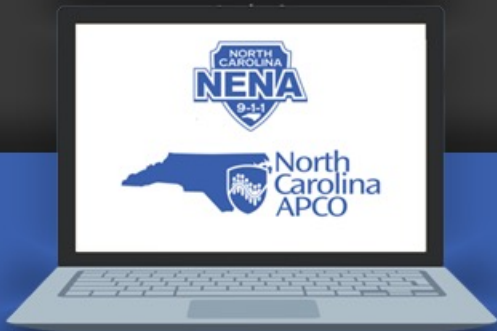


# When the Storm Hits

Leveraging resources for disaster response

Tracy Eldridge,  
CEO | Trainer | Host  
On Scene First

Dan Wright,  
Deputy Director  
Baldwin County 9-1-1



# Tracy Eldridge



On Scene First



Podcast Host



Formerly  
RapidSOS



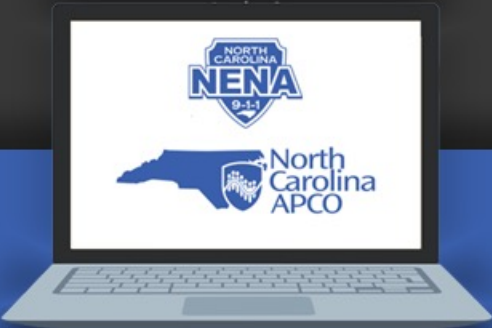
Recovering  
911 Director



Firefighter  
EMT



Instructor



# Dan Wright



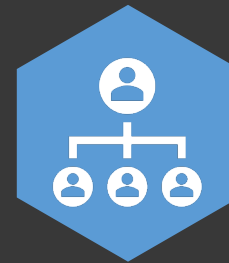
Deputy Director



Firefighter  
EMT



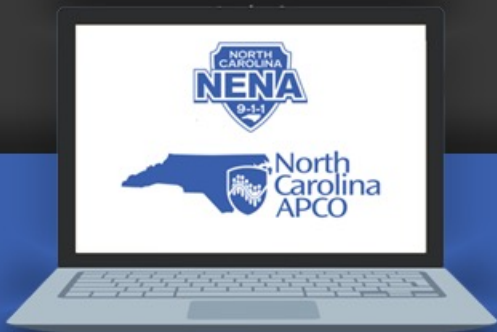
Podcast Host



Past NENA  
President



BBQ Master



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# Agenda



Hurricane Sally



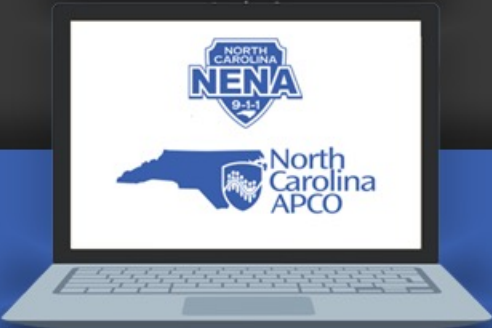
TERT



Embracing Technology



Well-being of the TC



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SOLUTIONS

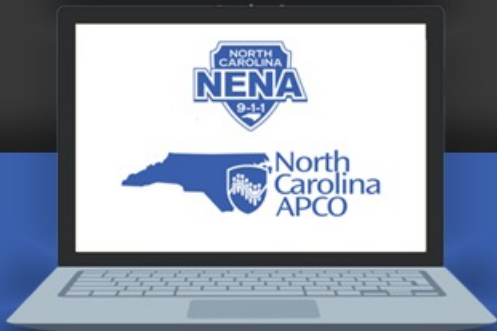
# Translation

DAY-TAH



DATA

DAD-A

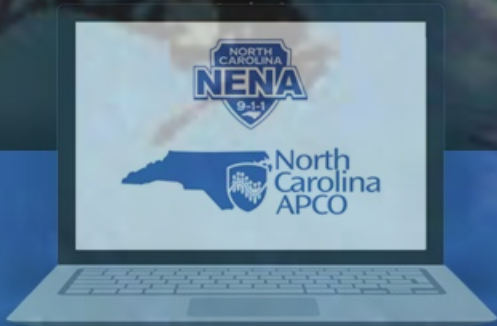


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# Hurricane Sally September 16, 2020



HORIZON  
CONSOLES  
PART OF SBFI GROUP

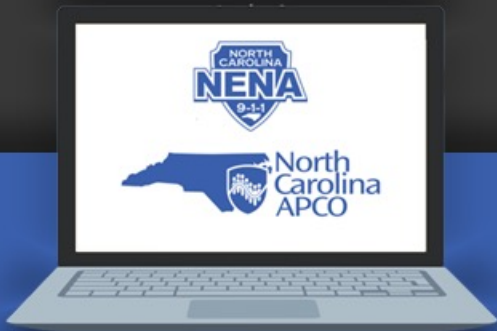


MOTOROLA  
SOLUTIONS

# Telecommunicator Emergency Response Taskforce

---

# TERT



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CONSOLES  
PART OF SBF GROUP

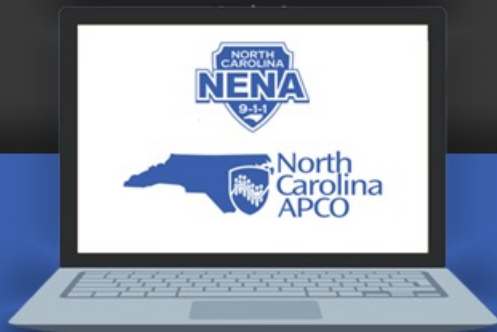


**MOTOROLA**  
SOLUTIONS

# Mission

---

In partnership, the National Emergency Number Association and the Association of Public-Safety Communications Officials-International are dedicated to the development of a nationally recognized program for telecommunicator mutual aid response in the aftermath of disasters, providing information as to operational deployment of Telecommunicator Emergency Response Taskforce (TERT) programs and taking a leadership role in assisting governmental agencies in the development of TERT style programs at the regional, state and local levels.





# Social Media Plea



**Dan H. Wright** • 1st

Deputy Director, Baldwin County 9-1-1; Immediate Past President, Alabam...

7mo • Edited •

ATTENTION 911 FRIENDS, YOU MUST FOLLOW THE DIRECTIONS BELOW TO BE CONSIDERED TO HELP US!!! You will be contacting Director Joby Smith. Provide Name, Agency, how long you can be deployed.

-----  
Baldwin County, Alabama 911 has requested immediate TERT assets but are unsure as to where this will land with the State - depending on what we hear back we may need assistance from other jurisdictions. Please let us know if your agency may have personnel available to deploy in teams of at least 6 for at minimum 7 days - we really need a team here as soon as the winds subside. Our communications are very spotty right now so Facebook or texting may be the only way to reach me, texting is preferred but please let me know who you are. My cell numbers are 251-228-6030 (preferred) and 850-348-0539. Feel free to share within the proper channels.

[#iam911](#) [#nena](#) #911

[Tracy Eldridge](#)



**Dan H. Wright** • 1st

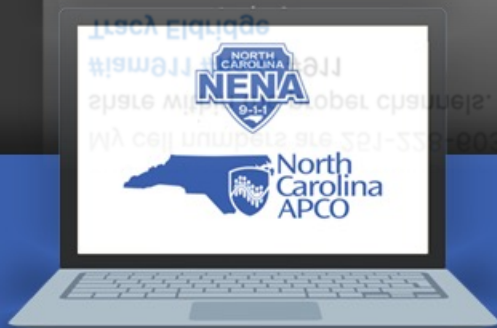
Deputy Director, Baldwin County 9-1-1; Immediate Past President, Alabam...

7mo • Edited •

0930 Update:

We just received word that Alabama has approved or EMAC request for 4 TERT teams and the response is being coordinated.

Y'all are simply amazing!



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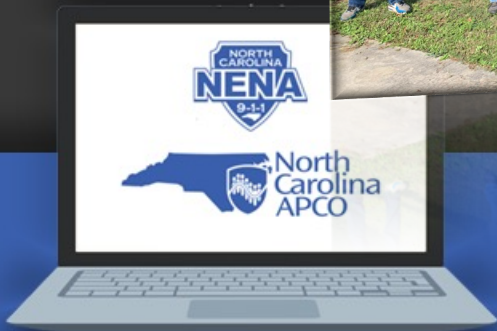


CALLING IMPACT

# 911 CALL OPERATORS IN OVERDRIVE

BALDWIN COUNTY

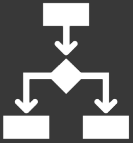
# Alabama, Florida, Georgia, Tennessee, Louisiana



# TERT lessons learned



Prepare in advance



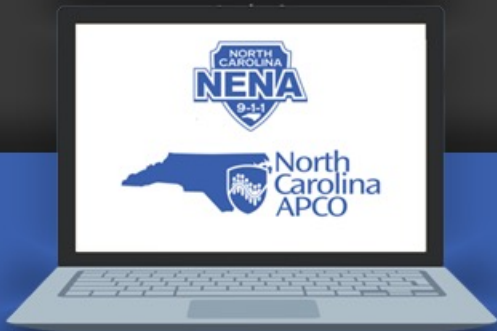
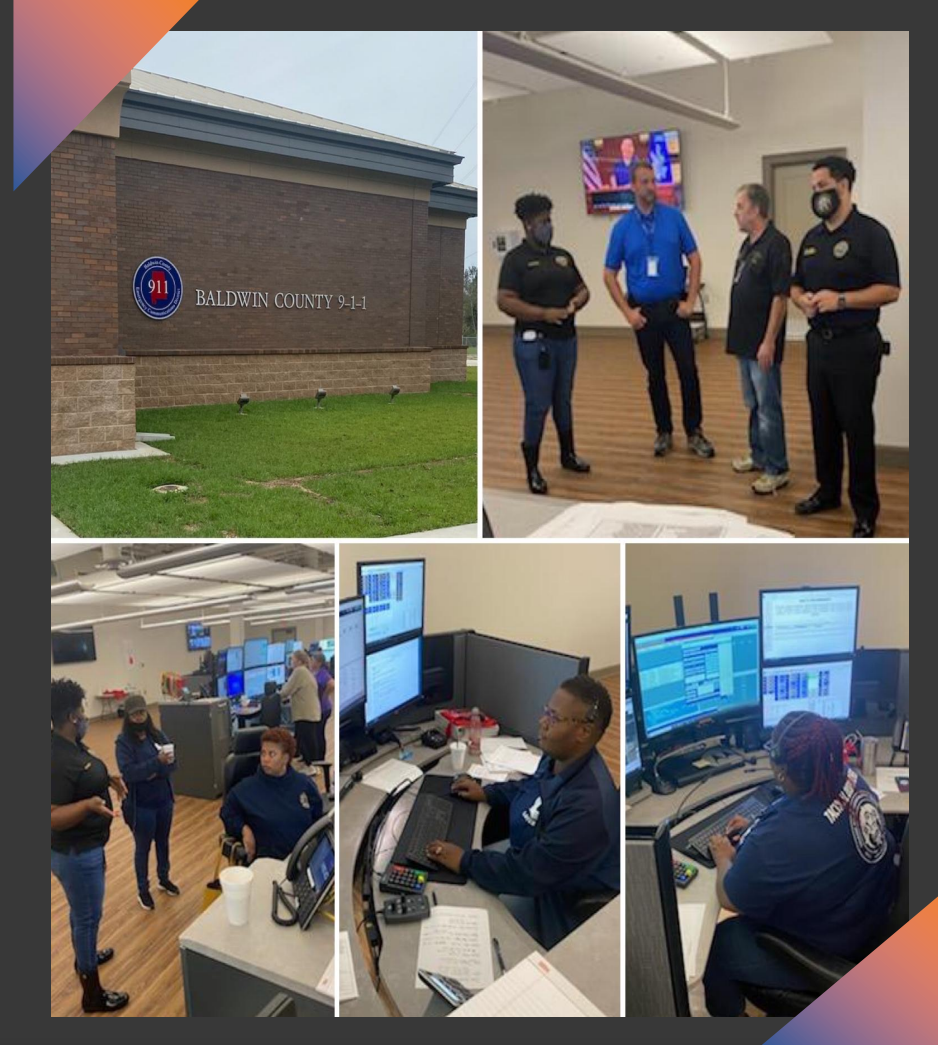
The importance of having a process



Communicate with your staff



Set the level of training expectations



# Some calm in the storm



Snow Cones



Massages



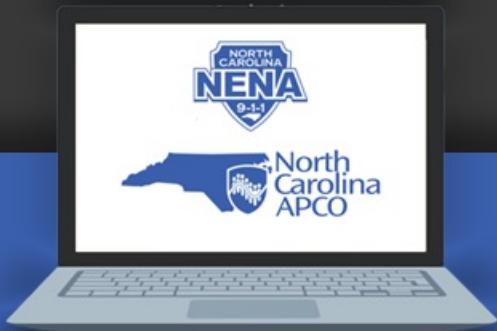
Puppies



Clean up  
Crews



Go Fund me

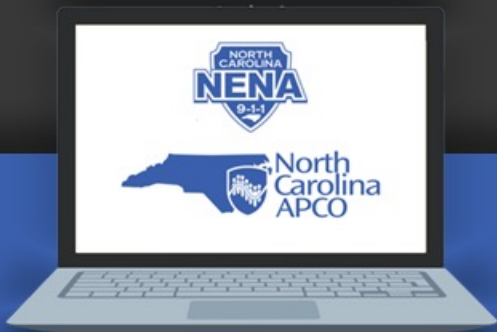


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# How are your folks doing today?

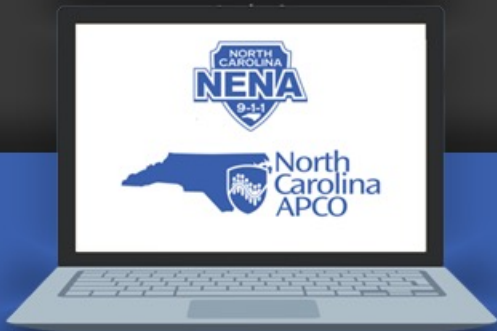


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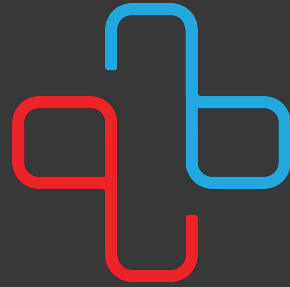


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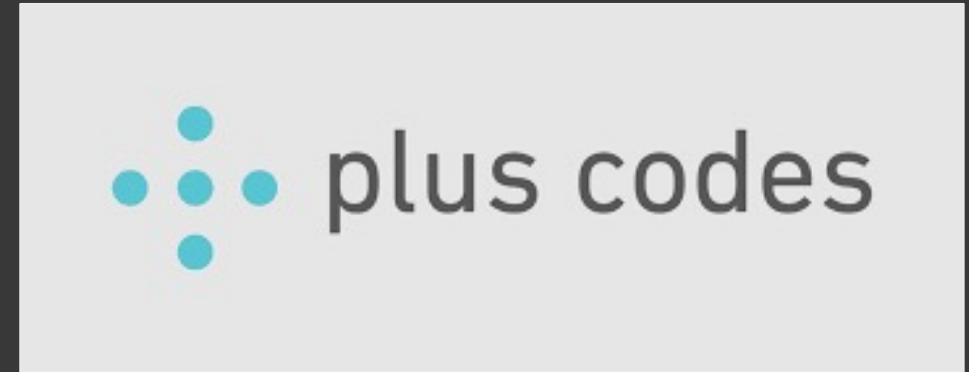
# Leveraging resources for disaster response



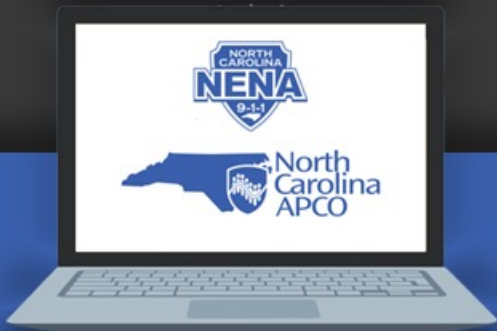
# RapidSOS



# Textity



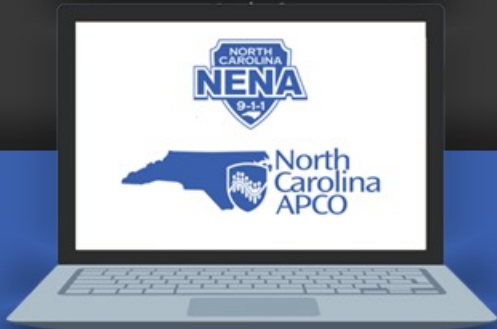
Google Voice







what3Words



///inactivity.however.avoiding



Share

Navigate

Save

This is an example of what you'll share

<https://w3w.co/inactivity.however.avoiding>



Customise share settings



Facebook



Whatsapp



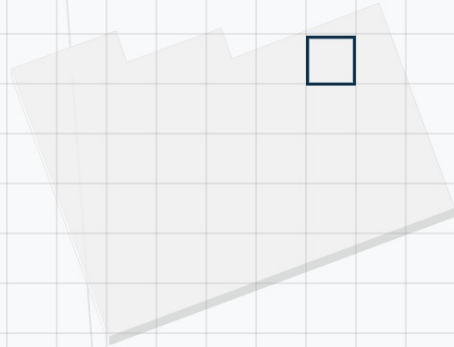
Twitter



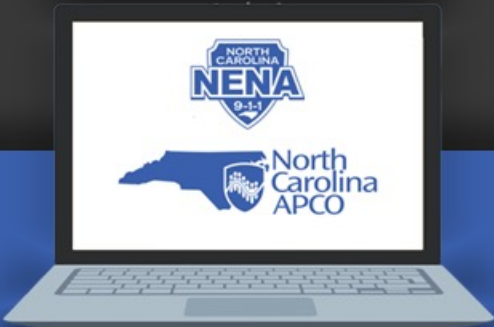
Copy Link



Email



Google



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///disposable.paramedic.liver



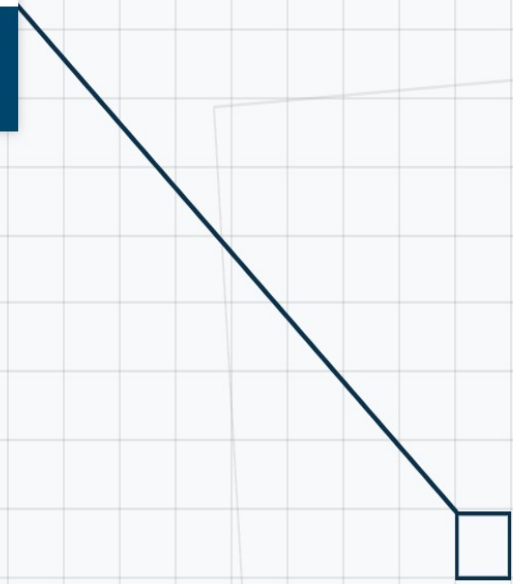
Share



Navigate




Save



RapidSOS 

&

 what3words

RapidSOS  PORTAL Regional\_Old\_Colony\_Communications\_Center

Search or filter for... 04/18 11:19:35

▼ Phone number

911

All Calls  
Regional Old Colony Communications

4/18/2021 at 11:09 AM

4/18/2021 at 10:54 AM • Add'l Data Avail.

Phone Number [REDACTED]

● Most Recent Location

4/18/2021 | 10:55:33 AM

24 minutes ago

Estimated address [REDACTED]

Altitude -5.5 meters

Indoor Location

Vertical Uncertainty 15.0 meters

Longitude -70.84672

Latitude 41.75687

what3words //sleepers.outlooks.forth...

Uncertainty Radius 8.1 meters

Source Apple

Confidence 95%

Apple Enhanced Emergency Data

Emergency Profile

Snows Pond

Gifford Ln

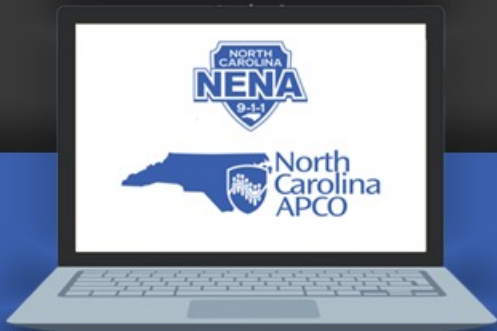
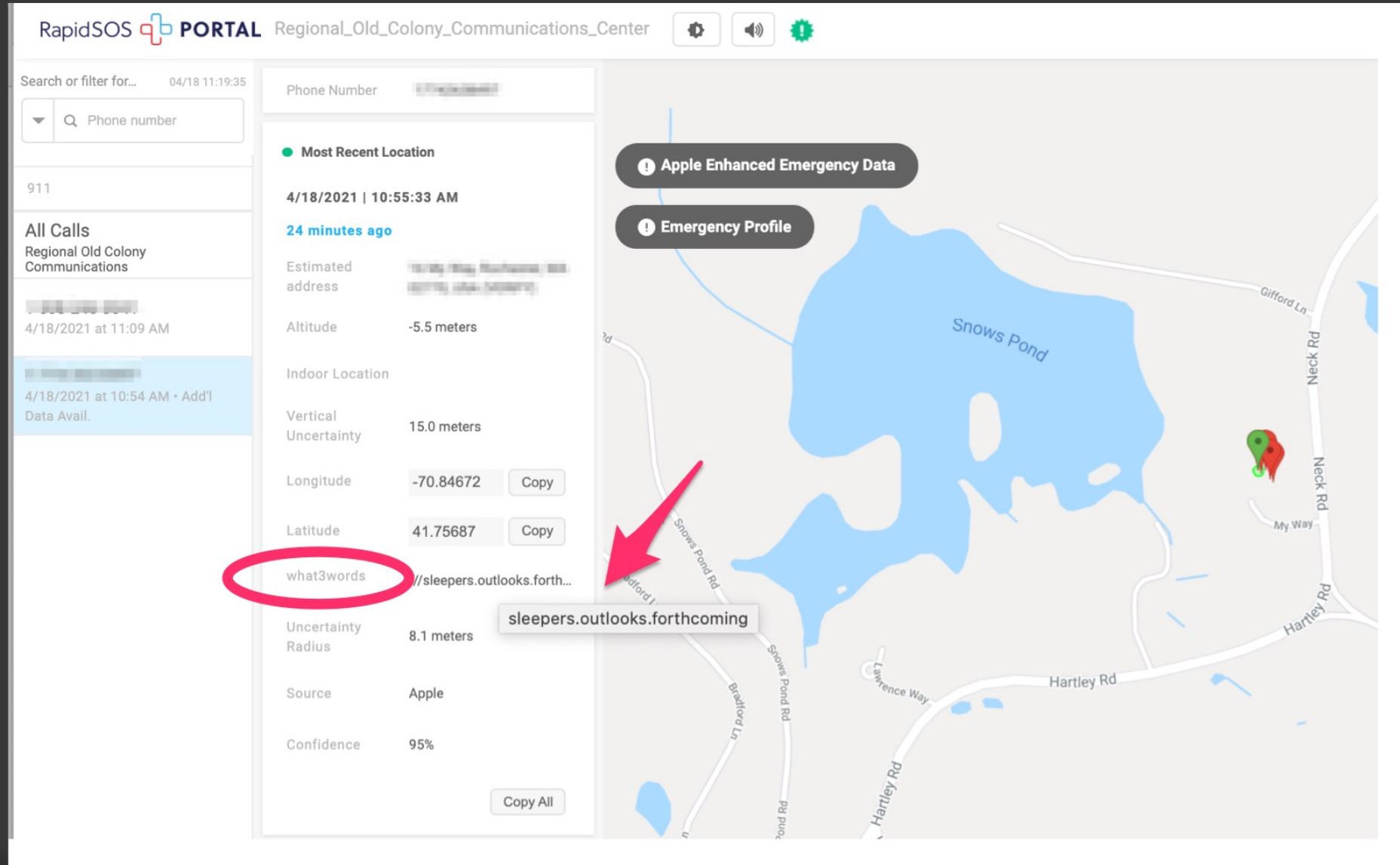
Neck Rd

My Way

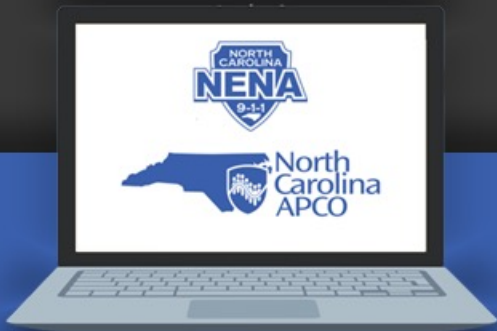
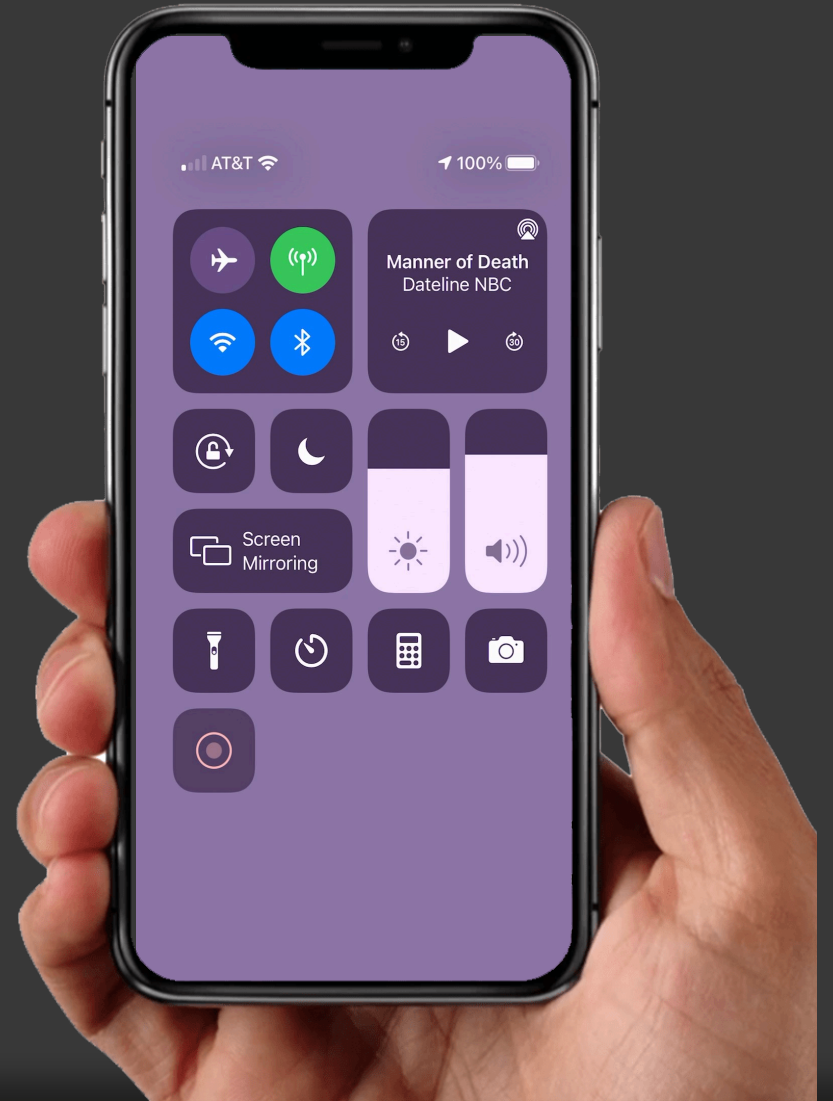
Hartley Rd

Lawrence Way

sleepers.outlooks.forthcoming



# For the field responder





Plus Codes

Learn

Technology

Support

Small and Medium-sized Business

Commercial Delivery

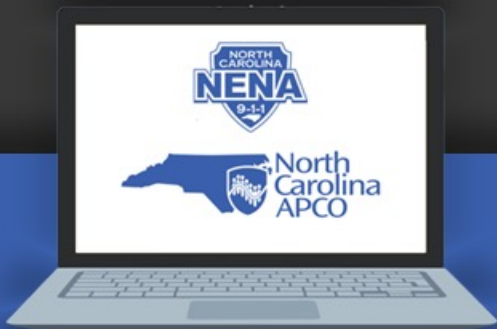
Emergency Services

Government

NGO

## Emergency Services

Help responders get assistance to citizens as fast as possible, with Plus Codes that pinpoint locations accurately. Coordinate rescue efforts with partner agencies for rapid service using an easy to use shared location code.



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# Textity

- Can text out
- Cell service overload
- RapidSOS Location

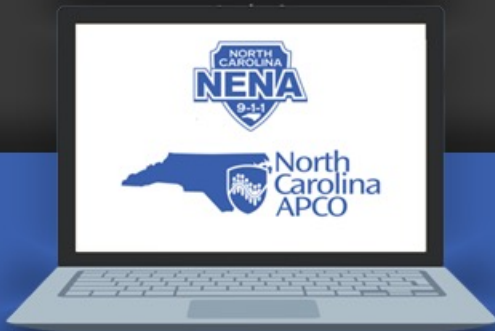
The screenshot displays the Textity 9-1-1 interface. On the left, there is a sidebar with the Textity logo, '0 Inbound Calls', '9-1-1', and 'My DIALOGS' section showing 1 inbound and 0 outbound calls for the number (205) 294-0944. Below this, call details are listed: Carrier: AT&T Wireless, Elapsed Time: 00:02:06, Auto-close in: 18:20, Conferenced: No, Barged: No, and an 'End Dialog' button.

The main area features a map with a location marker and a table of call events:

Field	Value
Location Type	Enhanced
Latitude	30.56204
Longitude	-87.73055
Radius	65.0 meters
Confidence	95

Message	Time
Location Event Received - <a href="#">View marker on map</a>	08:38:35
Latitude: 30.562028   Longitude: -87.730368   Radius: 40 meters Approximate location at center: 23433, McAuliffe Drive, Robertsedale, Baldwin County, Alabama, 36567, United States	
(205) 294-0944 Test	08:38:37
101-003-5101 We received a 911 call from your cell phone, do you have an emergency?	08:39:00
Enhanced location query was successful - Showing new location on map	08:39:30





Google Voice

Voice Search Google Voice

Send new message

(774) 263-... 3:11 PM

spotlights.elaborated.notice

Please click on the link so I can find you.

3:04 PM

<https://findme.v...>

3:05 PM

Tell me the 3 words that appear or tap the two papers on top of each other to copy the 3 words and post them back here.

3:11 PM

spotlights.elaborated.notice

(774) 263-... 3:11 PM

Type a message

Call as (774) 320-...

Enter a name or number

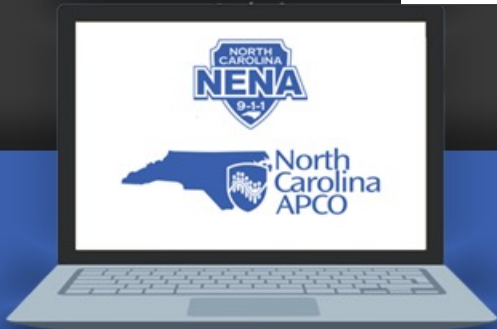
1 2 3  
ABC DEF

4 5 6  
GHI JKL MNO

7 8 9  
PQRS TUV WXYZ

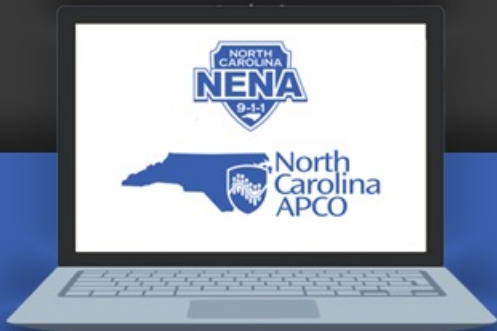
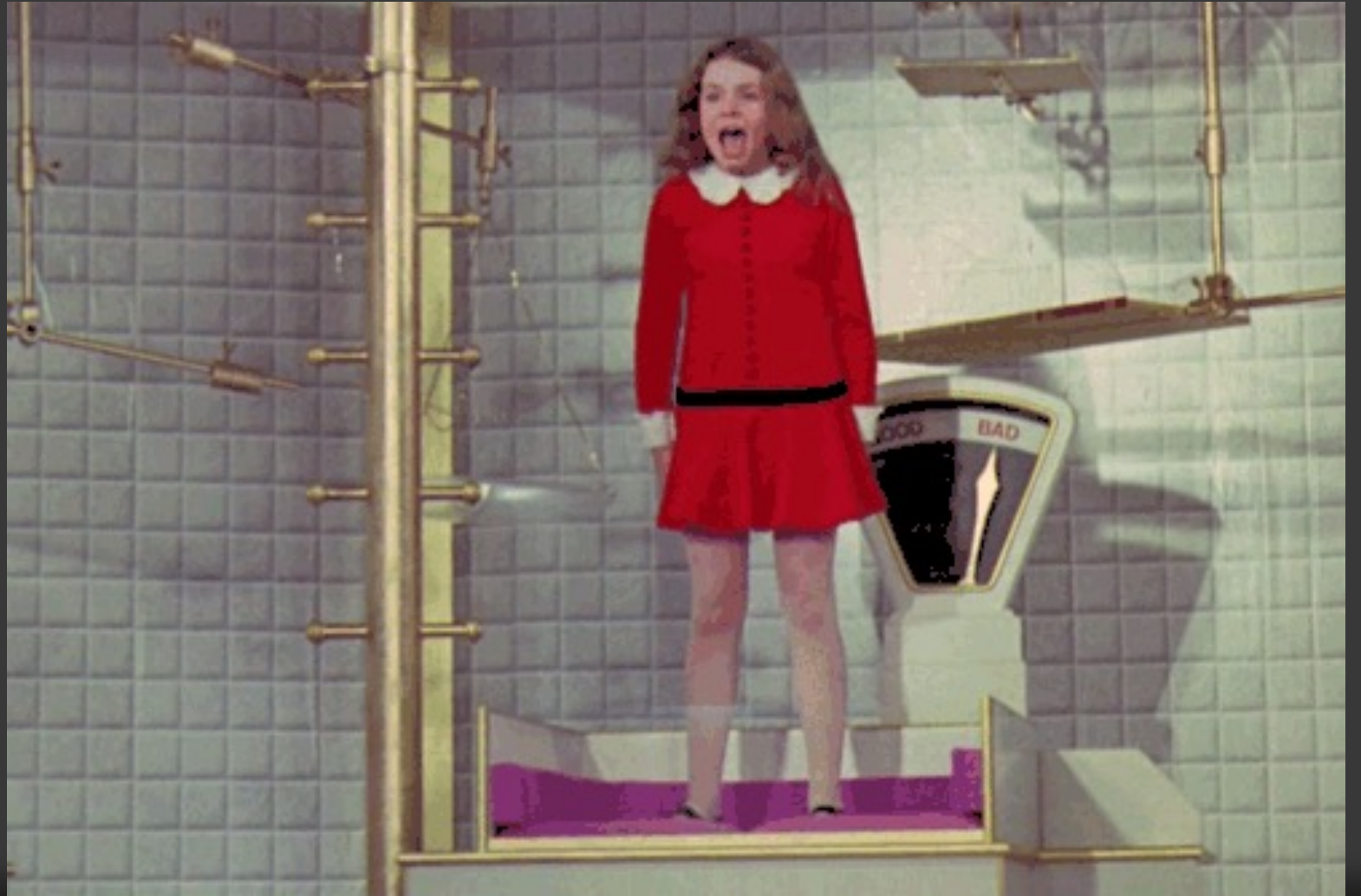
\* 0 #

Hide keypad





But Director.....  
I want it ALL on  
one screen!!!!



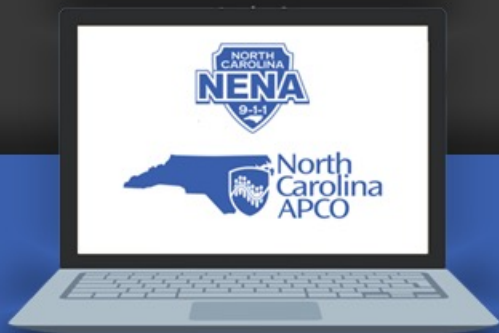
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SOLUTIONS

# Are you connected to the mission?

~Tyrell Morris



# Thank you

Tracy Eldridge

teldridge@onscenefirst.com

Dan Wright

danhwright@gmail.com

