

# Go Team Communication Test

March 15-16, 2023



# Scenario



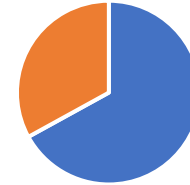
- Validate who we can expect to respond/be available for planned events and unplanned deployments
- Send SMS & email to GoTeam Deployment group  
MCCERT Communications TEST // Reply with name and time message received // DO NOT DEPLOY!
- Track responses via SMS and email
- Deployment goal: Responders on-site in 90 min



# Results



- 67% response rate (60 out of 89)



■ Resp ■ No Resp

- 55% by SMS, 45% by email



■ SMS ■ email

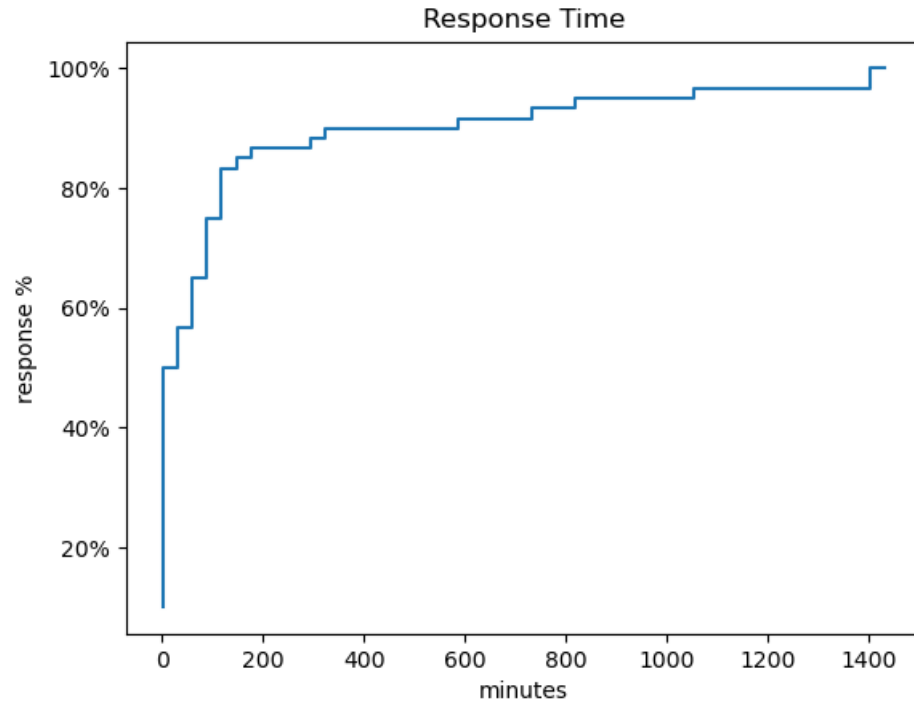
# Results



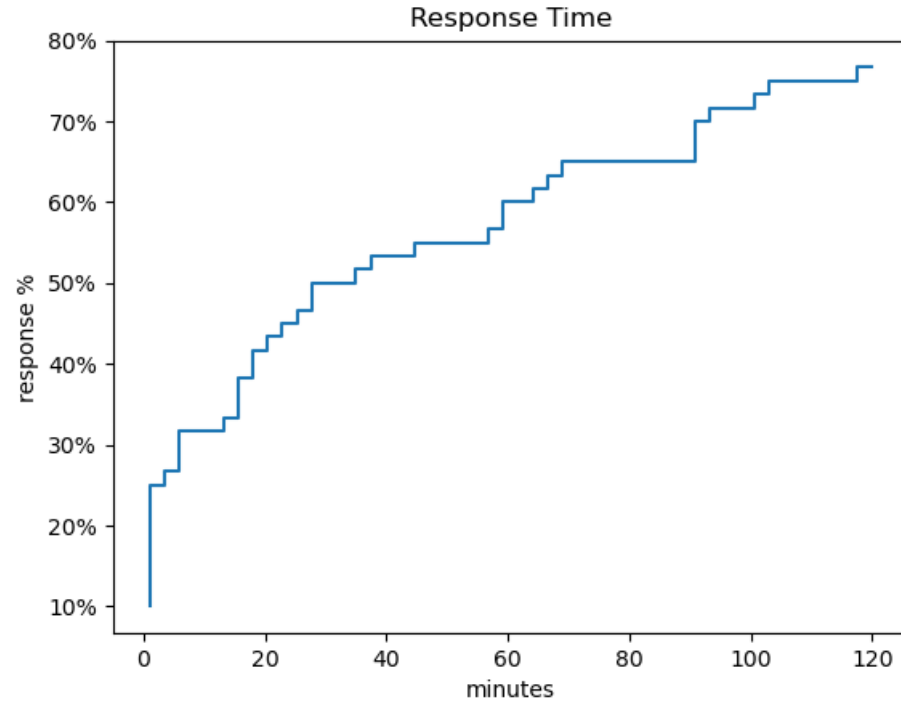
- Fastest response: <1 min
- Slowest response: 23h59m
  
- 25% in <4.5 min
- 50% of responses received in <33 min
- 75% in <1h47m



# Response Time



# Response Time



# Observations



- Use military (24-hour clock) time
- Review contact information in CERVIS and keep up-to-date
- Add Montgomery County CERT to your contacts
  - email: [info@montgomerycert.org](mailto:info@montgomerycert.org)
  - SMS: 240-392-3780
  - These are where CERT dispatch messages originate



# Dispatchers Needed



Dispatch is a vital to the Go Team!

Responsibilities include:

1. Alert and coordinate arrival of Go Team members to staging area for any deployment
2. Serve as a communications hub for the CDO
3. Coordinate additional resources requested by the CDO
4. Account for Go Team members leaving deployment and track when off-duty



Coordinate; Communicate; Account for Personnel

# What you need



- Tools:
  - Internet and phone access; Email
  - CERVIS – Personnel and Event Information
  - Google Sheets – Dispatch Template
- Time:
  - 90 minutes before event/deployment
  - Until everyone is off-duty
- Willingness:
  - Organized, patient, and available



Dispatcher training is simple (~1 hour + OJT coaching)

# Interested?

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