

**ALABAMA TELECOMMUNICATOR**

**EMERGENCY RESPONSE TASKFORCE**

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Head of agency,

The Alabama Telecommunicators Emergency Response Taskforce (ALTERT) has been in the process establishing a workable system to help emergency communications centers in time of need. We are asking for your participation now, attached is a memorandum of understanding (MOU) that provides your agency with how your telecommunicator commitment with ALTERT is handled. We request that you or the proper authority for your agency sign and return to us either by scanning the signed document or mailing it to the Al 9-1-1 Boards address.

Currently our intent, after a request is received for assistance, is to send an EverBridge message (mass notification system) to all heads of agencies that have signed MOUs on file asking for a number your agency can provide if any. After receiving this information, we will then provide the agency requesting assistance, what ALTERT can provide.

In order to make ALTERT the best possible, additional training is required of you telecommunicators. Much of this training is online and ALTERT will provide additional training. All the required training is FREE, only expense is possibly travel, food and lodging. We are in discussions with facilities that can assist in making even these expenses limited.

In addition, please provide a list of your employees that you approve to participate in ALTERT

Information that may help in making your decision is below.

### Criteria for TERT Members

✓ A public safety background with a minimum of two (2) years of experience in dispatch operations.

✓ Pass a criminal background check performed by the Authority Having Jurisdiction

✓ Have a signed letter from the head of agency acknowledging/approving participation in ALTERT on file with the ALTERT State Coordinator (Renewed by January 1 of even-numbered years).

✓ Possess positive interpersonal communication and leadership skills.

✓ Possess an excellent working knowledge of the appropriate public safety emergency response operation and equipment as it relates to the member's role.

✓ Possess an ability to adapt and be flexible with different policies, procedures, equipment, and geographic areas.

✓ Possess an ability to adapt to poor environmental conditions such as no beds, cold meals, and no running water.

✓ Possess excellent people and teamwork skills inclusive of cultural diversity.

✓ Possess excellent documentation skills.

Apply and be credentialed through the COMU program (if part of AL-COMU/STR)

### ALTERT Telecommunicators Requirements

In addition, all members must have completed the following online courses from the FEMA/EMI website[[1]](#footnote-1) *Note:* All ICS Courses should be the most current version (listed on the ALTERT website):

✓ IS- 5 An Introduction to Hazardous Materials

✓ IS-100, Introduction to the ICS

✓ IS-144, Telecommunicators Emergency Response Taskforce (TERT) Basic Course

✓ IS-200, ICS for Single Resources, and Initial Incidents

✓ IS-700, National Incident Management System (NIMS), An Introduction

✓ IS-800, National Response Framework (NRF)

Further, all members must have the following courses completed:

✓ Basic Public Safety Telecommunications Class that lasts 40 hours

✓ CPR certification

*Attachment;*

*MOU*

*Letter from agency*

1. <https://training.fema.gov/nims/> [↑](#footnote-ref-1)