

# CHARTER

## ESTABLISHING THE KANSAS TELECOMMUNICATOR EMERGENCY RESPONSE TASKFORCE (KS-TERT)

### 1. Introduction

The Kansas Telecommunicator Emergency Response Taskforce (KS-TERT) is committed to providing staffing and other mutual aid assistance for 9-1-1 Public Safety Answering Points (PSAPS) during call surge situations or to supplement or restore PSAP services which have been compromised by loss of equipment or staff. This document describes the purpose, authority, objectives, scope, operating principles, membership and management by which KS-TERT will achieve success.

### 2. Authority

- A. TERT deployments will be conducted under the authority of K.S. A. 48, 9-904 et. seq.; K.S.A. 48 -9a01; and K.S.A. 12-16,117, and in accordance with the Kansas Department of Emergency Management (KDEM), management policy #0100108.
- B. There shall hereby be established the KS-TERT Governance Council reporting to the Kansas Commission on Emergency Planning and Response (CEPR). This council shall be a joint committee, consisting of the Board of Directors of the Kansas Chapter of the Association of Public Safety Communications Officials (KS-APCO) and staff of the Kansas Office of Emergency Communications (KS-OEC). KS-TERT will function under the guidance and oversight of the KS-TERT Governance Council.
- C. TERT will function under the guidance and oversight of a joint committee, consisting of the Board of Directors of the Kansas Chapter of the Association of Public Safety Communications Officials (KS-APCO) and staff of the Kansas Office of Emergency Communications (KS-OEC). This committee shall be known as the KS-TERT Governance Council.
- D. All policies, plans and projects will be submitted to and approved by the KS-TERT Governance Council.
- E. The KS-TERT Governance Council shall establish minimum qualifications for all TERT member positions and shall establish operating policy and procedure for TERT deployment.
- F. The KS-TERT Governance Council shall establish training requirements for all TERT member positions.
- G. KS-TERT has the authority, when requested by the Kansas Department of Emergency Management (KDEM), to select a team of Telecommunicators from its volunteer member base and deploy as a taskforce to provide aid to a requesting PSAP.
- H. KS-TERT has the authority to recruit and train volunteer members from PSAPs across the State of Kansas. The volunteer members must meet minimum qualifications for membership as determined by the volunteer's agency head.

### 3. Purpose

While mutual aid for emergency first responders has been widely discussed and planned for, (PSAPS) are often overlooked. When requested, TERT's primary purpose is to identify Telecommunicators from PSAPs that are not being adversely affected by a disaster or surge situation and that are similar in equipment and operational capacity as an affected PSAP. A TERT is then created from the identified Telecommunicators to facilitate the PSAP mutual aid process.

TERT's goals are:

- Create a minimum of four (4) Type III TERT teams.
- Create a minimum of one (1) Type I TERT team.
- Provide training for TERT members.
- Conduct exercises to test TERT operational policies and procedures and readiness.

### 4. Objectives

- A. KS-TERT will adopt a written Charter stating its purpose, goals, objectives, roles and responsibilities, and operating principles. KS-TERT will also adopt written operating procedures and administrative procedures, pursuant to the Charter.
- B. KS-TERT shall assume the responsibility of recruiting volunteer Telecommunicators from around the State of Kansas. A minimum of one-hundred-thirty-two (132) volunteer members will be sought.
- C. KS-TERT shall assume the responsibility of providing required and other training for its members. Required training includes:

#### All TERT Members

- NJTI Deployment Awareness
- IS-100.a – Introduction to Incident Command System
- IS-700.a – National Incident Management System (NIMS) – An Introduction
- Hazardous Materials Awareness

#### TERT Supervisors

- All required member training.
- IS-200.a – ICS for Single Resources and Initial Action Incidents.
- EMD Certification
- NJTI Team Leader

### TERT Team Leader

- All required member training.
- IS-200.a – ICS for Single Resources and Initial Action Incidents.
- IS-800.B – National Response Framework – An Introduction.
- ICS-300

D. KS-TERT shall assume the responsibility of creating and implementing a regular exercise cycle to test TERT operational policies and procedures and deployment readiness.

### **5. Membership, Roles, Appointment and Term**

KS-TERT membership is voluntary. All TERT members will be authorized to participate in TERT by the Authority Having Jurisdiction (AHJ). The AHJ is the prospective member's employing agency. The AHJ's authorization will be submitted in writing and certify that the authorized member meets all qualification requirements for the position(s) authorized. This written authorization will be renewed by January 1 of every even numbered year.

Members may be authorized to participate in the following capacities:

- TERT Call Taker - A public safety call taker trained and/or certified in accordance with the AHJ policies in receiving, assessing, prioritizing and classifying calls for service (police and/or fire and/or EMS) and operating public safety and/or PSAP telephony equipment.
- TERT Radio Dispatcher - A public safety dispatcher trained and/or certified in accordance with the AHJ policies in receiving prioritizing and distributing calls for service (police and/or fire and/or EMS) using a public safety radio system while coordinating, tracking and providing support to field units.
- TERT Telecommunicator - A public safety dispatcher possessing the training and/or certification, and having the capability of functioning as, both a TERT Call Taker and a TERT Radio Dispatcher, as described above.
- TERT Supervisor - A public safety telecommunications supervisor meeting the qualifications, and capable of functioning as, a TERT Telecommunicator, as defined above, and capable of supervising, directing and assessing the work of other PSAP personnel.
- TERT Team Leader - A public safety telecommunications supervisor, as described above, who is also knowledgeable in the administrative aspects of a TERT deployment and is capable of managing human resources, work task distribution, liaison and documentation needs of the TERT. TERT Team Leaders are recommended by their employer for consideration as a Team Leader and are approved by the TERT State Coordinator. A Team Leader is assigned by the State Coordinator on every deployment of a TERT.

All members will meet the following qualifications:

- Pass a fingerprint based criminal background check performed by the Authority Having Jurisdiction (AHJ).
- Be current on vaccinations / immunizations as recommended by the CDC for disaster responders.
- Successfully complete all required training.
- Possess the ability to adapt to poor environmental conditions such as no beds, cold meals, no running water, etc.
- Possess the ability to adapt and be flexible with different policies, procedures, equipment and geographic areas. Adapts easily to change.
- Maintain an above average annual performance review with no chronic work problems.
- Possess an excellent working knowledge of the appropriate public safety emergency response operation and equipment as it relates to the member's role.
- Be an excellent multi-tasker and problem solver.
- Possess positive interpersonal communication and leadership skills.
- Possess excellent people and teamwork skills inclusive of cultural diversity.
- Possess excellent documentation skills.

Additionally, members will meet the following qualifications for each position:

#### TERT Call Taker

- Minimum equivalent of two years full-time experience as a Call Taker as determined by the AHJ.
- Certified by the AHJ to have the requisite training and skills of a Call Taker. This certification must be updated by January 1 of every even numbered year.

#### TERT Radio Dispatcher

- Minimum equivalent of two years full-time experience as a Radio Dispatcher as determined by the AHJ.
- Certified by the AHJ to have the requisite training and skills of a Radio Dispatcher. This certification must be updated by January 1 of every even numbered year.

#### TERT Supervisor

- Minimum equivalent of two years full-time experience as a Supervisor as determined by the AHJ.

- Certified by the AHJ to have the requisite training and skills of a Supervisor. This certification must be updated by January 1 of every even numbered year.
- Adequate interpersonal conflict resolution training/experience as determined by the AHJ.
- Ability and willingness to fulfill the duties of a Team Member on deployments, where sufficient Supervisor's have already been selected.

#### TERT Team Leader

- Possess an understanding of local, state, regional and national mutual aid processes and procedures.
- Employer has sent recommendation to the State Coordinator that the individual be considered for appointment as Team Leader.
- Ability to coordinate work tasks and human resources in adverse and changing environments with minimal or no direction.
- Possess knowledge to identify, locate and obtain logistical support for the taskforce.
- Strong administrative skills, i.e., scheduling, time keeping, cost tracking, etc.
- Ability to effectively interface with the Incident Command structure, OEM, TERT coordinator and local TERT Liaison.
- Properly certified by the AHJ that the individual has the requisite training and skills of a Supervisor. This certification must be updated by January 1 of every even numbered year.
- Adequate interpersonal conflict resolution training/experience as determined by the AHJ.

TERT Team Leaders will have the following responsibilities:

- Upon notification of a deployment, will select and notify taskforce members to form a TERT, giving consideration to span of control, geographic location, and equipment familiarity.
- Acts as the overall management authority for a deployed TERT for the duration of the deployment. Is responsible for logistical support of the TERT. Ensures that operational needs are met (i.e., scheduling, resource management, etc.)
- Ensures that TERT member time and activity are recorded daily during a deployment.
- Ensures that all TERT members under their supervision on a deployment is evaluated on performance for the deployment and that all complete a debriefing review of the deployment.
- Will complete a debriefing review of any deployment and will participate in a debriefing meeting afterwards in support of an After Action Report (AAR)

TERT establishes the position of TERT Regional Coordinator (TRC) to assist with deployment, recruitment and education regarding TERT within the Homeland Security regions of the state. Two TRCs will be appointed within each Homeland Security Region of the State. The TRCs shall:

- Form TERT teams for deployments utilizing approved procedures
- Conduct educational programs within their region to ensure that stakeholders throughout the region are aware of TERT, and fully understand the services TERT offers and the process for activation of TERT resources.
- Promote TERT throughout their region through contact with PSAP personnel and Emergency Management personnel, and other emergency response personnel as deemed appropriate.
- Recruit new TERT members and Team Leaders from PSAP's within their region.

TERT establishes the position of TERT State Coordinator (TSC) to ensure the efficient management of operations. The TSC shall:

- The TSC shall be the Kansas Office of Emergency Communications staff.
- Ensure that all TERT members have the appropriate authorization forms on file and updated by January 1 of every even numbered year.
- Ensure that required and other training is provided to TERT members and that all TERT members have successfully completed required training prior to deployment.
- Ensure that local Emergency Management agencies are educated as to the existence of TERT and the process for its deployment.
- Create and maintain a database of TERT members. This database will store contact information, authorization status, and training information. The TSC shall ensure access of TERT Regional Coordinators to this data for selection of members for deployment.
- Ensure that tasking numbers are assigned by KDEM on all deployments of TERT.
- Obtain all necessary information from a requesting PSAP to ensure that Team Leaders can be briefed appropriately on deployments.
- Make notifications to all necessary parties that a TERT has been assembled and is deploying.
- Be available to the Team Leader for assistance throughout a TERT deployment.
- Ensure additional TERTs are formed for relief of a deployed TERT.
- Coordinate communications between a deployed TERT and home agencies as necessary.
- Maintain daily contact with deployed TERT Team Leaders and disseminate information to appropriate agencies or individuals.
- Ensure that appropriate deployment reviews are completed upon the demobilization of a TERT.

- Facilitate debriefings of TERT members after a deployment and create and disseminate an After Action Report (AAR) of the deployment.
- Apply for reimbursement of TERT expenses as appropriate.

## **6. Finance and Budget**

KS-TERT shall be empowered to utilize for its purposes funds, property and other resources received from its members and/or other sources. All decisions regarding expenditure or use of these resources will be made by the KS-TERT Governance Council.

For KS-TERT deployments under a KDEM mission assignment, costs of the deployment (i.e., member pay, travel and subsistence expenses, etc.) will be in accordance with KDEM Management Policy #0100108. Costs associated with a KS-TERT deployment absent a KDEM mission assignment, will be considered mutual aid deployments and will be borne by the AHJ.

## **7. Operating Principles**

Deployed TERT members agree to:

- Conduct themselves at all times in a manner which reflects professionalism and competence.
- Operate under the authority and guidance of the Team Leader assigned to the deployment.
- Strive to become a team member with the communications personnel of the requesting agency and assist those personnel in fulfilling their responsibilities; always remaining mindful that TERT is an assisting entity, not a controlling one.
- Perform, to the best of their ability, all assignments given them.
- Be evaluated on their performance throughout the duration of a deployment. TERT members agree that poor performance evaluations can result in their removal from TERT.
- Participate in all debriefing and after-action reviews as requested.
- Operate within the guidelines of the TERT Operations Manual.

## **8. Decision-Making**

### **A. KS-TERT Governance Council**

- This group is comprised of the eight (8) members of the Kansas APCO Board of Directors and three (3) members of the Staff of the Kansas Office of Emergency Communications. The Kansas APCO President will serve as the chair of the Governance Council.
- Each member of the Governance Council shall have one vote. If a voting member is unable to attend a meeting of the Governance Council, that member may appoint a proxy to vote in his/her stead. The voting member shall notify a member of the Governance Council, other than the proxy, of the appointment.

- All decisions of the KS-TERT Governance Council will be by a simple majority vote, except that a two-thirds majority vote is required for Charter amendments.
  - Quorum will be met when six (6) of the eleven (11) voting members (or the voting members proxy) are represented. A quorum is required for all binding action of the Governance Council.
  - Voting may be conducted via electronic mail in situations where decisions need to be made and waiting for a formal meeting would be detrimental to the efficient management of KS-TERT. In these instances, all electronic correspondence including motions, seconds, discussion and votes, shall be directed to all members of the Governance Council. The Kansas APCO President shall call for the vote, and in the President's absence, succession of leadership shall follow the order proscribed by the Constitution and Bylaws of Kansas APCO. A quorum is required. A written record of all correspondence of any such votes shall be maintained by the TERT State Coordinator.
- B. TERT members will be held accountable through the KS-TERT Governance Council. The KS-TERT Governance Council has the final decision in all matters related to TERT participation.
- C. TERT Team Leaders will have the authority, within the parameters established in the TERT Operations Manual, to make necessary decisions to provide for the efficient and effective performance of a TERT while deployed. Team Leaders are encouraged to rely on the TERT State Coordinator for guidance and assistance during all deployments.

## **9. Meeting Frequency**

- A. The KS-TERT Governance Council shall meet as necessary in order to establish policy and procedure for the effective management, deployment and sustainability of KS-TERT, and thereafter meet at least one time per year in conjunction with a Kansas APCO conference.
- B. The KS-TERT Governance Council shall meet after every TERT deployment to review the AAR and TERT member evaluations.
- C. All meetings will be held at times and in locations that balance the need for time management and the inclusion of Governance Council members throughout the state.

## **10. Reporting to the Commission on Emergency Planning and Response (CEPR)**

- A. KS-TERT will report its activities to the CEPR through the TSC in the following manner:
1. Following any deployment of a TERT, the TSC will ensure that a copy of the AAR is forwarded to the CEPR.
  2. Annually, at the December meeting of the CEPR, the TSC will provide to the CEPR a written report of the activities of TERT for the preceding year. The TSC will attend this meeting to answer any questions that may arise from the CEPR.

Approved by the Kansas Commission for Planning and Emergency Response (CEPR) on September 6, 2012.