could do to help. I placed a call to Newtown, CT asking to speak with Maureen on 12/19/12, she was unavailable so I asked dispatcher who answered if they had received a TERT team to assist them during this difficult time. She advised yes they did and Webb was the coordinator. I requested a call back from Maureen to find out more about the response and to make sure there was nothing else they needed.

Maureen called me back that evening, and it was like I was talking to an old friend. She explained they do not actually have TERT, but had activated their Mutual Aids with the neighboring cities. She advised Newtown Emergency Communications Center had only 10 Telecommunicators and herself. Maureen works with the Managers of Emergency Communications Association (MECA) and placed a call to one of the others, Sue Webster, Northwest Connecticut Public Safety, asking for assistance. Sue then contacted Kevin Webb, Farmington PD who put the request in place. They sent Telecommunicators from Farmington PD, Watertown PD, Litchfield County Dispatch, Easton PD, Simsbury PD, Meriden PD, Shelton PD, Fairfield Emergency Communications Center, Plymouth PD, Windsor PD, East Hartford PD, and Northwest Connecticut Public Safety. I was told this list could grow before it was all said and done.



They were scheduled to work until 12/23/12 but the request was extended to Wednesday 12/26/12. All Telecommunicators from Newtown Emergency Comm. Center, time off was cancelled and they were only allowed to take prescheduled vacation during this time. When I asked if Texas TERT could do anything to assist, she just asked for cards or emails for the Telecommunicators.

Maureen is very dedicated to her Telecommunicators, she requested CISD for the Telecommunicators affected. She has also been working right beside all of the Telecommunicators, answering phone calls, and doing whatever else was needed. She has decided to display a map of the United States, inside the communications center, and she will mark the locations of where she receives emails, cards, phone calls, etc., from.



As I stated earlier, talking to Maureen was like talking to an old friend. There is nothing richer than having someone you have never met, put their confidence in you and feel at ease speaking freely about all that was occurring. If you or your agency would like to send cards, letters, prayers, care packages, etc., to the Telecommunicators in Newtown, CT you may do so at: **Newtown Emergency Communications Center, 3 Main St., Newtown, CT 06470**. If you would just like to email send it to [Maureen.Will@newtown-ct.gov](mailto:Maureen.Will@newtown-ct.gov). She will make sure the Telecommunicators receive all correspondences'.

*Laura J. Litzerman, ENP*

*Texas TERT North Regional Coordinator*

For more information please contact Connecticut state coordinator:

*Kevin Webb*  
Communications Manager  
Litchfield County Dispatch  
111 Water Street  
Torrington, Connecticut 06790  
[kwebb@lcd911.com](mailto:kwebb@lcd911.com)  
860-626-7525-Ex. 2  
860-496-0753-Dispatch

## **Delaware**

No updates at this time. For more information please contact Delaware state coordinator:

*Ed Marecki, ENP*  
PSAP Manager  
Delaware State Police  
[edward.marecki@state.de.us](mailto:edward.marecki@state.de.us)

302 739-5868

## Florida

**2/2013**

Some of our projects include developing a State Coordinator and in-service TERT training package for our TERT members. We will be sharing it with all of our NJTI Family.

A reminder that anyone that takes the online TERT IS 144, MUST provide their State Coordinator with a scanned copy of their certificate. They will not be recognized as deployable if they do not have the certificate. This includes having their prereq's of their ICS 100-200-300-800(TL). It is also highly recommended that classes in Stress Management, Cultural Diversity and Interpersonal Skills are taken. They do come in handy during deployments and are beneficial to us.

I conducted TERT Classes at the APCO-Florida Conference in Daytona this past October and while there, the outskirts of Hurricane Sandy paid us a visit. With torrential rain that flooded the beach area and looking out at the angry waves, we understood what our public safety brothers and sisters would be up against as Hurricane Sandy headed towards them. It certainly made for a great example of what TERT is all about and what we stand for in reaching out and helping our fellow workers.

Many Kudos to Christine Wade from Orange County Sheriff Office:

A die-hard TERT member who went out of her way to make our TERT classes in Daytona memorable. Christine purchased give away goodies of a FL-TERT tote bag, travel goodies in a travel case, a FL-TERT Backpack to the lucky name that was pulled out of a hat in class. The students loved it!

In January, the Basic Awareness and Team Leader classes were conducted in Orlando. Many thanks to the Orange County Sheriff Office for hosting the classes and to Orange County Fire Rescue for providing the trianing facility. Once again, our Christine presented a goody bag to the lucky TERT Member and we presented TERT TEAM LEADER Pins with their certificates to our latest FL-TERT Team Leaders.

Natalie Duran

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**7/2013**

Marion County SO- Team Leader class-May 6-hosted by NE Regional Coordinator

Just finished doing a great class in Jacksonville, FL. -June 5. Jacksonville is in a unique position that they will be able to render aid to their neighboring agencies in the Panhandle area and cross over to GA as well. More training coming up that way this year

For more information please contact Florida state coordinator:

*Natalie Duran*  
NJTI-TERT Co Chair (APCO)  
13380 SW 114 Lane  
Miami, FL 33186  
[Bfit911@att.net](mailto:Bfit911@att.net)  
305-338-2751

## **Georgia**

A brief bio.....Working at night at a convenience store was unsafe, at least that is what the coffee drinking officers told me. "Why don't you get a job with 911, it pays better" they said. So I applied, and now this is year 25 in a 911 center. I started at the City of Marietta; we consolidated with Cobb County 911 in 1997. Our center is one of the largest in Georgia, answering over 800,000 calls annually. We dispatch for city and county police and fire units. During the years I have had the opportunity to work as an operator, a supervisor, the operations manager, and now as the assistant director. Through the years one of the best parts of my job has been working with public education, the more the public can understand about our job the better prepared they are if they ever need to call 911. I have regularly told about my journey through the years, including working fulltime and completing my master's degree, hoping it encourages others to never give up and never stop learning. Being a member of APCO and NENA has provided me with opportunities to meet many great people and be involved in different elements of 911.

GA-Tert, of course, I'm glad to say something about it. We got our MOU signed though the right channels, we have taught classes, we have our database ready. Now what? Not that we are hoping for a disaster but it's nice to know we are ready if there is one. One of our next goals is to host a training

exercise, look for more details soon!





Linda Davis, Assistant Director

911 Emergency Communications

Cobb County

770-590-5593

*Elaine Sexton*

9-1-1 Program Administrator

Georgia Emergency Management Agency (GEMA)

P O Box 18055

Atlanta, GA 30316

[elaine.sexton@gema.ga.gov](mailto:elaine.sexton@gema.ga.gov)

404 309-9401

*Brian Burgamy*

Deputy Director Greene CountyEMA

Greene County EOC/E-9-1-1

1180 C. Weldon Smith Drive

Suite 100

Greensboro GA 30642

[bburgamy@greenecountyga.gov](mailto:bburgamy@greenecountyga.gov)

706-453-4903

706-453-1259 Fax

## Illinois

Illinois held 2 Field Communications courses in September and trained an additional 34 team members.

IL-TERT now has over 160 trained and deployable members of TERT and 20 of them are trained and

deployable Team Leaders. IL-TERT will be providing an update to the annual 9-1-1 APCO/NENA

conference in October.

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**3/2013**

IL-TERT is presenting at the IL-MABAS Conference February 20th in Springfield, IL (Fire Chiefs and Dispatchers)

IL-TERT is hosting an IL-TERT Field Communications on Friday March 8<sup>th</sup>, in Pekin, IL.

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## 4/2013

Illinois recently added new member agencies, we currently have 55 member agencies that participate in IL-TERT. On March 8th, IL-TERT trained 19 Telecommunicators bringing our deployable team members up to almost 180 team members.

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## 6/2013

"IL-TERT participated in a multi-county disaster drill on May 8th. 3 Team Leaders deployed with 7 TERT members and during the drill they observed in PSAP's and then joined up with Unified Command Posts to handle communications in the field. This was another great training exercise for IL-TERT."



For more information please contact Illinois state coordinator:

*Brian Tegtmeier, ENP*  
Executive Director  
DU-COM  
600 Wall Street  
Glendale Heights, IL 60139  
[btegtmeyer@ducomm.org](mailto:btegtmeyer@ducomm.org)  
630 260-7503

## **Indiana**

No updates at this time. For more information please contact Indiana state coordinator:

*Tracy Lightfield*  
President  
Indiana NENA  
P O Box 172  
Cedar Grove, IN 47016  
[Tracy\\_fc911@yahoo.com](mailto:Tracy_fc911@yahoo.com)  
765 265-4734

## **Iowa**

No updates at this time. For more information please contact Iowa state coordinator:

*Nancy Brady*  
Telecommunicator Training Coordinator  
Iowa Law Enforcement Academy  
[bradyn@wmpenn.edu](mailto:bradyn@wmpenn.edu)  
515 242-5011  
515-664-7943

## **Kansas**

### **5/2013**

On September 6, 2012, Kansas TERT was established, with the Kansas Commission on Planning and Emergency Response (CEPR) approving its charter. This action completed a process that was started in February of 2011, with the Kansas Office of Emergency Communications and the Kansas Chapter of APCO agreeing to create a TERT for Kansas.

The first step that was taken was the creation of the first version of the TERT Operations manual and the TERT database. This incorporated the ANSI standards for TERT, as well as a little bit of Kansas specific information. The manual, which established the governing body for TERT as a joint committee of the Board of Directors of Kansas APCO and staff of the Kansas Office of Emergency Communications, was approved in March of 2011 and was revised and reapproved in May of that year.

We presented an informational piece on TERT at the Kansas APCO conference in April of 2011 and had immediate interest in participation. Based on this, we decided to move forward with our first training classes. These were conducted by Natalie Duran of Florida TERT in October of 2011, in conjunction with the Kansas APCO fall conference. We had 27 members participate in the Basic Awareness training and of those, 20 also participated in the Team Leader training.

This training was followed up with Awareness and Team Leader training presented at the spring APCO conference in April of 2012. Scott Ekberg, State TERT Coordinator conducted this training. An additional 23 members and 5 Team leaders were trained.

The next step taken was to present the TERT Charter to the CEPR. This was done in February of 2012. After several drafts of the charter, and negotiations between the CEPR and the TERT Governance Council, we were able to get the charter approved on September 6, 2012.

Kansas currently has 50 trained members, with 25 of those members having been trained and authorized as team leaders. Awareness and Team Leader training will be offered at the Kansas APCO fall conference, in October.

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### **10/2012**

Kansas trained 18 new TERT Members and 4 Team Leaders in conjunction with the Kansas APCO fall conference in Topeka, KS on October 14 & 15, 2012. This brings our total team members to 68, 29 of which are Team Leaders or Supervisors.

For more information please contact Kansas state coordinator:

*JL Ellis*  
KS-OEC  
470 S. Range Ave.  
Colby, KS 67701  
[Jimmy.ellise3@us.army.mil](mailto:Jimmy.ellise3@us.army.mil)  
785-861-3097-work  
785-438-0470-cell

### **Kentucky**

No updates at this time. For more information please contact Kentucky state coordinator:

*Joyce Waddle*  
Telecommunications Supervisor  
Kentucky State Police Post 8  
1595 Flemingsburg Road  
Morehead, KY 40351  
[Joyce.waddle@ky.gov](mailto:Joyce.waddle@ky.gov)  
606-784-4127  
859-404-1046

### **Louisiana**

No updates at this time. For more information please contact Louisiana state coordinator:

*Violet Anderson, BGS, RPL*  
Assistant Chief of Communications / Operations  
Shreveport Fire Department  
Emergency Communications Center  
1144 Texas Ave.  
Shreveport, LA 71101  
[violetanderson@caddo911.com](mailto:violetanderson@caddo911.com)  
318 675-2249

## Maryland

No updates at this time. For more information please contact Maryland state coordinators:

*Scott G Roper*  
Training Coordinator  
State of Maryland  
Emergency Number Systems Board  
115 Sudbrook Lane, Suite 20  
Pikesville, MD 21208  
[sgroper@dpscs.state.md.us](mailto:sgroper@dpscs.state.md.us)  
410 585-3017

*Gordon Deans*  
Dept. of Public Safety  
Emergency Number System Board  
[gdeans@dpscs.state.md.us](mailto:gdeans@dpscs.state.md.us)  
410 585-3019

## Massachusetts

No updates at this time. For more information please contact Massachusetts state coordinator:

*Kevin Antonelli*  
Acton Police Department  
371 Main Street  
Acton, MA 01720  
[kantonelli@acton-ma.gov](mailto:kantonelli@acton-ma.gov)  
978 264-9639  
978-263-2911 Business  
781-640-6028 Cell

## Michigan

No updates at this time. For more information please contact Michigan state coordinator:

*Lisa Hall*

Executive Director  
Midland 9-1-1  
2727 Rodd Street  
Midland, MI 48640  
[Ihall@midland911.org](mailto:Ihall@midland911.org)  
989 839-6464

Suzanne Cratin  
Deputy Director  
Midland County 911  
2727 Rodd Street  
Midland, MI 48640  
[scratin@midland911.org](mailto:scratin@midland911.org)  
989-839-6464

## Minnesota

Minnesota has a unique team which serves as MN-TERT. The Communications Response Taskforce (CRTF) is an ICS trained all-hazards personnel resource to be used by an agency to assist in the field, the command post, the EOC or the PSAP. An agency can expect an advance team to include a COML, a COMT and an incident Dispatcher.

The Incident Dispatch Team (IDT) is comprised of dispatch professionals from around the Metro Region. The team represents multi-discipline PSAP personnel ready to deploy and bring the unique skills of the dispatcher to augment incident management at an incident or event. The IDT also serves as Minnesota's Telecommunicators Emergency Response Taskforce (MN-TERT) under the National Joint TERT Initiative.

For more information please contact Minnesota state coordinator:

*Chris Kummer, ENP, COML, NREMT-P*  
Manager-Communications  
Hennepin Emergency Medical Services  
701 Park Avenue South, MC 825  
Minneapolis, MN 55415  
[christopher.kummer@hcmed.org](mailto:christopher.kummer@hcmed.org)  
612 873-5673

## Mississippi

No updates at this time. For more information please contact Mississippi state coordinator:

*Susan Perkins*  
Communications Branch Director  
Mississippi Emergency Management Agency

P. O. Box 5644  
Pearl, MS 39288-5644  
[sperkins@mema.ms.gov](mailto:sperkins@mema.ms.gov)  
601 933-6875

## Missouri

No updates at this time. For more information please contact Missouri state coordinator:

*Elizabeth Pierson*  
Carroll County Comm. Center  
[c.county911@mchsi.com](mailto:c.county911@mchsi.com)  
660 542-3911

## Montana

No updates at this time. For more information please contact Montana state coordinator:

*Kimberly Burdick*  
Communications Manager  
Chouteau County Sheriff's Office  
1215 Washington  
Fort Benton, MT 59442  
[kburdick@mtapco.org](mailto:kburdick@mtapco.org)  
406 622-5451

## Nebraska

No updates at this time. For more information please contact Nebraska state coordinators:

*Sharon Codr*  
Operations Coordinator  
Emergency Communications/911  
City of Lincoln  
575 South 10th Street  
Lincoln, NE  
[scodr@lincoln.ne.gov](mailto:scodr@lincoln.ne.gov)  
402 441-7250

*Megan Ellis*  
ESD2  
Emergency Communications/911  
City of Lincoln  
575 South 10<sup>th</sup> Streets  
Lincoln, NE

[mellis@lincoln.ne.gov](mailto:mellis@lincoln.ne.gov)  
402 441-6000

## Nevada

Nevada just finished two introductory TERT Classes, 9/25/12 in Las Vegas and 10/16/12 in Reno. New state coordinator Kariann Bechler, M.S., CEM needs to hear from all Nevada TERT members who have been through previous training (before the classes mentioned above) to update their contact information and discuss their agency's status. Please be sure to contact him at [beechlerk@reno.gov](mailto:beechlerk@reno.gov).

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### 12/2012

The State Coordinator, along with another peer Supervisor from the City of Reno Emergency Communications, traveled to Florida to attend the TERT Team Leader training, as presented by NJTI APCO co-chair Natalie Duran. The class was an excellent experience and very informative. Although funding does not currently exist to host team leader training courses within Nevada, TERT members are encouraged to attend a course within another state if you can make it work within your travel plans.

Funding IS available, however, for the Introductory TERT course. If you are interested in bringing an introductory course to your region, please contact the State Coordinator.

As a reminder, the online FEMA TERT Course IS-144 is available for those who may not be able attend an introductory course in person. If you are taking this online course to become a readily deployable TERT member, then you must send your completion certificate, along with proof of your prerequisite completion for IS-100, IS-200, and IS-700 courses, to the State Coordinator.

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### 1/2013

Dear NJTI-TERT,

Natalie and I (Sherry) received word on Sunday from former NJTI-TERT Co-Chair Brent Lee that Kariann Beechler, Nevada TERT State Coordinator tragically died in a traffic accident on December 13<sup>th</sup>. Keriann recently came on board as State Coordinator after serving under Brents leadership for more than six years. Our hearts and prayers go to Keriann's family and Nevada TERT Members.



I do not know what it will take to keep this program going, however it is something that does not need to flounder. Kariann has worked very hard on it and I have sat in many of meetings with her to know that. Please let me know what or how I can help to keep this going, who to correspond with, or who to contact. I am not sure if she was working with one of her Reno partners at her place of employment if so, I will be happy to get with them and help. Just need a direction...

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## **6/2013**

NV TERT is currently seeking grant funds and exploring other funding sources to bring TERT leader training to Nevada. Additionally, we are working on the NJTI Deployable Status Checklist and are in the early stages of creating a policy and procedure manual and a tracking database.

Beverly D. Buchanan, M.A.  
Training Supervisor  
Reno Emergency Communications  
[Buchananb@reno.gov](mailto:Buchananb@reno.gov)  
775-326-6607

## **New Hampshire**

NHTERT will be involved in these upcoming events:

March 23--dispatch center orientation (working in a foreign setting), evacuation drill, and fire scene mobile communications training

April 7-10--participating in NH Emergency Dispatchers Association annual training conference, including manning TERT booth during exhibitor tradeshow

May 17 (date tentative)--2nd annual Mobile Communications Unit rally in central or southern NH.

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## **5/2013**

The New Hampshire Telecommunications Emergency Response Taskforce (NHTERT) will hold our second annual Mobile Communications/Resource Unit field day/rally on May 17, 2013. The rally will be held at the NH Air National Guard 157<sup>th</sup> Refueling Wing facilities at Pease International Tradeport. We will have mobile communications, mobile command post, and other mobile facilities from around New England, participate and demonstrate their capabilities in support of Public Safety.

Activities Planned:

- Equipment displays and demonstrations
- Vendor exhibits
- Sponsorship opportunities
- Educational opportunities
- Interoperable communications demonstrations and testing

**\*\*DUE TO BASE SECURITY ALL ATTENDEES AND VEHICLES MUST PRE-REGISTER\*\***

**Details and registration information are available at [www.nheda.org](http://www.nheda.org).**

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**7/2013**

At the January NHEDA/TERT meeting Jon Goldman, Greg Putnam, Andy Artimovich, and Tom O'Connor were selected as the committee for the second annual NHTERT Mobile Command Post Rally. After meeting in February it was discovered that last year's location at PSTC was unavailable. The committee was on the lookout for a location that would allow for the expanded rally they were hoping for this year.

After researching locations, Pease Air National Guard Base came up on the radar. After a site visit and meeting with the "XO" (Executive Officer,) Greg Putnam and Jon Goldman thought this would be an ideal location. The committee members began soliciting past attendees as well as making new contacts for units to attend the rally.

The day of the rally was finally upon us. Many NHTERT members showed up early to help set up and get vehicles in place as they arrived. Keith Veale became the honorary staging person, and began marshaling vehicles into place as they arrived.

There was a tremendous amount of activity on base, it was "Base Clean Up Day" and the NHANG was hosting a "Make A Wish" child the same day. The NHANG had placed a large refueling plane for the "Make A Wish" child and his family, right next to the NHTERT rally. They invited all of the NHTERT attendees to tour the plane, which was fun and exciting.

Once again this year, the Derry Salvation Army Rehab unit responded to our call, providing pastries and coffee for breakfast as well as a cookout for lunch. As with the NHEDA Conference, if you left the TERT rally hungry, even with all the food that was provided, something had to be wrong.

This year's rally brought in some new and interesting vehicles. The FEMA MERS (Mobile Emergency Response Detachment) out of Maynard MA, were very strong supporters this year with a total of five different units attending. We also saw participation from Verizon Wireless with a CROW (Cellular Repeater On Wheels) which is very different from a COW (Cell on Wheels).

The rally was supported by 2-Way Communications, Nomad GCS and Exacom. Exacom has always supported NHEDA and NHTERT, this year was no exception. They paid for the NHTERT team shirts, as well as lanyards for the ID badges. Exacom was very grateful for the opportunity to not only support NHTERT, but to also have a table set up and network with dispatchers and other personnel who were in attendance.

The 2013 NHTERT Mobile Command Post Rally was very successful this year with a total of 24 out of 26 registered vehicles attending, and 89 out of 113 registered attendees checking in at the "Command Post."

For more information please contact New Hampshire state coordinator:

*Tom Andross*  
Director of Communications  
Grafton County Sheriff's Department  
3785 Dartmouth College Highway  
North Haverhill, NH 03774-4936  
[tandross@co.grafton.nh.us](mailto:tandross@co.grafton.nh.us)  
603 787-2111 Ext. 115  
603 991-3210 Cell

## New York

NY-TERT information sources available to you online:

NY-TERT on Facebook: <http://www.facebook.com/nytert>

NY-TERT Blog: <http://nytert.blogspot.com>

### Newest TERT Team Leaders

The following people attended TERT Team Leader training at the Emergency Communications Department in Rochester, NY (Monroe County). All attendees successfully completed the training and achieved TERT Team Leader status. The class was instructed by D. Jeremy DeMar, RPL, ENP, a Communications Response Team (CRT) Supervisor from the Emergency Communications Department in Monroe County.

<u>Name</u>	<u>County</u>	<u>Name</u>	<u>County</u>
Daniel Rieks	Genesee	Jefferey Edwards	Ontario
Tina Goodwin	Steuben	Phil Jakubowski	Monroe
Andrew Campbell	Yates	Thomas Mills	Monroe

Michael Chapman	Yates	Bob McElligott	Monroe
James R. Leonard III	Seneca	Tina Carson	Monroe
Steven Farnsworth	Seneca	Marty Kester	Monroe
Sandy Yates	Oneida	Vicki Vanhalle	Monroe
Ed Pavlot	Oneida	Alice Morgan	Lewis
Frank McFall	Oneida	Michelle Widrick	Lewis
Kip Biddle	Livingston	Dennis Kupiec	Allegany
Wendy Morris	Livingston	Randy Swarthout	Allegany
Michael J. Bradley	Livingston	Kenneth Cottrell	Allegany

### Other NY TERT news

On July 27, 2012, APCO's Executive Committee appointed Monroe County 911 Supervisor D. Jeremy DeMar, RPL, ENP to the NJTI Board for APCO.

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**3/2013**

In Onondaga County - TERT Deployment Awareness & Team Leader classes were held on January 30th & 31st at Onondaga Community College, sponsored by Onondaga County Department of Emergency Communications.

13 new TERT deployable personnel were added to the NY-TERT roster, and 24 new TERT team leaders were added to the NY-TERT roster. Instructor: D. Jeremy DeMar, RPL, ENP - New York State Deputy TERT Coordinator.

Those interested in attending the training should contact D. Jeremy DeMar, RPL, ENP at  
[ddemar@monroecounty.gov](mailto:ddemar@monroecounty.gov)

Articles pertaining to the NY-TERT response to Hurricane Sandy appeared in the February 2013 edition of APCO's Public Safety Communications Magazine & the New York State Association of Counties (NYSAC) Winter 2013 publication.

New York State TERT Coordinator John Merklinger, ENP and Deputy TERT Coordinator D. Jeremy DeMar, RPL, ENP continue to work on the TERT MOU with New York State. The plan is to have the MOU in place by the end of 2013.

April 1<sup>st</sup>

Plenty of room remaining in the May 6-7, 2013 Orange County Deployment Awareness and Team Leader classes, and the June 5-6, 2013 Lewis County Deployment Awareness and Team Leader classes.

I'm also proud to announce that the New York City Fire Department (FDNY) has agreed to host four days of TERT training in the Big Apple, October 1, 2, 3, and 4, 2013. NY-TERT is excited to have FDNY as a

training partner.

As always, if you're a member of a New York State PSAP or Emergency Communications Center, registration for these classes is FREE OF CHARGE! Send an e-mail to [ddemar@monroecounty.gov](mailto:ddemar@monroecounty.gov) to register or for more information.

Visit the NY-TERT website at [nytert.blogspot.com](http://nytert.blogspot.com) or on Facebook at [facebook.com/nytert](http://facebook.com/nytert).

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**7/2013**

Deployment Awareness and Team Leader training sessions were conducted in Orange County and Lewis County in May 2013 and June 2013 respectively. With the completion of these four classes, NY-TERT added 32 newly certified Deployment Awareness personnel and Team Leader personnel to the NY-TERT team. All of the classes were scheduled and instructed by D. Jeremy DeMar, RPL, ENP, Monroe County 911 Supervisor and New York State Deputy TERT Coordinator.

Currently, the only classes scheduled for the remainder of 2013 are in New York City; sponsored by FDNY. Those dates are: Deployment Awareness (Basic) - October 1st and 3rd; Team Leader - October 2nd and 4th. Please e-mail [ddemar@monroecounty.gov](mailto:ddemar@monroecounty.gov) to register for any of the classes or for more information. As always, training is being provided FREE OF CHARGE to staff members of NYS bases PSAP's and Emergency Communications Centers.

New York State TERT Coordinator John Merklinger, ENP and New York State Deputy TERT Coordinator D. Jeremy DeMar, RPL, ENP continue to work on the Memorandum of Agreement that will bring New York State to fully deployable status. The plan is to have this process completed by the end of 2013.

For the most up to date information on anything NY-TERT, please visit the NY-TERT blog at "nytert.blogspot.com" or the NY-TERT Facebook page at "facebook.com/nytert"

For more information please contact New York state coordinators:

*John Merklinger, ENP*  
Director  
City of Rochester/County of Monroe  
Emergency Communications Department  
321 West Main Street  
Rochester, NY 14608  
[jmerklinger@monroecounty.gov](mailto:jmerklinger@monroecounty.gov)  
585 528-2207

*D. Jeremy DeMar, RPL, ENP*  
911/Communications Response Team Supervisor  
City of Rochester

321 West Main Street  
[ddemar@monroecounty.gov](mailto:ddemar@monroecounty.gov)  
585-528-2234

## North Carolina

NC TERT held an Introduction to NC TERT Class at our joint NC NENA/APCO State Conference in early September. We had 24 attendees and each participant was instructed to go to the Emergency Management Institute web site to take the on-line course after hearing about our continuing efforts concerning NC TERT.

We also have a new person to assist me in my duties as the state coordinator. Over the next year I'll be assisted by Gary Ellington with Guilford Metro 911 in Greensboro, N.C. Our goal is to have Gary completely up to date on everything involving NC TERT by the end of 2013 as I'll be saying goodbye to a public safety career that's lasted over 30 years.

Jesse Creech, ENP

**09/13**

I will be giving a NC TERT presentation at the NC NENA/APCO Conference at the Sea Trail Golf Resort and Convention Center in Sunset Beach N.C. on September 11th. It will be an update to NC TERT's status and also include an update on the NJTI items concerning the newly improved updated training for TERT Responders. The conference runs from September 8-12.

Jesse Creech, ENP

NC TERT

For more information please contact North Carolina state coordinator:

*Jesse Creech*, ENP  
Supervisor  
Raleigh/Wake 9-1-1  
P. O. Box 590  
Room 012  
Raleigh, NC 27601  
[Jesse.creech@raleighnc.gov](mailto:Jesse.creech@raleighnc.gov)  
919 829-1927

Greg Hauser  
Operations Manager  
Charlotte Fire Communications

228 E 9<sup>th</sup> St  
Charlotte, NC 28202  
[għauser@ci.charlotte.nc.us](mailto:ghauser@ci.charlotte.nc.us)  
704-432-1405

Brian A. Drum  
Telecommunications Supervisor  
Catawba County E911  
PO Box 389  
Newton, NC 28658  
[Badrumb@catawbacountync.gov](mailto:Badrumb@catawbacountync.gov)  
(828)464-3112 (work)  
(828)312-7816 (cell)

## Ohio

Ohio will be offering the TERT Awareness course in hopes of generating awareness and to get Ohio TERT started in Ohio and get Ohio compliance and on the TERT map.

The class will be offered the first day of the conference in a super session on April 14, 2013 at the Kalahari Resort in Sandusky, Ohio. Check out the rest of the classes available as well at [http://ohioapco.org/?page\\_id=1748](http://ohioapco.org/?page_id=1748).

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### 5/2013

This was the first TERT class to be held in Ohio. State Coordinator Ken Stewart advises this is the first step of many to get TERT active and going. The class was a success, and the feedback from students was very positive. After the class, Ken was contacted by 12 individuals wanting more information about TERT.

For more information please contact Ohio state coordinators:

*Monte Diegel*  
9-1-1 Administrator  
Mercer County Sheriff's Dept

[monte.diegel@mercercountysheriff.org](mailto:monte.diegel@mercercountysheriff.org)



419 586-7724

*Ken Stewart*  
T/C – AEMT  
North Central EMS  
12513 State Route 250 N  
Milan, OH 44846  
[Kstewart22@yahoo.com](mailto:Kstewart22@yahoo.com)  
419 499-2515 Work  
419-465-7839

## Oklahoma

Oklahoma is out of the "stalled" category. I talked with Oklahoma Emergency Management a couple of weeks ago and the way our State Statutes are written we have an Automatic Interstate and Intrastate Mutual Aid Compact. EM has acknowledged our program and are aware that we will be building these local teams. There are still hurdles to climb but we are moving forward. Oklahoma Chapter of NENA and APCO are fully committed to the team and the concept. We have formed an Advisory Board and our first meeting will be October 30th. At our State APCO/NENA conference last week our class was full of those interested in TERT.

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8/2013

### **Toby Keith Hosts Concert for Oklahoma Tornado Victims**

On July 6<sup>th</sup>, 2013, Country Singer Toby Keith hosted a benefit concert at Gaylord Memorial Football Stadium on the OU Campus in Norman Oklahoma. The concert was set to attract over 60,000 people and last from 1PM to 11PM. There were several challenges that Public Safety were facing with such an event. Large events are common practice at the stadium however we were faced with a short planning cycle and elements that we have not had to face before. Two of the elements that we faced were the July heat and the time of day. Another factor that had to be dealt with was the fact that the Norman Communications Center had recently been faced with staffing shortages. Overtime for staffing shortages were already taking a toll on the daily operations of the 911 center. The announcement came just weeks before the actual concert and with it being in conjunction with the 4<sup>th</sup> of July weekend we knew we were going to have big problems that would need to be solved quickly.

The City of Norman was tasked with providing Fire and EMS dispatch for the event. During the initial planning it was clear that the biggest known threat for the event was going to be heat related cases. The first step for the 911 Communications Staff was to understand the number of responders that would need to be managed. After we received the number of medical staff, transfer vehicles and stretcher teams it was quickly identified that the event would take more than just the typical one or two dispatcher scenario that unfolds during a normal football game.

The State of Oklahoma has been working towards implementing a Telecommunicators Emergency Response Taskforce (TERT) for a few years. Vicki Atchley with Muskogee City County 911 has been making progress at a State level, selecting team members and gathering PSAP data. She has started several campaigns across the State to educate stakeholders on the purpose of TERT. Seizing on this potential opportunity the City of Norman reached out to her to help find resources to assist during the Concert event. A request for assistance went out and we received several interested parties. We felt that we really only needed one resource from the outside to help with call processing. We felt as if we could handle the radio traffic. Brian Porter with Stillwater Emergency Communications was one of the first to volunteer. Yes, Stillwater is the home of the OSU Cowboys which is a big in State rivalry with the University of Oklahoma. You are either a Cowboy or a Sooner and there is a pretty hard line between them. This was a little of a concern however we quickly found out that Brian was a Sooner through and through and couldn't wait to get out of Orange land and into Crimson Country.

On the Day of the concert the Fire and EMS dispatch was staffed with three people, Brian Porter, Cindy Howard and myself. Between the three there was well over 60 years of experience behind the microphone. However, I don't think any of us realized what we were walking into. The first few calls started to come in about an hour before the gates opened. We knew we were in trouble when the 2<sup>nd</sup> call was a 8 ½ month pregnant female having heat related issues. Almost as soon as the gates opened the calls flooded the Operations Center. The calls were coming from all directions. At one point we had over 40 medical calls pending and no one available. Additional resources were brought in to assist with the field response and changes were made in the operations section for the EMS and Fire response. Branches and divisions were established to handle the call volume based on the seating sections instead of the previous plan to divide the stadium in half with only two response areas.

In the first four hours of the event we had dispatched over 250 medical calls alone. The onsite emergency room saw over 1200 patients and the hospital had patients still admitted into the hospital over a week after the event. The quick thinking of the Fire and EMS dispatch team was invaluable. When the Operations section changed their response and added personnel the dispatch team quickly adapted. It was very clear that even though this was not a full authorized TERT deployment the concept of having dispatchers from other agencies fill the role during planned events or disasters can be a reality. I cannot express enough gratitude to Brian Porter for his time. I am also appreciative of those that have pioneered the TERT program in other states. We in the State of Oklahoma see the need for the program and continue to work diligently towards a full deployment.

Oklahoma will be hosting a TERT Team Leader Training on Thursday, September 5<sup>th</sup> at ACOG, 21 E Main St, Oklahoma City, OK.

Lance Terry  
Communication Systems Manager  
City of Norman  
201-B W Gray  
Norman, Oklahoma 73010

**7/2013**

**It's Just What We Do**

Aubrey Scanlon

Communications Manager  
Cleveland County Sheriff's Office

Severe weather is a way of life in Oklahoma. In the comm. center, we look upon the storm season with a mixture of anticipation and dread. Several tornadoes have impacted our county directly in the last nearly fifteen years so it is not new to us. We discuss, we practice. Still, you never feel quite ready when the real deal is finally here. Nothing can really prepare you for the things we dealt with the last two weeks of May 2013.

May 18, 2013, was the celebration of my fourteenth year with the Cleveland County Sheriff's Office. I reflected on how much I've learned and how far I've come. When I started in 1999, I missed the historic May 3<sup>rd</sup> tornado by just a couple weeks. Since then we have had tornadoes in 2003, 2010, and 2011 in which I was in Dispatch and actively working.

The 2013 storm season had been blessedly quiet up to that point, unusual for Oklahoma. The good thing about being in Tornado Alley is that we have some of the best meteorologists in the world right here in our own backyard. The tricky thing about severe weather is that you never know just how severe it is going to be but we have grown accustomed to receiving threat analysis at least a day or two ahead of a big storm. The weekend of May 17-19 was no different.

As the Communications Manager, I have learned to keep a close eye on the weather. I utilize various sources, including local meteorologists and social media. I am still learning to discern those who are imparting solid information that should be considered closely and those who are not. All sources unanimously agreed that weekend would be **the** weekend for significant weather.

By now my dispatchers know the drill. They have all been through this at least once, most of them twice. When it looks like tornadic activity will impact our county, I am in Dispatch—no matter what. It becomes an all hands on deck sort of situation. They check in to find out if they need to report or sit tight and wait for the call.

May 19<sup>th</sup> was one of those afternoons. A tornado had already touched down in a heavily populated city to the north of us. While the local news media was covering that, they seemingly lost track of the storms to

our south that were moving our way because they weren't an immediate threat. I kept my eye on the weather radar app on my phone and recognized a hook echo—indication that a tornado was trying to form. I made my way to the SO to play the waiting game.

I have learned that if you wait until a tornado touches down to start calling personnel in, then you have waited too long. Nothing can really prepare you for the inundation of work that comes with a tornado: phone calls, radio traffic, sometimes the loss of communications, systems, phones, etc. We are a small dispatch center with only six dispatchers and me, the supervisor. As the storm approached and the situation became dire, I called in two other dispatchers to join me and the dispatcher on duty.

When the storm finally crossed into Cleveland County, we balanced tracking the deputies as they went in service with their locations and the track of the storm. As the tornado touched down in the center of our county, we began calling out locations and recording information the deputies were giving back to us. An initial command post was identified and became a rallying point until the storm had passed through and we could start moving units up to examine the debris path.

In the meantime, we were starting to get 911 calls saying complete neighborhoods were gone, we were calling out all available personnel that hadn't already reported, and we were trying to scramble ambulances to an accident involving a deputy who had been hit by a driver fleeing the storm. It was chaos.

In a crisis situation, time becomes a vacuum and you lose all sense of it. At some point I got called out to the new command post, the one set up in the damage zone. I left dispatch in the hands of my most senior dispatcher, knowing that they had it under control. Sometime during my commute (and traffic was horrible, it's times like that when I wish I had lights and sirens too!), Dispatch took a power hit. We could only run radios off a secondary channel and they lost pretty much all other capabilities. The same thing happened during the 2010 tornado and we had to rely heavily on personal cell phones. Of course, when that sort of natural disaster happens, it knocks out cell towers and the system quickly becomes overrun, so even that becomes tricky. Once on scene, we dispatched out of the back of the Chief of Operations' command vehicle.

Dispatching from the scene of a critical incident is a whole different beast from our normal, everyday jobs. It's about managing resources, triaging calls, tracking units. It's dispatching on a grander scale but in a concentrated area with ten times the stress. When you have entire, heavily damaged neighborhoods blocked off by high tension power lines, search and rescue becomes very tricky. You have residents who become hostile because they can't get to their property or family in the zone, even if it is for their own safety. You have media. You have the dreaded lookie-lous. All impact what we are doing as dispatchers.

By around 0130, our command trailer was on scene and set up but we still had no real form of radio communications. It was hard to go home to catch a couple hours sleep, knowing there would be no dispatcher out there. The knowledge that even had I stayed, I'd be useless until they could get communications up and running didn't really ease the anxiety.

Sleep was practically impossible but had I known what was coming, I certainly would have made a better effort. I returned before 0700 to find things running smoothly. It wasn't the command staff's first rodeo

either and they knew exactly what needed to be done. The morning was spent dealing with road openings and road closures, media, citizens who wanted in, the general public who needed to stay out, and making sure deputies that were posted were getting adequate breaks for food and water, which was sparse.

By early afternoon, we had much of the damage zone opened up and were preparing for what was being touted by meteorologist to be an even worse weather day. We were all aware and wary but honestly, it seemed impossible that another tornado could hit our county the day after an F4 swept through. By 14:00, we were packing up gear and loading into patrol vehicles to get out of the command trailer because everyone knows, trailers aren't safe in severe weather.

Our main dispatch center was still without most of their communications ability. I paired up with a patrol captain and we found a hill to occupy while we attempted to stream weather coverage from our phones and then eventually his MDT. This is where social media played a huge role for me. When we had no other way to monitor the weather, my personal Twitter timeline became a Godsend. We watched and commented on the storm brewing to our southwest, talking about how it was following the same path as the May 3<sup>rd</sup>, 1999, tornado had.

We watched helplessly as the storm became a monster. I was concerned for my child who was still in school, honestly praying that she would be safe and feeling so helpless because I was stuck in a police car with no way to get to her if something happened. It didn't occur to me at the time that if something had happened, that's where we would be headed. For me, it was the first time that I didn't have my family situated before I headed in to do my duty and I caught a glimpse of how the deputies must feel when such things happen.

The tornado crossed over into our county, first hitting far southern Oklahoma City before moving into Moore. It seemed to go on for hours. I know now that it was on the ground for approximately 40 minutes but I remember thinking that tornadoes can have up to 300mph winds yet this is the slowest thing I've ever seen.

As it moved into Moore and damage reports started to come in, we ran code across the county. I had an old map book, a notepad, and a pen. I did my best to keep track of units and locations as we followed the path on the map page. We could not make sense of the sporadic information from the weather report we had streaming and what deputies were telling us. They seemed to be too far apart to be accurate. Later I learned that it was because the tornado was 1.3 miles wide and the information we were receiving was accurate.

The captain looked at me as we were about to make our final turn west and head directly into the damage zone and asked if I had ever seen the damage from an F5 tornado. Honestly, I hadn't except on TV. He told me to brace myself and while I scoffed a bit at that in my head, when we crested the hill, it was like nothing I had ever seen. Cars going both directions as far as you could see, dark black smoke rising in the distance, this haze in the air, and nothing but destruction along the horizon. That was the first time I got it. Reality would break over me in waves over the next several hours but there was no shield, no distance, no sterile observation from my office desk, no seeing just the aftermath. I was in it.

Cars parted like the Red Sea as we made our way west. It just got worse the further in we got and there was nothing untouched. Everything had damage in varying degrees. There was debris everywhere. Our

initial rallying point was the Warren Theater. It was as close as we could get to the worst of the damage and was some place I was very familiar with. We visit the Warren often; I trained at a park track down the street for months.

When we got around to the north side of the parking lot, the second wave of reality broke over me. What used to be a bowling alley was flattened to a pancake as if it had simply imploded on itself. A medical center looked like a bomb had gone off, cars piled in the parking lot like debris might catch and gather on a log in a stream. On the other side of the street where established neighborhoods had been there was nothing. Not a single house left standing. There was nothing but rubble.

The single hardest thing I've ever had to do in my life was stay in that patrol car while I watched people running toward the damage to start rescuing trapped citizens. Because of the storm, our main dispatch had lost everything—no power, no phones, no radios. I was it. It was critical that I stay put and direct and track units to the best of my ability. Because I was there, every single deputy could put their efforts into search and rescue and that is exactly what they did.

As I watched bloodied people walk around dazed while others ran full out in a panic, my deputies went into a living hell and did what they had to do. Some of the things they had to do were unspeakable. Stories I heard in the coming days will never be repeated because they're just too horrible. I witnessed the men and women of my department acting with such valor not even realizing they were doing anything extraordinary. "It's just what we do," I heard over and over.

Eventually we moved about a mile south and established the command post we would occupy for the next week. It became a situation where we had to move our command trailer from one disaster area to another. Once again we dispatched out of the back of the chief's command vehicle until the trailer got there.

Because this was a large incident, the ICS system was utilized and it was needed. I have never seen so much law enforcement in one place...ever. We had people from all over the state and eventually would get help from out of state as well. There is no way that all of it could have been coordinated without Incident Command. They coordinated everything. Every shift, we would have command staff personnel designated as a liaison and all things would flow through that person and ultimately through incident command.

Within the first day and a half, all structures had been searched three times. When you hear that, you probably think house to house or grid searches. Keep in mind that there was a 17 mile path of destruction, much of which was nothing but piles of heavy debris. To have everything searched three times and all people accounted for seemed nothing short of amazing to me. As the days got longer and volunteers began returning home, looting became a problem. Damaged areas were broken down into zones and were patrolled as such. This was maintained for the duration of the operation.

Without Incident Command, I'm not sure that things could have run as seamlessly. I wish I had taken the opportunity to go see the main command. Looking back, I can see how well it worked. Perhaps it was lessons learned from the 1999 tornado or the overwhelming outpouring of generosity, but I can't imagine something so devastating going any better than it did.

That said, with every incident, we learn how to make things better. We are still waiting to have our department-wide debrief but I have a few observations that I will bring up. During the first tornado, we

had some issues with ambulances and mutual aid that will need to be addressed. We need to establish when it is okay to cross the chain of command to call out personnel. That doesn't sound like a big deal but in the heat of the moment when you grab a book and just running down the list, it can become an issue. It's a minor detail but one to address just the same.

The biggest issue for us to address is the phone calls. We need to have one central person who can keep a running list of Good Samaritan callers that can eventually be turned over to those focusing on disaster relief. In hindsight, I wish I would have catalogued all our resources so we could have managed them better. The information we recorded in the first hours of the second tornado was no longer valid six days into the incident. We were super with the short term resources but we can definitely improve how we deal in a long term situation.

The final thing that I would improve is something that I should have been responsible for in the very beginning. Our CAD system worked intermittently in main dispatch and the MDT I had access to was even more sporadic. We had many, many welfare checks come through immediately after the first tornado. We contacted a lot of people and many of them were stoic and refused to leave their heavily damaged homes. As the hours wore on the next day, we received a whole different round of welfare checks called in from family members further away. Many of the welfare checks we had to do over "just in case" because we had no central documentation that they had been done already without access to a computer. While it didn't tax us in this situation, it could be an issue in another incident down the road.

Overall, I feel incredibly fortunate to have been a part of this. I saw a system run the way it should. Practice, debriefings, discussions—they are tedious and we all whine about them at some point but they work. I saw deputies who lost everything having to be forced from their posts to go take of their personal lives because they felt the need to continue serving their community. I saw an outpouring of human kindness that I cannot put into word, generosity beyond measure, and hope that is indefatigable. I saw people coming together, just doing what they do, to help others in a time of such utter devastation that I don't think we'll ever be able to truly grasp it. Above all, I am reminded why I am here. Why I chose to be a dispatcher all those years ago. Why I continue with the tedious daily tasks that bog me down some days. When disaster strikes, in whatever scope or on whatever level, we are ready. We've all taken on the same challenge to do and be our very best when the rest of the world is falling apart because we can. It's just what we do.

For more information please contact Oklahoma state coordinator:

*Vicki Atchley*  
Rogers County 9-1-1 Addressing Coordinator  
P. O. Box 250  
Foyil, OK  
[vickiatchley@gmail.com](mailto:vickiatchley@gmail.com)  
918 230-0696

## **Ontario**

No updates at this time. For more information please contact Ontario state coordinator:

*Terry Hubbard*  
Communications Coordinator  
Burlington Fire Department  
711 Appleby Line  
Burlington, ON L7L 2Y6  
[terry.hubbard@cogeco.ca](mailto:terry.hubbard@cogeco.ca)  
905 633-8543

## **Oregon**

No updates at this time.

## **Pennsylvania**

No updates at this time. For more information please contact Pennsylvania state coordinator:

*David Hagerty*  
Squad Coordinator  
Emergency Communications  
County of Bucks  
911 Freedom Way  
Ivylawn, PA 18974  
[dshagerty@co.bucks.pa.us](mailto:dshagerty@co.bucks.pa.us)  
215 328-5168

## **South Carolina**

No updates at this time. For more information please contact South Carolina state coordinator:

*Melissa Thompson*  
Dillon County GIS  
401 W. Main St. Room 304  
Dillon, SC 29536  
[Mthom911@yahoo.com](mailto:Mthom911@yahoo.com)  
843-841-3716

## **Tennessee**

Preparation is the key ingredient to successful TERT team participation. That was the message TERT team members shared with more than 400 public safety dispatchers at the Tennessee Emergency Number Association Conference in September. TERT Course Instructor Christine Burke (Hamilton County 9-1-1, Chattanooga, Tenn.) led the TERT Awareness session, encouraging interested dispatchers to complete FEMA's newest TERT course online - IS-144 "Telecommunicators Emergency Response Taskforce Basic". Burke also pointed out inexpensive and useful items to pack in a "go bag" dispatchers can quickly grab and carry on a deployment. TERT team members from across the state of Tennessee staffed a booth at the vendor hall as well, distributing helpful handouts and information. Along with information, the booth featured banners provided by the North Central Texas Regional TERT Team. Thanks to Sherry Decker for sharing such an informative and attractive display.



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## 12/2012

Tennessee is steadily moving forward. 10 new members have been added over the last two months. The West TN Emergency Management Office will be hosting an ICS/EOC Interface Course in January. This course is a requirement for TERT leaders, and is highly recommended for TERT members.

Hamilton County is still working out the details to host a tactical dispatch and basic TERT course to Telecommunicators in Sequatchie County and other surrounding counties.

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## 1/2013

TN TERT was activated on Monday, December 17, 2012 for Weakley County. They suffered an unexpected loss of one of their dispatchers. TERT members from Williamson County responded and worked with volunteers from Martin PD to cover Weakley County and allow their organization to attend the services. Although this does not fall under a 'declared emergency', TN TERT responds to any cry for help from our dispatch brothers and sisters in need.

TN TERT has also been asked to speak at the state TAC (Terminal Agency Coordinator) Conferences this year. We will be attending three different conferences across the state, spreading the work about the TERT initiative.

December 14<sup>th</sup>, Memphis Police Officer Martoya Lang was shot and killed in the line of duty. We ask that you keep Memphis PD and dispatch in your thoughts and prayers.

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### **5/2013**

TERT Coordinators were asked to speak at the TIES (TAC) Conferences in March and April. Presentations were given explaining the purpose of the program and contact information for the regional coordinators. We are still working on building more teams across the state and getting information out. Please follow us at

[www.facebook.com/tntert](http://www.facebook.com/tntert).

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### **6/2013**

TN-Tert Members presented a basic overview of 'What TERT is about and how it can benefit your agency' to over 400 Tennessee Terminal Agency Coordinators at their annual conference and their makeup sessions in April & May. The information was very well received with several follow up questions and requests for more information.

Middle TN Regional Coordinator met with representatives from four different Rutherford County Agencies to assist them in building a team. Preparations are underway for TENA's annual conference in September. TN-Tert will have a booth in the vendor hall and will possibly be offering classes on basic TERT and TERT Leader.

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### **7/2013**

We have two new TERT teams formed as of May 1<sup>st</sup>, and have been giving them a real workout as they master the fine art of tactical response. Team 1 facilitated communications for the US Pro Cycling National Championships over Memorial Day weekend - sponsored by Volkswagen - and Team 2 is currently handling communications for our annual 9-day music festival that brings as many as 80,000 people to the riverfront each night for national headliners. These teams are learning key aspects of a TERT deployment, such as flexibility in your work assignment or environment, operating with unfamiliar equipment, completing ICS forms and proper documentation, communicating with field responders in administrative capacities, and incident management.



**08/2013**

TN-TERT deployed to the Williamson County Fair in Franklin, TN from 08/02/2013 – 08/10/2013. We use these large planned events as training opportunities for TERT members. Team members from Williamson & Davidson Counties came together to work the event at the fairgrounds in a tactical dispatch capacity. They oversaw all public safety communications and conducted data entry of every call into the CAD system that was "ghosted" from the Williamson County 9-1-1 center to team in the field.

The request was for two TERT members per day. The shifts ranged from 6 hour shifts on the weekdays to 12-14 hour shifts on the weekends. We scheduled the shifts so that they consisted of members from two different agencies trying to promote teamwork from a state response level more than just a local level. The idea is to train for actual deployments while keeping the local 9-1-1 centers call volume from increasing due to the influx of responders and citizens during this event. So far, it has been a wonderful success. We also used dispatchers from Franklin City and Brentwood City to help when we had scheduling shortages. We are hoping to peak their interest in becoming part of the TN-TERT program. Whether you are trying to recruit to your program, help the local 9-1-1 centers, or most importantly, train your members, planned events like this are a great opportunity.



For more information please contact Tennessee state coordinators:

*Lisa Fulton*

Administrative Manager  
Nashville Emergency Comm. Center  
2060 15<sup>th</sup> Ave. South  
Nashville, TN 37212  
[lisa.fulton@nashville.gov](mailto:lisa.fulton@nashville.gov)  
615-401-6277

*Jim Tanner*  
Supervisor/TERT Regional Coordinator  
Williamson Co. Dept. of Emergency Comm.  
1320 West Main St Suite B25  
Franklin, TN 37064  
[jimt@williamson-tn.org](mailto:jimt@williamson-tn.org)  
615 790-5757 Office  
615 887-3644 Cell

## Texas

### Issac TERT Team #1

On August 30, 2012 Louisiana TERT State Coordinator Violet Anderson notified NJTI-TERT Co-Chairs Sherry Decker and Natalie Duran of a TERT request by St. John the Baptist Parish (SJP). The PSAP is overloaded with requests for service and have been working all

Telecommunicators, who are also victims, non-stop.

The 8 member TERT Team consists of 6 members and 2 Team Leaders. The team will be relieving St. John Parish Sheriff's Office which has been working pushing 40 hours without relief. The anticipated length of time the team is needed is a minimum of 4 days. Each member was instructed to follow ANSI standards and bring 72 hours of food and clothing.



(left to right)

Erika McComis, Chris Ellsworth, Roxanna Johnson, Cindy Moorhead

Name	Agency
Roxanna Johnson, Team Leader	Frisco PD
Chris Ellsworth	Frisco PD
Steven Jones	Bayown PD
Erika McComis, Team Leader	Bridgeport PD
Danita Chapa	Lubbock SO
Toye Harmon	Lubbock SO

Janie Arguello

Lubbock SO

Cindy Moorhead

DFW Airport DPS

## Experience from TX TERT Deployment

By Roxanna Johnson

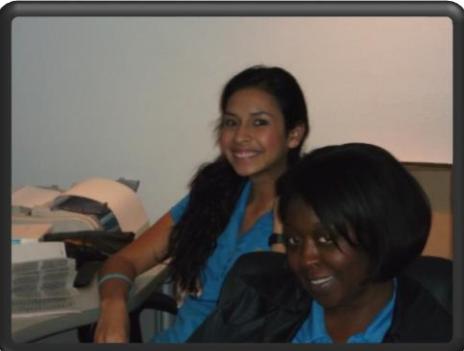
This deployment went from worst case scenario, to truly one of the best experiences I have ever had. There were challenges in the beginning, but friendships were forged and life-long relationships were established. I was astounded that those with the best attitudes had lost everything in the hurricane.

I could not be prouder of those that I served with. My team was beyond dedicated and took initiative to self-teach themselves the other agency's CAD and phone system. They maintained a positive attitude and kept pushing through when the going got tough.

This deployment really made me appreciate the agency I work for and the software/equipment I have in Frisco. I was fortunate enough to share some of the programs we utilize with those at St John Parish. I can only hope that I positively impacted them, as much as they did me.



(left to right)  
Erika McComis, Chris Ellsworth,  
Roxanna Johnson, Cindy Moorhead





# Hurricane Isaac TX-TERT Deployment

## After Action Report

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**EVENT**- EMAC Interstate Mutual Aid Request for Assistance by Saint John the Baptist Parish Sheriff's Office, LA: Hurricane Isaac

**DATES**- 08/27/12-09/06/12

**OPERATIONS SUMMARY**- Approximately 1319 hours on August 27, 2012 Texas TERT Coordinator Sherry Decker received an email reporting an impending TERT request by Washington Parish Communications Center, LA. A Leadership Call for TERT Program availability was initiated by NENA, supporting any outreach requests. Notification was sent to all TX-TERT members for preparation "readiness" of a possible deployment. At 1149 hours TX-DPS officials were advised of a pending activation. Louisiana State TERT Coordinator Violet Anderson confirmed if Louisiana was compromised they will seek TERT assistance.

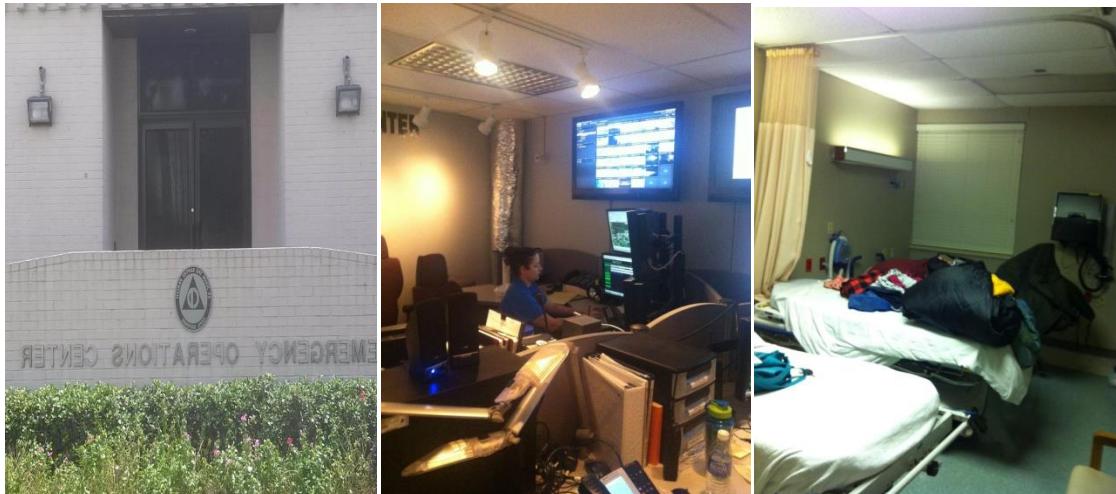
Hurricane Isaac made landfall on August 29, 2012. Travis Johnson, GOHSEP notified LA TERT Coordinator at 1613 hours of a TERT request by St. John the Baptist Parish (SJP). Anderson confirmed the TERT request for an eight member TERT team at 1705 hours. Texas DPS forwarded EMAC REQ A II form to Decker who completed and verified the 8 member team. The Telecommunicators at SJP had been working more than 40 hours without relief, one had lost everything and another's home was flooded. Two weeks prior to Hurricane Isaac landfall the Parish lost two deputies in a shooting incident. Another shooting occurred on the night of landfall and the strain on the Parish staff was already heightened prior to the calls for help from citizens and evacuation attempts. SJP had ordered Telecommunicator Personnel to stay at the Sheriff's Office due to overload of calls for service and evacuation requests.

At 1745 hours, August 30, 2012 TX-DPS received authorization for the TERT deployment. Two Team Leaders: Erika McComis, Bridgeport Police Department and Roxanna Johnson, Frisco Police Department deployed from Texas with six TERT members: Christopher Ellsworth, Frisco Police Department, Cindy Moorhead, DFW Airport DPS, Steven Jones, Baytown Police Department, Danita Chapa, Janie Arguello, and Toye Harmon, Lubbock County Sheriff's Office to SJP, LA.

**Objectives-**

- Quick deployment for immediate relief of exhausted SJP Telecommunicators.
- Maintain daily operations within the PSAP regardless of circumstances.
- Support PSAP staffing to ensure public and first responder safety.
- Follow all Local, State, and National APCO/NENA ANS 1.105.1-2009 Standards for TERT Deployment.

**Facilities-** The TX-TERT Team member Steven Jones was the first to arrive at SJP at approximately 0032 hours on August 30, 2012. The teams stayed in the Communications Center the first day (on the Tax Assessor's Office floor) and were moved to the local hospital on day 2.



On Tuesday September 4, 2012 the hospital was full and the TX-TERT Team's accommodations were moved to the local Holiday Inn Express. The team stayed at this location for the duration of the deployment.

**Impact To the Communications Center-** The TX-TERT Team divided into two Teams working 12 hour shifts. Day shift was led by Team Leader Erika McComis and three TERT Members. Night shift was led by Team Leader Roxanna Johnson and three TERT Members. Due to SJP Telecommunicator staff exhaustion the TERT Team Members took their radio and CAD manuals and learned the equipment during their off time. This initiative allowed the SJP to leave the PSAP and take care of personnel matters and get much needed rest. On Saturday September 1, 2012 Jack Varnado, St. Tammany Parish and SJP Captain Anna Cox met with Team Leaders McComis and Johnson reviewing call load and

personnel impact and determined five TERT Members would be sufficient. On Sunday morning, September 2, 2012 three TERT Team Members (Roxanne Johnson, Chris Ellsworth and Cindy Moorhead) deployed to their home base. At approximately 1500 hours on September 2, 2012, the three TERT Members from Lubbock left due to personal circumstances and their replacements (Roxanna Johnson, Frisco Police Department, Angela Sessums, Wise County Sheriff's Office, and Donna Dugger, Center Police Department) arrived at 0600 hours on September 3, 2012. Once the SJP were rested and able to return to the PSAP the TERT Team Members deployed to their home base at approximately 0700 hours on September 6, 2012.

On Monday September 3, 2012 PSAP security was in lockdown as President Obama visited the EOC.



### **Planning and Preparation-**

- Texas has a good pool of trained TERT Members and a good database that allowed for the rapid distribution of emails for standby prior to a request and has a list of potential responders for quick activation.
- TX-TERT received numerous volunteers to deploy and they were able to be in "ready mode" very quickly.
- Outstanding Team Leaders! Choosing TERT Team Leaders with supervisory experience in their current position made them excellent for the challenges of this deployment. They were assertive, creative, understanding and followed TERT standards and policies.
- Communications between TERT coordinators in Texas and the deployed teams was excellent. They corresponded via text and email and prepared two official updates per day.

- Responding TERT members were able to implement some processes and techniques from their home agencies during the deployment. The requesting agency was so impressed they are looking to adopt Texas processes for future daily operations at their PSAP.
- TERT Team members took manuals to their shelter after their shifts and read them to learn the equipment and programs in the communications center during their off duty hours.
- Communications Supervisor at SJP indicated the great success of this deployment and said that it has inspired her to work with her state to implement a state TERT Team and process. This was an effort that has begun but has not been completed in Louisiana.



### **Mitigation-**

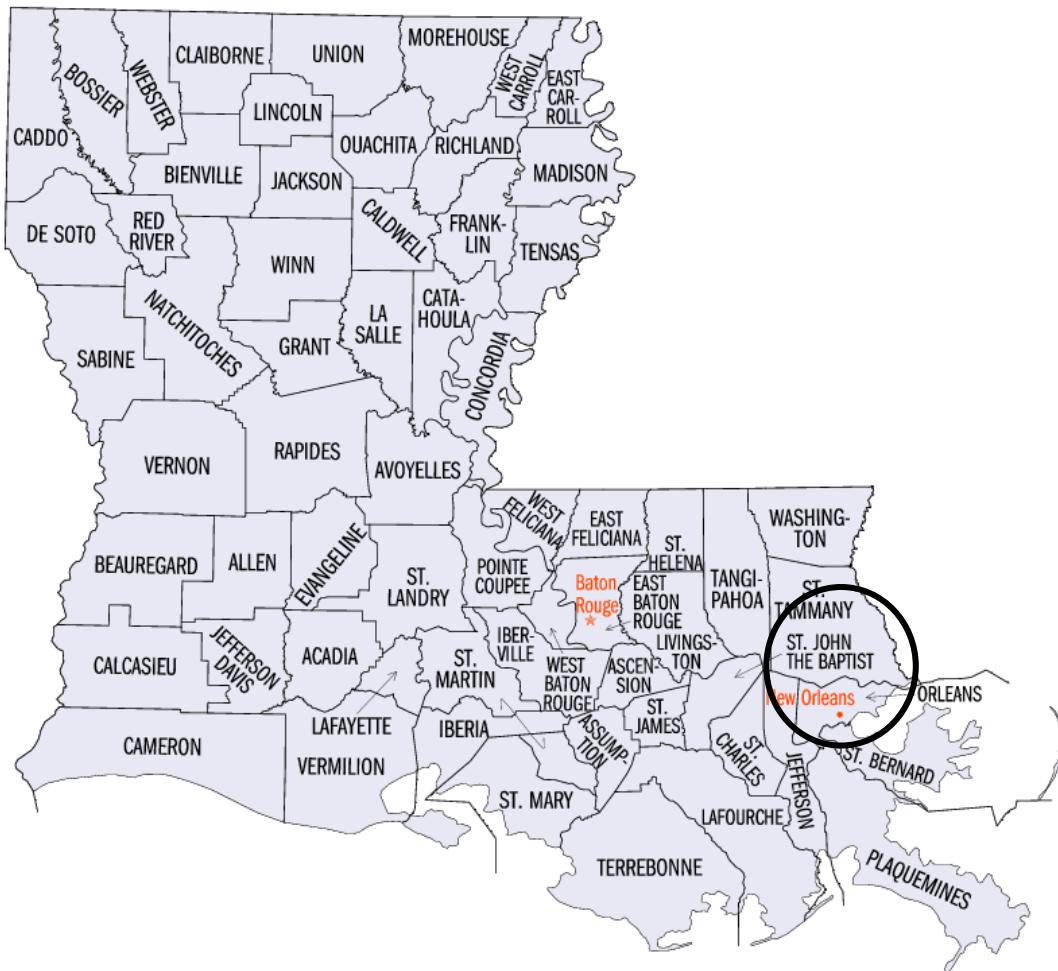
- Length of time it took from request to receiving EMAC activation number- 26 hours. TERT members were in “ready mode” and waiting.
  - Have after hour information (phone/email) for EMAC staff and immediately reach out to requesting agency and make personal contact. There was misunderstanding somewhere in LA about request that could have been cleared up much sooner.
  - Have copies of forms with standards for setting expenses that will make it easier and faster to get the REQI II to our state.
  - Reach out to NCC and update them at every new development so they can assist us with resources.
- Louisiana State TERT Coordinator’s first deployment experience.
  - Develop and implement State Coordinator Training to include:
    - Timeline-time to wait between correspondence
    - Escalation process
    - Communications with requested agency
    - Communications with requesting agency
    - Communications with others in the state
    - Relationship building
    - Meeting the needs and following the standards of TERT deployment.
- Delays in getting authorization for the TERT members on the “willing to deploy” list. Some administrators would not even consider the request without an activation tracking number.
  - Create an authorization letter for Chiefs and Sheriffs to sign off on that goes with call for volunteers so those placed on the “ready list” will already have authorization.

- Identify agencies that require activation tracking number before considering and use them as second phase of response.
- Funding, food and lodging all became delay factors in deployment.
  - While it is preferable that responding agency identifies lodging, food and water for deploying a TERT team, it is not mandatory – all TERT teams are prepared with the standard 72 hours of supplies for worst case scenarios. Requesting agency and EMAC officials did not understand this is not a limitation.
  - Cash for deployment to be used for fuel/transportation should be available and easily accessible. Texas will work with vendors in our state to establish for TERT deployment. Standards and a process for these funds will be developed.
- Strong emotions and chaos in the center upon arrival and for the first 24 hours. Requesting agency dispatchers not wanting to leave their posts and not wanting assistance of the TERT Team.
  - Although this is covered in all training classes, more emphasis in the fact that this is quite normal and will require thick skin and an assertive nature, while always following TERT Standards. “We are here to help!”
  - Need to utilize crisis communications teams in EOC for the requesting agency personnel or call in a Critical Incident Stress Management Team, counselor or clergy.
- TERT Team members who could not handle the stressful environment that is common in any disaster.
  - Stress the issue in training
  - Set expectation in training
  - Contract of commitment that TERT members being deployed will sign
- TERT members are trained to work on any equipment and systems in the PSAP with minimal training. However, the requesting PSAP used 10 codes and Louisiana Penal Codes in place of call types that were unfamiliar to Texas and caused a language barrier.
  - All agencies in time of disaster use “plain language”

**Conclusion-** Hurricane Isaac was the first authorized interstate TX-TERT deployment. Training and preparation allowed the TX-TERT team to quickly stage while awaiting authorization. The communication between the TERT State Coordinator, Texas DPS and the Communications Coordination Group was expeditious and supportive. While the TX-TERT Team was being observed by local, state and national representatives, they focused on the mission and allowed experience (from past deployments and training) to guide them when the going got tough. However, this deployment only heightens the awareness and need for states to educate, train, communicate and understand the importance of Telecommunicators as first responders. Deployment time was compromised due to the public safety answering point failing to provide Telecommunicator Emergency Response Taskforce education (IS-144) and have a “who does 9-1-1 call when 9-1-1 needs help” process and procedure in place.

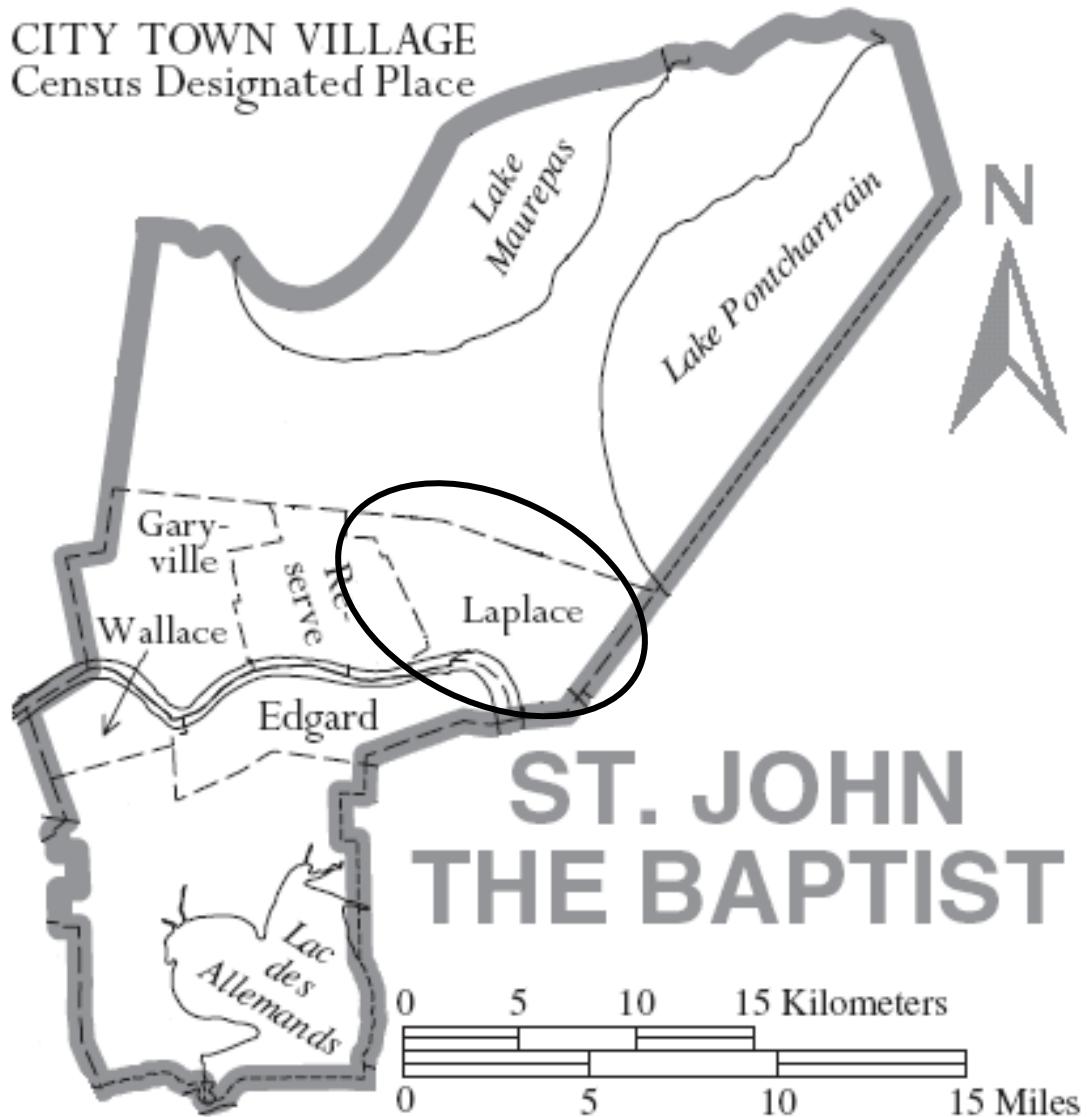
## Maps

### St. John the Baptist Parish, Louisiana



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**St. Johns Sheriff Office, Laplace, Louisiana**



## Hurricane Isaac Photos:



## **TX-TERT Team Testimonies:**

### **TX-TERT Team Leader, Roxanna Johnson home base Frisco Police Department:**

*This deployment went from worst case scenario, to truly one of the best experiences I have ever had. There were challenges in the beginning, but friendships were forged and life-long relationships were established. I was astounded that those with the best attitudes had lost everything in the hurricane.*

*I could not be prouder of those that I served with. My team was beyond dedicated and took initiative to self-teach themselves the other agency's CAD and phone system. They maintained a positive attitude and kept pushing through when the going got tough.*

*This deployment really made me appreciate the agency I work for and the software/equipment I have in Frisco. I was fortunate enough to share some of the programs we utilize with those St John Parish. I can only hope that I positively impacted them, as much as they did me.*

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### **TX-TERT Member, Steven Jones home base Baytown Police Department:**

*This was my first deployment with TERT and I will try to give you an honest and clear picture of both the good and not so good things I encountered.*

*One of the most frustrating things was waiting for the official word to deploy (I call it the hurry up and wait period.) I was called around 7pm on Wednesday 08/29/12 and was told to pack and be ready to deploy in a couple of hours. Since this was my first deployment, I packed EVERYTHING I might have needed... I even packed three full 5 gallon cans of gasoline into the back of my truck because I wasn't sure where or if I would be able to find gas once I arrived. Around midnight that same night, I received a call telling me to go ahead and try to get some sleep because the EMAC authorization number still hadn't been received and that I would need to be ready to go sometime the next morning. I waited around the entire next day, and around 1745 that evening I finally received the EMAC authorization number and authorization to deploy. I left my home bound for St John's Parish Sheriff's office in LaPlace, LA on Thursday 08/30/12 at 1800 hrs. I wasn't crazy about the idea of driving into a hurricane/flood area in the dark, but thank God the drive there wasn't too bad. I only had a couple of issues: once when I got into the Baton Rouge area and was driving into some pretty heavy rain and another at Interstate 10 and Hwy 641 where I-10 was closed in both directions and I was forced to exit onto Hwy 641. It was at this point that traffic came almost to a halt and I couldn't understand why. After inching along for what seemed like an eternity (it was actually about one hour) I finally discovered the holdup was due to a road block that the St John's Sheriff's office had set up to enforce the mandatory curfew that was in effect. After showing the deputies my deployment documents, I was let through the road block and arrived at the EOC building around midnight.*

*I went into the dispatch center and introduced myself to the on duty crew. I quickly learned their dispatchers had been working very long hours and were all also personally affected by this storm as*

*well. I sat with Jenni, the on duty supervisor, for a couple of hours and learned she had lost her entire home to the flood waters. Despite her personal loss, she had the best attitude and was truly a inspiring person.*

*Around 0200 I went into a room just off of the main EOC conference room to try to sleep, however between being in a strange place, the noise (people coming into the room, doors closing etc...), the lighting, and trying to get comfortable on the cot I really didn't get much sleep. The next morning I meet up with Erika, my TERT team leader, and a couple of other Texas TERT members and we started the process of learning their CAD and radio system. Due to the fact that the St John's Sheriff's office uses 10-codes and signal codes, we were not able to help them on their radios (my agency doesn't use codes and the codes were different than the codes some of the other TERT members agencies use). We started to concentrate on the CAD system and answering calls for service. I was sitting with a local dispatcher they called "Slim," and he was very good at explaining things. After taking a break, I was assigned to dispatch for the Search and Rescue teams that they had out in the field and I was moved out of the main dispatch room and into the EOC conference room (I really enjoyed this assignment and felt like I was really able to give a helping hand).*

*At some point during this first full day, our team leader was advised our team would be required to stay 7 days and not the 4 days we had all come prepared for due to requirements of an out-of-state deployment. Needless to say we weren't thrilled with the news, and I can't speak for everyone else, but this news combined with the lack of sleep had me beginning to think I had made a mistake and should just go home at my first opportunity. That night we were moved into the local hospital for sleeping quarters, and I'm here to tell you that hot shower was a mental life saver, and after a good night's sleep I was recharged and ready to go again. I called my wife Shelly and informed her of the extension of my stay. I have the most understanding wife, and her response to me was "well you joined TERT to help, and of course I want you to come home, but you stay as long as you need to and be safe." After getting her blessing, I contacted my supervisor Raymond Pheris and informed him of the extension, and since I'm fortunate enough to work for a very understand and compassionate city his response to me was "You do what you need to do there and be safe, we will take care of things on this end." Now that I had both my wife and employer's approval to stay longer, I started feeling better about it myself (what a difference it makes to have great support from others in your life!)*

*Back at the EOC we started the second full day. I was again working with the Search and Rescue teams. At some point during this shift, I looked up and saw some new faces speaking to a couple of the Louisiana State Troopers and learned they were with the Secret Service. Afterwards, everyone in the building had to sign a document authorizing a background check, and the word spread very quickly that we would be soon getting a visit from President Obama. All politics aside, it was very exciting and interesting to watch first hand some of the things that are done in preparation for a Presidential visit.*

*Later that night, back at the hospital, I received a text message from my TERT team leader informing me that three of the TERT members had left to return to Texas, and that I was being reassigned to the night shift. This was tough for me because I work day shift for my agency and had been working days since my*

*arrival here. I tried to stay awake as long as I could that night in an effort to switch to the night shift, but since I had been up since 0430 I didn't have much success and fell asleep around 2200 hrs.*

*The next day I went to the EOC office around noon and went out with a few of the deputies in a 2 ½ ton truck they named "KONG" to help deliver some much needed ice, water, and MRE's to the hardest hit areas. This gave me the opportunity to see firsthand some of the devastation the storm did, and the citizens that it affected. I witnessed the true compassion that these deputies had for the people in their community. The Deputies knew that I had to be back to the EOC by 1730 to start my night shift, so around 1700 they brought me back. When we arrived back at the EOC I ran into a problem; President Obama had arrived, and since I wasn't in the building at the time of his arrival, I wasn't allowed into the building (for that matter I was kept across the street from the building) for 45 minutes until he had left. From my position across the street I was able see all of the resources involved just in the mobilization of the President and had an excellent view of his motorcade as they departed.*

*I made my way back into the EOC building and into the dispatch room for the night shift. I worked with my TERT team leader while taking calls and inputting them into the CAD system. The call volume was extremely heavy until 2000 at which time the mandatory curfew went into effect and the call volume dropped off.*

*During this slower time I was able to really talk with some of the local dispatchers and get to know them better. The next two nights played out in a similar manner except the curfew had been pushed to a later time of 2200. We really loved the curfew time. ☺*

*Deploying to another agency to help dispatch is not easy, but I met so many wonderful people and I can't tell you how many times after finding out I was from Texas people would say "God bless you for coming to help us out." It truly was an eye-opening experience. You may be asking, "Would you do it again?" The answer would be **ABSOLUTELY...** just hopefully TERT will not be needed any time soon.*

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#### **TX-TERT Team Member, Cindy Moorhead home base DFW Airport DPS:**

*I was deployed by TERT to St John the Baptist Parish, Louisiana on August 30, 2012. Four of us left from DFW Airport DPS in a yellow Fire Department van which was graciously provided by my department. During the long drive four of us, Roxanna Johnson and Chris Ellsworth from Frisco PD, Erika McComis from Bridgeport PD and I, got to know each other. They were all very entertaining to be stuck in a car with on the 8-1/2 hour drive which made the time pass quickly. It was dark when we finally reached the flooded areas so we could not see the extent of the flooding, but some of the roadways were closed and we had to divert on our way to St John the Baptist Parish in Louisiana. Erika gave some great driving/practical (as in not drowning) advice when she said, "Keep an eye on that car ahead of us and if it disappears stop." It's also handy to have a GPS or a smart phone available if you are diverted just to make sure you end up in the right place.*

*Upon arrival at 3:48 a.m., we went to the Sheriff's Department and got started on training. It was determined that we would split into two teams working 12 hour shifts. The team leaders asked who preferred what shift and those of us that preferred night shift teamed up. I ended up primarily working with Roxanna Johnson as my team leader and Chris Ellsworth. Roxanne was a wonderful team leader and while we were working in stressful conditions she and Chris made the experience very enjoyable for me. Frisco PD should be proud of those two. It was obvious to me that they are experienced at their jobs, get along well with others and don't sweat the small stuff.*

*Prior to reporting for our first full night of work at St John's we decided to ask to look at their CAD training manual. This allowed us to familiarize ourselves with their system and be more useful when we were on duty in the Comm. center. We then sat with our fellow Dispatchers to learn their CAD and phone systems. The most challenging thing for me at their agency was that their call types appeared to be associated with their penal code so every time I had to enter a call I had to look on my cheat sheet to see what numbers I needed to enter for the type code. They also use 10-code and not plain English for their radio transmissions. The 10-codes were not the same as what I have used in the past other than the commonly used 10-4. I took my headset with me, thanks to my supervisor's suggestion. This meant I didn't have to borrow one of their headsets since mine fit their equipment.*

*The on duty Dispatchers had been living at the S.O. for several days, sleeping on cots, eating starchy foods and stressing about their homes as well as friends and family members. Water and electricity was off in most of the city except for the S.O. and the Fire Department. This meant showers and clean clothing were a luxury that was not available every day. The people at the agency were understandably stressed prior to our arrival.*

*Initially, there seemed to be a lack of understanding of what our actual role was at their Department and they were resistant to the idea of allowing us to use their equipment. Once they realized we were there to help and they got to know us they relaxed a little bit and allowed us to assist. The dialect of the region was interesting and sometimes I needed translation help from the locals since I don't speak Cajun. The calls we took were primarily about road closures, supply pick up locations, as well as electricity and water outage and curfew questions. There was a lot of wrong information going around via the local grapevine about mandatory evacuations and numerous people called to get confirmation about evacuations. There were emergency calls as well, but that was simply handled using basic call taking questioning techniques as you would while working at your own agency.*

*We met some great people at the S.O., including one Dispatcher in particular who had lost everything but her two dogs that were saved off the roof of her house. Though she had lost almost everything she still had a very caring and open attitude.*

*I didn't get much sleep, only got one shower while there and my eating habits were way off track, but it was still a great learning experience. Keeping a positive attitude, inquiring nature and being a people person was helpful for me personally as well. It also doesn't hurt to have a good sense of humor.*

*It was an honor to be a part of the first TERT team dispatched for out of state deployment. It should be noted that you could be deployed fourteen days for out of state deployment versus the usual three or*

*four days for in-state deployment. I give thanks to my Department and the TERT program for allowing me a chance to assist another agency during a disaster.*

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**TX-TERT Member, Christopher Ellsworth home base Frisco Police Department:**

*The hardest part of deployment was waiting the 15 hours before being deployed. I received a call from Roxanna stating it was a go and we could be deployed any minute, but was also advised to get some sleep. Needless to say, I could not really ever fall asleep for fear of having to scramble to go. It was not until about 3 pm the following day when we actually had to deploy.*

*Once we got in the area of DFW Airport, we had a little difficulty finding their dispatch center which is where half of our team was meeting. We did make contact with a very nice security attendant at one of the lots, who got us turned back in the correct direction and on our way. Once we made it to DFW DPS dispatch center, we were met by Cindy, who would be joining us on our deployment. Cindy took us around and let us see their center as well as the traffic control (not air traffic control) center. She even allowed us to go onto their balcony which adjoins a live runway and watch a plane approach and land, with no fences or obstructions between us and the plane.*

*Shortly thereafter, the folks from NCTCOG arrived with oodles of supplies and food. We packed our things and the supplies in the van DFW Airport's FD was allowing us to travel in and were joined by Erika who was the last member of our team meeting up in the DFW area. While the ride was a long one (about ten hours when you include our Cracker Barrel run) and dark, the four of us in the van made good connections that I see us utilizing in the future. We are even all Facebook friends now.*

*Upon arriving in St John's Parish, it was kind of neat to be able to pass by the points the general public was not allowed due to our deployment status. When we got in the building at about 0330 hours, we met with the crew at the St John's Parish dispatch center who had been away from their homes for at least 72 hours. Since it was dark, we could not see any of the devastation or damage, but did see some high water. The search and rescue effort was still on and continued until at least Saturday night. We spoke with Jenni in the dispatch center who showed us around and said we could sit at any of the consoles. Jenni had just found out that her house was completely destroyed in the storm, splitting into four pieces off its foundation. Her dogs had survived the storm and were located on the roof of her home. Jenni's attitude was not one of pity, it was of service to her community and gratefulness that her dogs survived the aftermath. She said "all of the other things are just objects."*

*Shift change occurred at 0530 hours, and we stayed in the center until about 0700 hours. I spent the first night on an air mattress on the floor of one of the offices in the Tax Office of the parish. People were coming and going all night, lights going on and off, and doors opening and closing. I would say I got maybe two hours of sleep that night (morning). Once I woke up, I touched based with my wife at home, and when I saw that Roxanna and Cindy were awake, we went into the dispatch center to see if they could provide us with call types so that we could better assist them. Shannon gave us her manual, and*

*we spent the next four hours joined by Danita from Lubbock, who had arrived earlier that morning, learning call types and CAD commands.*

*At 1700, we made it back to the dispatch center to prepare for our shift at 1730 hours. The second night was more comfortable to me, but the dispatchers at the parish did not seem to want to let us do our thing. Roxanna and I teamed up on one console taking calls. We made a pretty good team, when I could not understand what the caller was saying, Roxanna seemed to catch it and vice versa. When I say the home dispatchers did not want to let us do our thing, they seemed to jump on calls before we could get to them. Our console even went down (people could not hear me but I could hear them), and it was up to us to find someone who could help us get the console back. At 0530 our shift ended and the parish made arrangements with the local hospital just a few blocks away to allow us to stay there in beds, even though it was not open to the public. My room was in a different building from Cindy and Roxanna's room, and was a partitioned off conference room. There were two cots in the room. I slept about four hours on the cot, and when I woke up, I had a roommate (appears to have been a national Guard member) asleep on the other cot in the room. I brushed my teeth, changed clothes, and met with Cindy and Roxanna. Roxanna had to be at the dispatch center for a conference call with NCTCOG at 1500 hours.*

*Before going to the dispatch center, we decided to do a little exploring. We noticed life somewhat getting back to normal. The McDonald's had opened so we decided to get lunch there. However, it was drive through only with an extremely limited menu. After we ate, we went to the Wal mart which was open, but items at the store were scarce. We then went to the dispatch center. By this point FEMA had arrived and things had changed. The EOC, which was a room we walked through to get to the dispatch center, was now off limits. You could tell there was a new command structure in place. Things were much more secure as far as access goes. Saturday night, my final night in St John's Parish, went much smoother than the other nights. There was a different crew from the parish on duty, and things were really starting to get back to normal, though slowly. We were able to crack jokes and have a good time with the crew there. I now consider them my friends. Saturday was the quickest shift it seemed. Once 0530 hit and shift change was complete, the three of us (Roxanna, Cindy, and I) hit the road and headed back into the DFW area.*

*My thoughts post deployment is that every dispatcher should have to be deployed at least once. It really makes you appreciate your own agency. No matter what deficiencies you may have at your agency, things at other places are different and not necessarily in a positive way. I also would absolutely deploy again if asked. While at the time it did not seem like I was doing much, just the mere fact we were there for support to them made it worthwhile. Not only do I consider the teammates I had friends, but I made some new friends with the St John's people also.*

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**TX-TERT Team Leader, Erika McComis home base Bridgeport Police Department:**

At 4:00 Thursday, August 30<sup>th</sup>, I left my calm town of Bridgeport and headed to St. John Parish knowing that they were in a time of crisis. One the way there the team received a call from a fellow agency informing us of some other issues affecting this agency. This agency had two officers shot and killed just two weeks before the hurricane hit. The agency had spent four days going from visitations to funeral services for each officer and then the day the hurricane hit they had three deputies involved in a shooting that resulted in two citizens being killed. To say this agency was emotionally worn down was an understatement. Our agency has gone through a line of duty death and that is one of the hardest things I have ever had to go through in my 16 year law enforcement career. I cannot imagine the devastation and the toll these occurrences have had on the 9-1-1 operators.

Our team arrived at 3:30 in the morning on Friday and we had already decided what shift each team member would be assigned to. I would be working days so upon arrival I was taken to the area that the employees had been sleeping in and offered to sleep on one of the dispatchers blow up mattresses. I tried to lie down and catch up on sleep but there was not a chance that I could with everyone coming on and off shift and going to bed. I went back in to the communications center around 7:30 to relieve the night shift and sat down with Betsy. The center had 4 full consoles that you could answer the phones, input the information in to their CAD system and monitor/answer the radio; they had 6 people on duty for the day shift and we had four people there to get trained and start helping. Throughout the day we were shown how to answer the phone lines, input call information, input radio traffic, and handle the radio traffic. (Radio traffic was crazy busy with all the channels they were running and the Louisiana accent was something you had to get used to – almost needed an interpreter) I couldn't begin to guess what their call volume was but I know it was almost more than we could all handle together. This was Friday and people had already been evacuated out of their residences and bussed to either Shreveport or Alexandria. The employees from SJP had been on duty since Tuesday and had been sleeping at the department. There were members of the National Guard, FEMA, Red Cross and other community organizations throughout the city helping. That day in the comm. center was one of the craziest days in my career. Their EOC was just off the 9-1-1 center, which to me is ideal in an incident such as this. There were messages relayed to and from the EOC relating to welfare checks, rescues needed, information on where to go for resources, animal rescues, officer assistance, and many others issues.

The first day was the hardest for me and I am sure it was hard for the SJP employees as well. By Saturday when they realized we were there to help and we were doing our best to take some of the stress off of them we started seeing a few smiles. Our assistance there allowed their employees to take time off in order to deal with their own catastrophes at home. They had employees that lost everything, employees that lost some of their things, or had flood damage but no matter how big or small the damage was they were all affected and they were all worn down. By Sunday we were joking around and although we were still extremely busy we had a little down time to learn about each other.

*On Monday the Parish received a visit from President Obama and it really was amazing watching all the work it took for his visit. The Secret Service started watching the facility a few days before so they knew what it took to run the place. They brought in a dog to search the area, we had an agent stationed inside the comm. Center the entire time, and you could see roads closed on the cameras. I enjoyed getting to joke around with the agent assigned to us and when the President arrived in the EOC I felt like a little school girl jumping up and down amazed that I was 3 feet from the President of the United States! The communications lieutenant and I were given a box of Presidential M&M's, how awesome is that? (Sorry Karanell J)*

*I hate to say it but seeing the President was not the highlight of my trip. We were there to help fellow 9-1-1 personnel in a time of need and we did what we came to do. I am proud of our efforts and I am in complete awe of the SJP employees. I hope that if I am ever in a place that they were in, that I can command my staff as well as Captain Cox did. The SJP 9-1-1 center has been through hell and back and they are still going strong, they are still there for each other, and they are still there for their citizens. I never expected my first deployment to be this eventful and this emotional but I wouldn't change anything. If you asked me to deploy tomorrow I would say "You betcha" but I would be ecstatic if I could go with the same crew that I went to Louisiana with. I have made lifelong friends with some of the employees and stories that I can tell for years and I loved every minute of it (through the craziness and all).*

*To Roxanna, Cindy, Chris, Steven, Donna, and Angela---you guys/gals did an amazing job and I am proud to say we are a part of the Texas TERT team. By the way...Roxanna next time I will bring a life jacket for you as well!*

# Texas 9-1-1 To The Rescue

## Thank You!!!!

*WITHOUT THOSE WHO DEPLOY & THOSE WHO STAY BEHIND*

*TEXAS T.E.R.T.*  
*WOULD NOT BE THE*  
*SUCCESS*  
*THAT IT IS!*

8/25/12

Below is a letter of thanks from APCO International President Terry Hall regarding the Texas TERT Response Group deployment during Hurricane Isaac.

Dear Texas TERT Response Group c/o Sherry Decker:

On behalf of the Association of Public-Safety Communications Officials (APCO) International I extend our congratulations on the success of your first state-to-state deployment during Hurricane Isaac. Your aid to the PSAP in St. John the Baptist Parish, Louisiana did not go unnoticed.

We appreciate the hard work and courage it takes to put oneself on the front line during a crisis. Natural disasters are never welcomed but we are grateful to have colleagues like you to step in and support when relief is needed.

Best wishes for your continued success.

Sincerely,

Terry Hall  
President

\* IMPORTANT- After taking the IS-144, TERT members in the state of Texas must report it to Laura Litzerman at [llitzerman@nctcog.org](mailto:llitzerman@nctcog.org). If you do not send her a copy of your certificate you will **not** be eligible to deploy. Along with your certificate please include verification of the prerequisites; located on <http://www.tx-tert.org/> under the training schedule; their agency, 24 hour phone contact #, both personal and work emails.

If you are a TERT Member in Texas and have not been contacted by NCTCOG staff in regards to updating your contact information, please be sure to contact Laura Litzerman (email above) with your information. NCTCOG requires both personal and work email; 24 hour phone number from all TERT members. You must also report any additional TERT classes you have taken so that your information may be updated.

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NCTR-TERT Steering Board meeting took place at the NCTCOG on 10/24/12. View the minutes below for a recap of what was discussed.

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6/13



#### TELECOMMUNICATOR OF THE YEAR

**Cindy Moorhead, DFW Airport DPS**

Cindy volunteered to become a member of TERT several years ago, when the program first began. When the call came to assist St. John the Baptist Parish in Louisiana, after Hurricane Isaac struck, Cindy didn't think twice about being deployed. She gathered her supplies and stood by until the call came to actually respond. At the last minute, DFW Airport DPS was able to provide a van to transport the TERT team members. Since Cindy was the only DFW DPS employee deployed, and according to DFW DPS policy, she was the only one allowed to drive the van. She drove the team and the supplies over ten hours, in the dark, into the hurricane ravaged area, in order to deliver the TERT members and their supplies safely. Once at the agency, she quickly recognized the problems they would have in dispatching in an unfamiliar agency, with unfamiliar CAD codes, and in unfamiliar territory! She and another TERT member took the initiative to obtain a training manual and quickly develop some cheat sheets to help the other TERT team members become effective in taking calls and assisting the

Telecommunicators at the agency. During the deployment, several TERT members from another agency found that they were not suited to deployment and left prematurely. Cindy worked very hard to fill in the gaps left by the departing members and to ease the frustration and disappointment felt by the host agency. Her calm and professional demeanor went a long way toward both achieving the objective of assisting the agency as well as bolstering their confidence in the TERT program overall and the TERT team members remaining. Again, Cindy's consistency and patience resulted in a positive experience for all and contributed to the success of their mission. Unbeknownst to them at the time, that agency had just suffered the loss of several officers, and all were tense and on edge. Then to add in the hurricane was more than they could handle. Cindy's positive attitude help both the Telecommunicators at the host agency as well as TERT members to come together and support each other and continue to prove the level of service required during such a difficult incident as Hurricane Isaac.

Once released from their deployment, Cindy again had to drive the team members back to DFW Airport as the sole authorized driver of the van. On returning to work, she immediately began working on a project with other TERT trained employees on creating some 'cheat sheets' and basic information that might be needed if DFW Airport DPS ever needed the assistance of a TERT team. This way, if a TERT team is deployed to the Airport, there will be training and reference material prepared for them. Cindy has also volunteered for TERT Team Leader training, and is scheduled for that training in the near future.

I feel that this situation simply highlights the best aspects of what Cindy brings to work every day, a positive attitude and a can-do spirit. She never asks 'why me?', but instead asks 'what can I do to help?'. I am proud and grateful to have Cindy Moorhead as a Telecommunicator for DFW Airport DPS.

DFW Airport DPS consists of a fully functional Police Department, Fire Department, EMS service, and various civilian specialties, including a primary PSAP responsible for all 9-1-1 calls on Airport property. We have 179 commissioned Police officers, 189 certified Fire Fighters/Paramedics, and 116 Security Services officers that we dispatch calls to or monitor their activity. Communications consists of one Communications Manager, four Lead Telecommunicators, and eleven Telecommunicators. We answer on average, over 2045 9-1-1 calls a month, and 8669 total calls monthly. Of those, we average an answer rate of 98.97% of all calls in fifteen seconds or less. In 2012, we dispatched 48,713 Police calls for service, 1,631 Fire calls, and 4,976 EMS calls.

Cindy Moorhead holds her Advanced certificate as a Telecommunicator, and is responsible for answering emergency and non-emergency phone calls; dispatching Police, Fire, EMS, and civilian Security Services personnel and tracking their activity; monitoring the Life Safety-Fire Alarm system for the airport; performing NCIC/TCIC queries, entries, clearances, and cancellations; assisting in training of new hires; and has served on the Employee Engagement committee.

Cindy worked previously with the Texas Department of Public Safety before coming to DFW DPS, and has been at DFW DPS for the past 16 years.

Cindy is a team player in all aspects of her work. She always has a good attitude and cheerful demeanor, even when faced with stressful situations. She strives to bring harmony to the workplace and gets along well with everyone, even the occasional ‘difficult’ employee (well, there’s one in every agency!). She goes above and beyond not only with callers, but with her coworkers as well. If a coworker, especially a newer employee, is unsure of a procedure, Cindy very patiently and thoroughly explains what is to be done, and why. Due to her experience and knowledge, as well as her attitude, Cindy is one of the first Telecommunicators that new hires are released to when they have finished their formal training.

Cindy has a lot of years of experience with DFW Airport, and is very well versed in the ‘organizational culture’ of the Airport. She has made friends throughout DPS and gets along with everyone, on both sides of the radio. Cindy is one of the Telecommunicators that others look to for guidance and to answer their questions. Although not required, Cindy has been a part of our training program for several years. Once a new hire has completed their initial training, they are put with a senior Telecommunicator for a period of several weeks to practice their skills and gain experience. Cindy is one of the first Telecommunicators to provide the one-on-one training with new hires during this phase of the training program. She has taken on this role voluntarily and has always gotten excellent feedback from the trainees on her evaluation form.

Cindy is always patient and professional in dealing either with callers on the phone or agency personnel over the radio. She maintains a calm, yet authoritative attitude with others and does not get flustered or lose control of a call. She has many years of experience and has handled many critical incidents on the airport. Calls on the airport tend to be somewhat routine and different from those in a municipality or county PSAP, but no matter how repetitive the calls, Cindy always treats each caller with respect and patience, and gives them the attention they deserve. She never tries to foist her calls off onto someone else, and does whatever she can to resolve the caller’s problem or deal with issue. Cindy maintains excellent scores on her EMD calls and consistently ranks among our top performers.

Cindy consistently receives excellent evaluations and has so for several years. In fact, the two words that describe her best are ‘consistency’ and ‘patience’. Her attendance, her attitude, and her performance are all consistent day to day, and she is one of the most reliable employees we have. Her professionalism is evident in every phone call and every radio transmission. She goes above and beyond to help everyone she comes into contact with, and routinely passes information along to her coworkers and others who have a need to know. There have been several occasions where Cindy has been called on to adjust her schedule at the last minute or help out with overtime, and she does so without complaint.

As stated before, Cindy always has a good attitude and displays professionalism in her interactions with others. She has a good working relationship with the officers and firefighters, who are every bit our customers as much as the calling public. She listens patiently to callers' issues, and takes the necessary steps to resolve their issues, whether it is sending a first responder, transferring them to another department, or giving them the proper information they need.

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**6/2013**

This cake was given to the Hood County Sheriff's office after the recent tornado went through and devastated the area.



### **Texas Tornadoes**

Donna Kirklen and I set off for Hood County about an hour after the May 15th tornado obliterated a community. Honestly, we did not know what to expect. Our hearts were heavy for the citizens and our fellow dispatchers ; we wanted to help any way we could. The hundreds of calls were non-stop and mental images came and went with each call. The news showed images of the rubble that were once homes, cars , schools - dispatchers hear the voices of fear, panic and total disbelief of the people as they searched for loved ones, pets and anything resembling their former lives.



[fwbusinesspress.com](http://fwbusinesspress.com)

We could not stay but a few hours and I came away thinking our small part was like dipping water out of a well with a teaspoon- so much to be done. Hood County Dispatchers did an outstanding job as well as Hood County law enforcement and those from surrounding counties. The response area wide was overwhelming. We were different agencies melded into one force, sharing a purpose.

On our way home in the wee morning hours, our heads were spinning with ideas for our own agency should a similar event occur in Erath County. I knew many people hugged loved ones a little tighter in the following days. I urge everyone to come to the aid of fellow dispatchers in times of crises. You will receive one hundred times more than you give.

I feel so blessed to have chosen Telecommunications as a career.

Jill Van Natta-Erath County, Texas



Rex C. Curry/AP

For more information please contact Texas state coordinators:

*Sherry Decker, ENP  
9-1-1 Operations Supervisor  
North Central Texas COG  
616 Six Flags Drive  
Arlington, TX 76011*

[sdecker@nctcog.org](mailto:sdecker@nctcog.org)  
817 695-9199 Work  
817-637-6699 Cell

*Lisa Dodson*, ENP TERT-South  
RMS System Administrator  
Harris County ITC  
330 Meadowfern, Suite 120  
Houston, TX 77067  
[Lisa.dodson@itc.hctx.net](mailto:Lisa.dodson@itc.hctx.net)  
281-539-4591  
281-539-4597

## Virginia

No updates at this time. For more information please contact Virginia state coordinator:

*Julie McKercher*  
Director  
James City County Emergency Communications  
[Julie.mckercher@jamestcitycountyva.gov](mailto:Julie.mckercher@jamestcitycountyva.gov)  
757 564-2146

## Washington

Washington State TERT is moving forward as fast as we can to finalize our operations documents, MoUs and processes.

We are currently setting up Regions and Regional Coordinators within the state.

Cory Ahrens, Project Manager, Washington State Criminal Justice Training Commission, is the WA APCO/NENA Washington TERT Committee Chair. She is responsible for working with the TERT committee to complete the work on the operations documents and processes. Additionally, she may act as a backup to the WA TERT Coordinator, when needed.

Cory James, Supervisor, Norcom, Bellevue, WA is the WA TERT Coordinator. Cory J. is responsible for being the point of contact for Emergency Management, making the call to Regional Coordinators, and putting together TERT teams on the callout.

Both Cory's will take part in a post-event panel which will review the deployment, provide and take feedback on processes and any issues that arose for the purpose of Quality Improvement.

We have an ambitious schedule; we hope to be ready for full TERT deployments, with all processes in place by January 1, 2013.

For more information please contact Washington State Coordinators:

*Cory James*

Supervisor  
Norcom, Bellevue  
P.O. Box 50911  
Bellevue, WA  
[cjames@norcom.org](mailto:cjames@norcom.org)  
425-557-5583

*Cory Ahrens*  
Telecommunicator Project Manager  
WA State Criminal Justice Training  
19010 1st Avenue South  
Burien, WA 98148  
[cahrens@cjtc.state.wa.us](mailto:cahrens@cjtc.state.wa.us)  
206 835-7351

## West Virginia

No updates at this time.

## Wisconsin

**1/2013**

We conducted two in-services for our Team Members in October:

October 18 for the north-half of the state and October 24 for the south-half of the state.

We welcome our newest Regional Coordinators:

Casey Swetlik, West Central Regional Coordinator, Director of St. Croix County Emergency Support Services

Ryan Hillman, Northeast Regional Coordinator, Communications Supervisor of Marathon County Sheriff

Thanks,

Wendy Maechtle  
Wisconsin TERT State Coordinator

For more information please contact Wisconsin state coordinator:

*Wendy Maechtle*  
Ozaukee County Sheriff's Department  
1201 S. Spring Street  
Port Washington, WI 53074

[wmaechtle@co.ozaukee.wi.us](mailto:wmaechtle@co.ozaukee.wi.us)  
262-284-8459

## Wyoming

### Wyoming TERT in progress

While we still have no formal organization, I am working on getting support and buy-in from Agency Administrators. I did a short presentation at the state APCO conference last year and had a lot of dispatchers interested in participating.

I have drafted some procedures and rules, but as with many folks who wear several hats when it comes to emergency response, results trickle in...

I look forward to getting up and running!

-Chuck Trimble

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### **6/2013**

On May 16, members from WI-TERT participated as role players from our State's SIMCOM 2013 exercise. The WI-TERT team members filled the roles of Radio Operators, Runners and Assistant's to the COML's.

The purpose of the SIMCOM (State Interoperable Mobile Communications) exercise is to educate, coordinate and test Mobile Emergency Communications platform capabilities from federal, state, tribal and local jurisdictions.





For more information please contact Wyoming state coordinator:

*Chuck Trimble*  
Thermopolis Police Department  
417 Arapahoe Street  
Thermopolis, WY 82443  
[trimblec@laramiecounty.com](mailto:trimblec@laramiecounty.com)  
307 864-3114