Hurricane Michael
AFTER ACTION REPORT

BACKGROUND:

1. Incident Name:
   Hurricane Michael FL-TERT Deployments

2. Incident Reviewer:
   Natalie Duran

3. Date of Review:
   Oct. 11-Oct.26, 2018

4. When the review was completed: February 2019
   o During an Incident
   o After Incident Completion

5. Participants:

<table>
<thead>
<tr>
<th>NAME</th>
<th>JOB TITLE</th>
<th>ROLE IN TEAM</th>
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<tbody>
<tr>
<td>Natalie Duran</td>
<td>FL-TERT State Coordinator</td>
<td>Coordinate Deployments &amp; work with SERT ESF4/9</td>
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<tr>
<td>Christine Wade</td>
<td>State Database Coordinator-Central Reg. Coord.</td>
<td>Coordinate agencies response to deploy</td>
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<tr>
<td>Ricky Rowell</td>
<td>NE Regional Coord.</td>
<td>Coordinate agency response to deploy</td>
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6. **Mission Objectives**

- To provide FL-TERT Teams for relief to Emergency Communications Center impacted by Hurricane Michael in the Panhandle area.
- Support staffing to ensure public and emergency responder safety
- Maintain daily operations with FL-TERT members deployed, and Agencies administrators.
- Follow the ANSI Standards for TERT Deployments
7. Pre-Deployment Summary:

On October 10, 2018, Hurricane Michael makes landfall in Mexico Beach, FL. The first Category 5 hurricane since Hurricane Andrew in 1992. It impacted the Emergency Communication Centers in Florida’s Panhandle and Panama Beach. Prior to landfall, Our FL-TERT Coordinators established notifications of pending deployments with agencies in the State of FL via emails, phone calls, social media page. A request for FL-TERT Members to establish readiness to deploy.

8. Deployment Summary:

The initial request came from the State’s Emergency Services requesting a FL-TERT Team to respond to Bay Co in the evening of Oct. 10, 2018. First teams to respond to Bay Co: Mission # 02-036-18

- Pasco County SO
- Manatee Co Fire
- St. John’s CO SO
- Nassau CO SO
- Okaloosa ECC Fire
- Santa Rosa ECC Fire

A total of 18 FL-TERT Members to include 5 Team Leaders deployed from Oct. 11-16. One member from Okaloosa ECC Fire responded the night before to assist for one night until the arrival of Teams on Oct. 11.

The following agencies responded relieving the first initial team of 18 from Oct. 16-21. A total of 15 members with 2 TL responded.

- St. Augustine PD
- Manatee Co Fire (One member was extended on this mission from the initial mission to assist with coordination in center)
- OCSO
- Collier CO ECC

Lynnhaven was co-located at Bay CO and requested a team of two to relieve their
dispatchers.

St. Augustine PD responded from Oct.18-21. **Mission # 02-089-18**

The following agencies relieved the teams on Oct. 21-26. A total of 6 members to include 2 TL closed out the mission a Bay CO.

- OCSO
- Nassau CO SO

As Communications started to come up again, we received a request from CALHOUN CO on Oct. 14. Two Members from OKLAOOSA CO responded till Oct. 16. On Oct. 16 we relieved them with 2 members from Santa Rosa Fire till Oct. 21. On Oct 21-26 St. John FD completed **Mission # 02-056-18**

On Oct 16 we received a TERT Team request for Jackson Co. The following members with 2 TL’s responded from Oct 16-21: **Mission # 02-068-18**

- Tampa PD
- Seminole CO SO
- Palm Beach Garden

They were relieved on Oct. 21-26 by a team of 6 members & 2 TL’s. By the following agencies, Mission closed.

- CCSO
- PBCFR

A total of 39 FL-TERT members from 9 agencies responded to BAY CO. A total of 20 FL-TERT Members from 9 agencies responded to Calhoun, Jackson and Lynnhaven.

Approx. 60 FL-TERT Members were deployed during Hurricane Michael from Oct. 10-26, 2019

Issues encountered and addressed:

- Bay Co. Overwhelmed with duties and responsibilities, TERT members relied on each other for direction at times.
- We know of three (3) Bay Co Dispatchers who had significant loss to their homes. I reported this to our FL-APCO Chapter who delivered a truck of merchandise on
their trip to the Panhandle. Also noted on our FL-TERT FB page.

- Locals not as aware of what FL-TERT mission is. However, were appreciative of the help they received from our teams.
- One agency had no place for our TERT Teams to rest in. A camper from ALABAMA came through for them.
- Food not as accessible in some areas. Operations BB Relief came to the rescue.

9. Post Deployment Summary:

Overall, all our missions were met with success. Our FL-TERT Teams is comprised of a new generation of Telecommunicators coupled with experienced ones that have deployed in the past and or deployed during Hurricane Irma in 2017. Many lessons learned during this deployment and our FL-TERT Coordinators are working in ensuring that all Emergency Communication Center’s (ECC) are aware of what we do and how they can benefit from having their agencies trained for deploying to help another agency and more importantly, have the agencies prepare for a FL-TERT Team to come to their aid during Hurricane season and other circumstances that may warrant a FL-TERT Team Response.
### 10. Mitigation:

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<th>What can be improved</th>
<th>Recommendations</th>
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<td>FL-TERT Basic &amp; Team Leader Training</td>
<td>Every Hurricane Season each agency is asked to have those interested in deploying to go to IS 144 &amp; 1200 (TL) and do a refresher.</td>
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<td>Telecommunicators deploying need more training</td>
<td>An advance class was developed to help those wishing to deploy in the future: “Preparing for Emergency Comm. Center Deployments” is being presented in all Regions. A TTT is being provided so that agencies can train every hurricane season.</td>
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<td>Agencies will benefit from preparing for a possible FL-TERT Response to their agency.</td>
<td>Agencies could benefit from preparing their agencies for a FL-TERT Team responding to their aid. What are your logistical plans for a team(s)?</td>
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<td>Members perception of what to expect in deployments.</td>
<td>An awareness of how to interact with local telecommunicators who have been victimized yet care very much for their own agency and its personnel. Stress management, interpersonal skill training is essential during deployments.</td>
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<tr>
<td>ICS 214 Logs</td>
<td>I received some 214 logs. A segment in our training on how to complete them would be beneficial.</td>
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<tr>
<td>Completing the required State workbook for reimbursements</td>
<td>Though we are grateful for our State Financial rep. John Kohnke, and the help we received; agencies can benefit from understanding what is needed by the State for reimbursements.</td>
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11. Conclusion:

We have had many lessons that have taught us something new in each deployment since 2017 with Hurricane Irma and with Hurricane Michael. (2018) This deployment was met with some challenges, but we overcame most of them as we focused on our mission of helping our Telecommunicators and their agencies recover during their worse moments. I am confident that our FL-TERT Teams were able to assist the agencies in recovering after this hurricane and give them a boost in getting their centers back to semi-normal operations.
12. Maps
13.PHOTOS
14. FL-TERT Team Testimonies

All our deployed FL-TERT Teams expressed their gratitude at being welcomed by the local Dispatchers in each Emergency Communication Centers (ECC) upon their arrivals. Many expressed the need for more awareness and training for our ECC’s to be fully prepared for TERT Deployments every Hurricane season in the State of Florida.