

TX-TERT OUTREACH VIDEO SCRIPT

(Footage of Hurricane Ike or other hurricanes that show flooding, evacuation, damaged cities and homes)

Our motto here in Texas is who does 9-1-1 call when 9-1-1 needs help?

(TERT backdrop 1, Sherry Decker, NCTCOG)

They call TX-TERT. The Telecommunicator Emergency Response Taskforce.

(TERT backdrop 2, Chris Ellsworth, Frisco Police Department)

I'd say the person that makes the best TERT member is somebody who's patient and understanding, compassionate.

(Picture of telecommunicator at the console in Laplace, Louisiana, voice of Chris Ellsworth)

Being a TERT member is probably

(TERT backdrop 2, Chris Ellsworth, Frisco Police Department)

The most rewarding experience I've had

(Picture of telecommunicator at the console in Laplace, Louisiana, voice of Chris Ellsworth)

In my five plus years of public safety.

(TERT backdrop 1, Sherry Decker, NCTCOG)

Texas became a part of the National Joint TERT Initiative after Hurricanes

Katrina and Rita

(Footage of Hurricane Isaac show flooding, evacuation, damaged cities and homes, voice of Sherry Decker)

Affected our coast line and Louisiana in 2005.

(TERT backdrop 1, Sherry Decker, NCTCOG)

In 2006, we were totally on board and brought a formal process to the State of Texas.

(TERT backdrop 2, Roxanna Johnson, Frisco Police Department)

When we were deployed to Isaac, I think the best bonding experience for us was the actual drive there. Because it was ten hours in a vehicle with complete strangers. And so on the way there, we sat down and tried to get to know one another a little better.

(TERT backdrop 1, Sherry Decker, NCTCOG)

In 2008, we had already brought training to the State of Texas for the Basic TERT Awareness for Telecommunicators and a Team Leader course.

(Footage of flooding during Hurricane Ike, voice of Sherry Decker)

So when Ike struck our coastline we were ready and able to deploy and help the affected agencies and the telecommunicators who lost their homes

(TERT backdrop 1, Sherry Decker, NCTCOG)

Or displaced family members and give them the support and rest they needed. We deployed thirteen teams.

(TERT backdrop 2, Chris Ellsworth, Frisco Police Department)

First when we were deployed, we were put kind of on stand-by. We had to wait about 22 hours before we were told to go ahead and go, and that was a lot of, “Should I sleep, should I not sleep?”

(Picture of Chris Ellsworth, Frisco Police Department standing by response vehicle, voice of Chris Ellsworth)

Drove about 10 hours, to the affected location.

(Picture of telecommunicator at the console in Laplace, Louisiana, voice of Chris Ellsworth)

But upon arrival, we had relieved people who had

(TERT backdrop 2, Chris Ellsworth, Frisco Police Department)

Been working about 30, some maybe even 40 hours straight. There were sleeping on the floor, little did we know at the time that would be the same floor we would be sleeping on.

(Footage of Hurricane Isaac showing damaged homes, voice of Chris Ellsworth)

But when you've got somebody who would be working whose home may also be destroyed as well.

(TERT backdrop 2, Chris Ellsworth, Frisco Police Department)

They are not going to be able to put all their concentration on helping the public. Whereas the TERT Team, being from other areas don't have as much, I want to say don't have as much of a vested interest, but we are not worried about our homes and all of that. So we have what's on our mind is just what the call that's coming in, we're not worried about our home and our family.

(TERT backdrop 1, Sherry Decker, NCTCOG)

Today many agencies worry, that they don't think they can be a part of the TERT program because they don't have a very big staff and if someone called and asked them they may not be able to send anyone. So, they think TERT is not for them. But what about if that agency, that very same agency needs help? The TERT education platform that we provide for both the Basic and the Team

Leader, educates agencies, personnel, on how to receive help, how to ask for help and what to do when help comes.

(Picture of Telecommunicator at console during Hurricane Isaac, voice of Chris Ellsworth)

Being a TERT member gives you a whole appreciation for

(TERT backdrop 2, Chris Ellsworth, Frisco Police Department)

Your home agency, because you're not going to be in the comfort of your building, with the same equipment, even the same language.

(Picture of snacks provided during Hurricane Isaac, voice of Chris Ellsworth)

You may be eating out of vending machines

(TERT backdrop 2, Chris Ellsworth, Frisco Police Department)

Probably going to go several days without bathing, again you may end up sleeping on the floor.

(TERT backdrop 2, Roxanna Johnson, Frisco Police Department)

It is not a vacation. It is anything but a vacation. You will sleep on the floor. You will go days without, hum, without bathing. You will eat food only whenever you can. We lived out of the vending machines there. They've lived, if the vending machines worked there.

(TERT backdrop 2, Chris Ellsworth, Frisco Police Department)

Thinking of it as a vacation or a shopping trip or something like that is not the attitude to have. You need to realize that you are there to provide assistance so that people can get on with their lives.

(Pictures of deployed team members, voice Chris Ellsworth)

I would say our biggest team effort that was portrayed would be when we first got there, we were kind of shown

(Pictures of deployed team members, voice Chris Ellsworth)

A little bit about what to do but we didn't know

(TERT backdrop 2, Chris Ellsworth, Frisco Police Department)

We didn't know call types and things like that so the night shift team actually grabbed the training materials from the host agency

(Pictures of deployed team members, voice Chris Ellsworth)

And we spent a good three or four hours going through the training book to learn

(TERT backdrop 2, Chris Ellsworth, Frisco Police Department)

Some of the terms, the call types, the different cities that we were going to be dealing with and we pretty much, we self-taught as much as we could so that we were better prepared so that when that call did come in the general public felt comfortable still calling their home agency even though it was you know, it was an agency actually out of state.

(TERT backdrop 2, Roxanna Johnson, Frisco Police Department)

I think every agency should have a TERT book on hand. Where if we come in tomorrow what do we need to know about your agency. How do your units mark traffic? What are your call types? What, how do we clear calls? And I think that we need that at Frisco just do if someone has to come in they don't face the challenges that we faced up there. Because nobody was prepared for that.

(TERT backdrop 2, Chris Ellsworth, Frisco Police Department)

Be ready, uh when the call came in, that's the biggest piece of advice I can give.

When the call came in

(Pictures of deployed team members, voice Chris Ellsworth)

I had my to-go bag, but it wasn't 100% ready to go.

(TERT backdrop 2, Chris Ellsworth, Frisco Police Department)

I still had to you know scramble around looking for batteries, and crackers and things like that. Uh, have your to-go bag ready to go even though we, we were told we could deploy at any moment, and it still took us 20 hours, I think I figured lucked out on that, was I truly ready, no, but I will tell you as of now my to-go bag is ready.

(TERT backdrop 1, Sherry Decker, NCTCOG)

Education is power and being a knowledgeable TERT member and being part of Texas TERT can help further their career, career advancement, helps with their education

(Pictures of deployed team members, voice Sherry Decker)

And continuing education and gives them the tools they need to do their job and be a success.

(Pictures of deployed team members, voice Sherry Decker)

For more information on Texas TERT visit our Facebook, Twitter, or the Texas TERT website, that's TX-TERT.org

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