

## MI-TERT By Laws:

### 1.0 MI-TERT Mission and Definition

It is the Mission of the Michigan Telecommunicator Emergency Response Taskforce (MI-TERT) to provide timely response networks of trained and qualified 9-1-1 Communications Professionals who are available for rapid deployment to assist Emergency Services Communication Centers in time of man-made or natural disasters.

MI-TERT is a joint effort between the Michigan APCO (Association of Public Safety Communications Officials) and NENA (National Emergency Number Association) chapters to provide mutual aid services to centers in need as well as to educate our centers in the availability of these resources and prepare them for response.

### 1.1 **MI-TERT Executive Committee**

The MI-TERT Executive Committee shall be the following members: The MI-NENA Board Members, an appointed MI-APCO representative, the MI-TERT Statewide Coordinator and the MI-TERT Team Leader Coordinator. The MI-NENA President shall reside as chair of the committee.

### 1.2 **MI-TERT Steering Committee**

MI-TERT Steering Committee shall be the following members: The MI-TERT Statewide Coordinator, the MI-TERT Team Leader Coordinator, two MI-APCO appointed representatives, a database/technical coordinator, the former MI-TERT Statewide Coordinator, a Michigan Emergency Management representative, a 'person by appointment'\* and the MI-NENA President as needed. The MI-TERT Statewide Coordinator shall reside as chair of the committee.

\*The person by appointment will fill a position of need determined and appointed by the Steering Committee with Executive Committee approval.

With the exception of the MI-NENA President, these positions are two year appointments.

### 1.3 **Roles, Responsibilities and Requirements of TERT Committees and Members:**

#### A. Executive Committee:

1. Each member must be both an APCO and NENA member.
2. Establish and maintain financial plan including revenue and expenditures.
3. Acts as consulting body for NENA President in selection of TERT Coordinator and Statewide Taskforce Leader.

4. Administer memorandum of understanding.
5. Review and approve TERT documents as recommended by the Steering committee.
6. Provide mechanism for required training.
7. Work with national organizations to keep MI-TERT compliant with national initiative, guidelines and requirements.
8. Host MI-TERT website.

B. Steering Committee:

1. Each member must be both an APCO and NENA member.
2. Communicate financial needs to the Executive Committee for review.
3. Create and maintain all required documentation needed to administer MI-TERT.
4. Establish training requirements.
5. Create training materials, courses and events for approval by the Executive Committee.
6. Define MI-TERT Coordinator, Statewide Taskforce Leader, Team Leaders and MI-TERT member requirements and selection process.
7. Select Regional Team Leaders.
8. Establish and maintain database.
9. Define deployment process.
10. Promote MI-TERT and training throughout the state.
11. Solicit participation.

2.0 Region Definition:

MI-TERT will duplicate the existing Michigan State Police Districts as regions and assign two Team Leaders and two back up Team Leaders to each.

Exceptions:

1. Region 2 North (Oakland) will assign three Team Leaders and three back up Team Leaders based on participation.

2. Region 2 South (Wayne) will assign four Team Leaders and four back up team leaders based on participation.

\*\*Sections 3 and 4 can be found under TERT components and minimum requirements and deployment considerations on the website.\*

## **5.0 Requesting a TERT Response**

When a PSAP experiences a manmade or natural disaster of such significant magnitude that it creates the need for additional/replacement staffing to maintain an adequate level of service to the public and public safety responders, a TERT activation may be requested.

If the event results in the Governor declaring a state of emergency, reimbursement for the deployment will typically be available provided all Emergency Management Agency (EMA) activation procedures are followed. If the event does not rise to the level of a declared emergency, the TERT deployment will most likely be considered a mutual aid situation with no reimbursement made available through the State or Federal Agencies.

### 5.1 Activation:

The Requesting PSAP must initiate activation by providing specific information so the most appropriate team may be assembled. The requesting PSAP will:

- a. Verify that an emergency has been declared at the appropriate level.
- b. Request TERT activation through appropriate Emergency Management Agency (EMA). Once an emergency is declared, the PSAP Manager should contact their local Emergency Manager and they shall forward the request to the appropriate State Emergency Management contact.
- c. The State EMA will ensure completion of the Memorandum of Agreement (MOA) and all required documentation to begin the EMAC process.
- d. The requesting State EMAC Coordinator will contact the appropriate out-of- area EMAC coordinator(s) requesting a TERT activation.
- e. The deploying State EMAC Coordinator(s) will notify the requesting State EMAC Coordinator when a TERT deployment has been approved. Once it has been approved the deploying State EMAC Coordinator will contact the State TERT Coordinator to request a taskforce activation.
- f. The receiving State EMAC Coordinator will coordinate with the responding TERT State Coordinator and/or the Requesting PSAP to obtain details on the TERT deployment, i.e., number of personnel, estimated time of arrival if available, qualifications, etc.

g. The Requesting PSAP will notify the State EMAC Coordinator after TERT resources have checked-in. The notification will include:

- \* Number and type of resources
- \* Unmet needs
- \* Changes/updates

h. The Requesting PSAP will maintain contact with EMAs and State EMAC Coordinators, as appropriate.

## 5.2 Membership, Configuration and Deployment of TERT

The National Integration Center (NIC), formerly known as the NIMS Integration Center (NIC), has developed national Resource Typing definitions for some of the most commonly used resources during a response. Resource typing is an integral component of the National Incident Management System (NIMS). It enhances the ability of emergency responders to find needed resources during a disaster.

In compliance with NIMS and in support of the Incident Command System (ICS), the Resource Typing Definitions help promote common terminology of descriptions, standards, and types of local, state and federal response assets. Resource typing definitions provide the information to request and receive the resources needed during an emergency or disaster.

The Resource Typing Definitions will be continuously updated, revised, and expanded. Resources are classified by 'Category' which refers to function and 'Kind,' to include teams, personnel, equipment, and supplies. Information about level of capability is referred to as 'Type,' which is a measure of minimum capabilities to perform the function. Type I implies a higher capability than Type II. The metrics shown for each resource are measurements of standards and are applicable to like resources.

TERT Personnel and Equipment are divided into 5 types. These types define length of operation, number and type of personnel and equipment.

Some specific items to note:

- Requests for special certifications or qualifications, such as EMD, incident dispatchers, law enforcement dispatchers, fire service/EMS dispatchers, call takers, familiarity with a specific CAD system, etc., can be specified during the request process, however increasing the specific requirements may slow the deployment process and/or may not be able to be accommodated.

- Note that EMD certification is not a requirement for TERT team membership. However, if a requesting agency specifies that they wish to have EMD qualified TERT members respond, the TERT State Coordinator should make every effort to identify EMD qualified team members so as to fulfill the request.
- During out-of state EMAC requests at the Type I and Type II levels, the request will automatically include a 25% compliment of EMD certified telecommunicators. It will be the responsibility of the deploying State Coordinators to identify such members, and it may require a multi-state response to fill this requirement.
- During EMAC deployments, liability is assumed by the receiving state since EMAC is a state-to-state agreement. The receiving state accepts any credentialing and training provided by the responding state and this is spelled out in EMAC federal legislation and agreed to by the Governor or legislature of the receiving state at the time the state signs on for EMAC. Each state is different on indemnification for emergency workers but the deploying members either receive indemnification or immunity for their actions during a disaster.
- The default configuration calls for public safety telecommunicators. Requests for public safety calltakers and/or public safety radio dispatchers must be specified when making the request.
- It is expected that FEMA, NIMS and EMAC will recognize TERT as the standard telecommunicator resource to be deployed on an out-of-state response. If a state adopts any other name for such a program it is subject to not being recognized under the national response plan.

### 5.3 The Requesting PSAP'S roles and responsibilities:

- a. It is strongly suggested that PSAPs complete a PSAP Survey Form prior to the need for TERT. See forms appendix.
- b. To provide specific information outlining your PSAP's needs to the TERT State Coordinator. The TERT Request Information is the minimum information that a responding TERT State Coordinator will need in order to start the activation process. The TERT State Coordinator may ask for additional information.
- c. Coordinate travel and lodging with the State Coordinator of the responding state.
- d. Provide guidance and direction to the responding team.
- e. Assign a TERT Liaison responsible for deployed teams.
- f. Provide TERT packages to arriving teams.
- g. Assign and monitor tasks to the TERT personnel while they are working in your PSAP, as necessary.

- h. Notify EMA after team has checked in.
- i. Ensure that responding team members are utilized in an appropriate manner.
- j. Update EMA at least once per day.
- k. Inform EMA when situation is stabilized and TERT personnel are no longer needed.
- l. Complete all Deployment Review forms. See forms appendix.
- m. Inform the TERT State Coordinator of the responding state of any problems regarding TERT personnel, i.e. skills not matched to needs, not performing to your expectations, etc.

#### 5.4 The Deploying TERT Responsibilities:

##### **1. MI-TERT State Coordinator**

- a. The MI-TERT State Coordinator or designee will receive the request from the requesting EMAC and ensure a resource number has been assigned.
- b. The MI-TERT State Coordinator or designee will contact the Executive Committee members and advise them of the request.
- c. The MI-TERT State Coordinator or designee will contact the requesting PSAP liaison to review personnel and response needs. A taskforce will not stage, they will only deploy after an event.
- d. The MI-TERT State Coordinator or designee will contact MI-TERT Taskforce members using the MI-TERT database to create a team for deployment.
- e. The MI-TERT State Coordinator or designee will locate and assign a MI-TERT Team Leader and work with them to create an action and deployment plan.
- f. The MI-TERT State Coordinator or designee will coordinate transportation, travel and finances for the taskforce.
- g. The MI-TERT State Coordinator or designee will conduct a conference call with all PSAP Directors involved in sending employees to the deployment to provide them with updated information.
- h. The MI-TERT State Coordinator or designee will ensure the TERT liaison has received verification of the response.

- i. Ensure that only qualified personnel are deployed.
  - j. The MI-TERT State Coordinator or designee will remain in contact with the TERT Team Leader during the entire deployment and will keep all agencies involved up to date.
2. MI-TERT Team Leader
- a. Ensure responding personnel are appropriately equipped. (Supply list)
  - b. Establish and maintain communication with TERT Liaison.
  - c. Ensure safety of team members insofar as possible.
  - d. Once on scene, the deployed TERT will provide appropriate supervision for its team members from its own shift supervisors and the Team Leader. TERT shift supervisors and the Team Leader are expected to work closely and cooperatively with the requesting agency's supervisors and management staff.
  - e. Ensure team members are assigned an appropriate work task.
  - f. Ensure logistical needs are met (food, lodging, transportation).
  - g. Ensure operational needs are met (scheduling, resource management, personnel issues, required reports).
  - h. Request appropriate CISM resources if deemed necessary.
  - i. Ensure financial needs are documented (time keeping, associated costs).
  - j. Provide daily update to the responding TERT State Coordinator at least every 12 hours.
  - k. Ensure demobilization requirements are met.
  - l. Ensure completion of all after action reports.

#### 5.6 TERT Package

The TERT Package is information and resources provided by the Requesting PSAP to responding TERT. This package should have the necessary information and supplies for the TERT to function while deployed. The package should include but is not limited to:

List of CAD codes/commands

List of call types

List of radio frequencies and departments that utilize same

Unit number or radio signature designations

List of radio codes

Local phone books

List of commonly used telephone numbers

List of other required access numbers

Commonly used terms/names (utility company name, common place names)

Local maps/ Cross-reference guides

List of major public buildings such as schools; shelters; hospitals; public safety buildings; other government buildings; jails/prisons; etc.

Jurisdictional boundaries (police, fire, EMS)

List of agencies dispatched or supported

List of key public officials and current organizational structure (chain of command)

Facility overview

Overview of local and state laws

Check-in/Check-out procedures

Method of ID credentialing/electronic entry cards

Instructions and definitions for alerting systems if they are functional

Agency rosters to include EOC



## MEMORANDUM OF UNDERSTANDING

Between

The Michigan State Police Emergency Management Homeland Security Division, on behalf of  
the State of Michigan

and

The Michigan Chapter of the National Emergency Number Association

### I. SUBJECT

This Memorandum of Understanding (“MOU”) concerns the development and use of the Telecommunicator Emergency Response Taskforce (TERT) of the Michigan Chapter of the National Emergency Number Association (“MINENA”) for disaster relief operations of, or coordinated by, the Michigan State Police Emergency Management Homeland Security Division (“MSPEMHSD”).

### II. PURPOSE

The MSPEMHSD is the lead state agency in coordinating state resources for Emergency Services operations and assists Michigan’s E-9-1-1 public safety answering points (“PSAPs”) in coordinating requests for specialized resources such as telecommunicators throughout the state. The MSPEMHSD has concentrated its efforts through Michigan’s Emergency Management Assistance Compact (“MEMAC”). This MOU establishes procedures and policies that will guide the parties in the use of the TERT resources during disaster and emergency PSAP operations across the state pursuant to the MEMAC. Specifically, MINENA will provide and coordinate personnel for the effective delivery of trained telecommunicators and, on occasion, E-9-1-1 technical personnel, facilities and equipment by Assisting Parties during an Emergency or Disaster upon the request of Requesting Parties under MEMAC.

### III. PARTIES

The parties to this MOU are the State of Michigan, through the MSPEMHSD, and MINENA, an unincorporated association comprised of active, commercial and social members who are all involved in the public or private delivery of E-9-1-1 equipment and PSAP related services.

### IV. AUTHORITY & DEFINITIONS

The parties enter into this MOU under the authority of the MSPEMHSD to enter into mutual aid compacts and related agreements pursuant to MCL §30.407a(4)(j). All terms in this MOU shall have their defined meanings in MEMAC.

## V. DUTIES AND RESPONSIBILITIES OF THE MSPMHSD

The MSPMHSD agrees to do the following:

- A. Provide guidance and assistance to the MINENA TERT as appropriate;
- B. Coordinate requests for MINENA TERT assistance by Requesting Parties under MEMAC, during a Disaster or Emergency;
- C. Reimburse MINENA TERT members for actual administrative or related costs incurred for services rendered herein as appropriate, although nothing herein shall alter the provisions regarding reimbursement to Assisting Parties in MEMAC, including but not limited to the limitations on the State of Michigan's or MSPMHSD's reimbursement responsibilities thereunder;

## VI. DUTIES AND RESPONSIBILITIES OF THE MINENA

MINENA TERT agrees to do the following:

- A. Recruit, organize and arrange for the provision of telecommunicators and possibly, technical personnel, facilities and equipment provided by Assisting Parties to Requesting Parties under MEMAC. The members of TERT will be responding as mutual aid resources from the Assisting Parties to the Requesting Parties under MEMAC, and not through their association with MINENA;
- B. Provide staffing assistance and support to the MSPMHSD during Disasters or Emergencies as it provides its responsibilities under MEMAC.
- D. Maintain an accurate database of telecommunicators and E-9-1-1 technical personnel, facilities and equipment owned or operated by Assisting Parties;
- E. Ensure that all TERT personnel meet minimal standards as set by their oversight committee; (See attachment A-MinimumStandards, See attachment B-Oversight Committee)
- F. Pursue grant and other forms of public and private funding for TERT services and other mutual aid during Emergencies

and Disasters.

## VII. COMMON DUTIES

MSPERMHSD and MINENA agree to do the following together:

- A. Both MSPERMHSD and MINENA may pPromote the availability of TERT services and the benefits of becoming a Participating Government under MEMAC.
- B. Both MSPERMHSD and MINENA may Eeducate PSAPs in Michigan and surrounding states and communities on the need for mutual aid.

#### VIII. LIABILITY & NO JOINT VENTURE

MINENA will hold the State of Michigan, and its MSPERMHSD and officers agents and employees harmless for any defense costs, or damage judgments that may result from the actions or inactions in the performance or nonperformance of this MOU by MINENA.

Likewise, the State of Michigan shall hold MINENA and its members harmless for any defense costs or damage judgments that may result from the actions or inactions in the performance or nonperformance of this MOU by or any other state department, division, office, officer, agent or employee.

The parties recognize their independence and the contractual nature of their relationship. Nothing herein shall be construed as creating a joint venture.

#### IX. TERMINATION

This MOU shall be in effect from the date of execution by the last signature below and shall continue unless and until terminated upon submission of a thirty-day (30) advance written notice of termination to the other party.

#### X. COMMUNICATIONS

To provide consistent and effective communication between the MSPERMHSD and MINENA, the Director of the MSPERMHSD and the MINENA President are hereby designated as the central points of contact responsible for coordinating and implementing this MOU for their respective parties.

#### XI. JURISDICTION AND VENUE

This MOU shall be governed by the laws of Michigan and any claim for breach or enforcement shall be filed in the courts of the State of Michigan.

#### XII. COMPLIANCE WITH THE LAW

MINENA shall be wholly responsible for the work to be performed under this MOU for the supervision of its members. MSPERMHSD shall be responsible for compliance with ~~all~~ laws, ordinances codes, rules, regulations, licensing requirements and other regulatory matters that are

applicable to the conduct of its business and work performance under this MOU, including those of federal, State and local agencies having appropriate jurisdiction.

### XIII. EXECUTION

The date of execution shall be the date of the last signature, below. This MOU may be executed in counterpart. The persons signing below represent and warrant that they have been duly authorized to sign on behalf of their respective party.

### XIV. MERGER AND MODIFICATION

This MOU contains the complete expression of the parties' understanding regarding the matters addressed herein. All prior or contemporaneous written or oral understandings are merged herein. Any modifications of this MOU must be in writing and upon approval of both parties to this MOU.

MICHIGAN CHAPTER OF THE NATIONAL EMERGENCY NUMBER ASSOCIATION &

MICHIGAN STATE POLICE EMERGENCY MANAGEMENT HOMELAND SECURITY  
DIVISION