

Brochure

Motorola Emergency Response Team (MERT)

On-site support in times of disaster and crisis



The Motorola Emergency Response Team (MERT) is a specialized unit dedicated to providing critical communication support during times of crisis, emergencies and natural or man-made disasters. With a rich history stretching back to 1945, MERT has been tirelessly supporting disaster relief efforts since its inception. The team embodies Motorola Solutions' commitment to ensuring public safety and maintaining essential communication systems, rapidly mobilizing to help communities establish mission-critical radio communications and regain control when disaster strikes.

What MERT does

MERT offers a comprehensive range of "full-on, boots-on-the-ground support" services to help you recover and maintain operational resilience. Our primary goal during disaster response is to keep your radio networks and critical communication systems up and running. This includes a variety of actions:

Emergency response teams

MERT is best known for dispatching teams to help communities recover from events like hurricanes, tornadoes and fires.

Infrastructure support

MERT can deploy backup generators, repair and realign radio infrastructure and replace antenna line feeds to restore mission-critical communications.

Backup devices and equipment

Providing back-up devices such as two-way radios and fast-tracking equipment orders is crucial for ensuring you have the necessary tools.

Proactive health checks

In anticipation of events like hurricanes, MERT conducts remote health checks on critical systems, including LMR, Command Center and Fixed Video. They also dispatch local Field Service Operations (FSO) personnel and Motorola Solutions partners to physically check on sites, generators and batteries.

Mutual aid coordination & emergency CAD systems

MERT can assist with mutual aid coordination and deploy emergency Computer-Aided Dispatch (CAD) systems.

Business Continuity Planning (BCP)

MERT can help establish or leverage Business Continuity Plans to ensure operational resilience during emergencies and disasters.



How MERT responds: Criteria and process

The core criterion for MERT's response is simple: a public safety agency or community needs help in a crisis situation. The process for MERT deployment varies based on whether the event can be anticipated or strikes suddenly:

Anticipated events (e.g., hurricanes)

When there's advance warning, MERT engages in proactive measures. This may include remote health checks on customer systems, pre-event check-ins to understand emerging needs and the pre-positioning of resources to ensure a swift response once it's safe to deploy.

Impromptu events (e.g., tornadoes, fires)

For incidents with little to no advanced warning, field leadership determines where and how MERT will be deployed based on the potential severity and impact of the event.

Scope of operations: Who MERT helps and where

MERT primarily assists public safety and government agencies, such as police departments, fire and emergency medical services. While MERT mainly responds to domestic incidents within the U.S., they have deployed internationally when needed.

Notable international deployments include Haiti after the 2010 earthquake and the Bahamas for Hurricane Dorian in 2019. Beyond MERT, Motorola Solutions also has dedicated emergency response teams embedded within our International Managed Services operations, such as those supporting Nodnett in Norway and TETRA Ireland, ensuring network availability, capacity and security for first responders globally.

MERT in action

MERT has a strong track record of making a significant impact, including:

Hurricane Katrina (2005)

MERT played a crucial role in restoring communications infrastructure for New Orleans, LA, providing a quick and effective response.

Hurricane Michael (2018)

After the storm knocked out communications in Mexico Beach and Bay County, FL, as well as Seminole County, GA, MERT's assistance helped customers recover quickly.

Hurricane Dorian (2019)

MERT famously transported Sites on Wheels (SOWs)—self-contained, temporary radio transmission sites—by ship and plane to restore communications on Abaco Island in the Bahamas.

Tennessee Tornado (2020)

After a tornado destroyed an ASTRO land mobile radio (LMR) master site building, MERT swiftly moved the equipment to a new, secure location, restoring the site within 48 hours and making it fully operational by the end of the following day.

Hurricane Ian (2022)

After Hurricane Ian struck southwestern FL, MERT arrived the next day, supporting public safety agencies and keeping critical radio systems running for nine days.

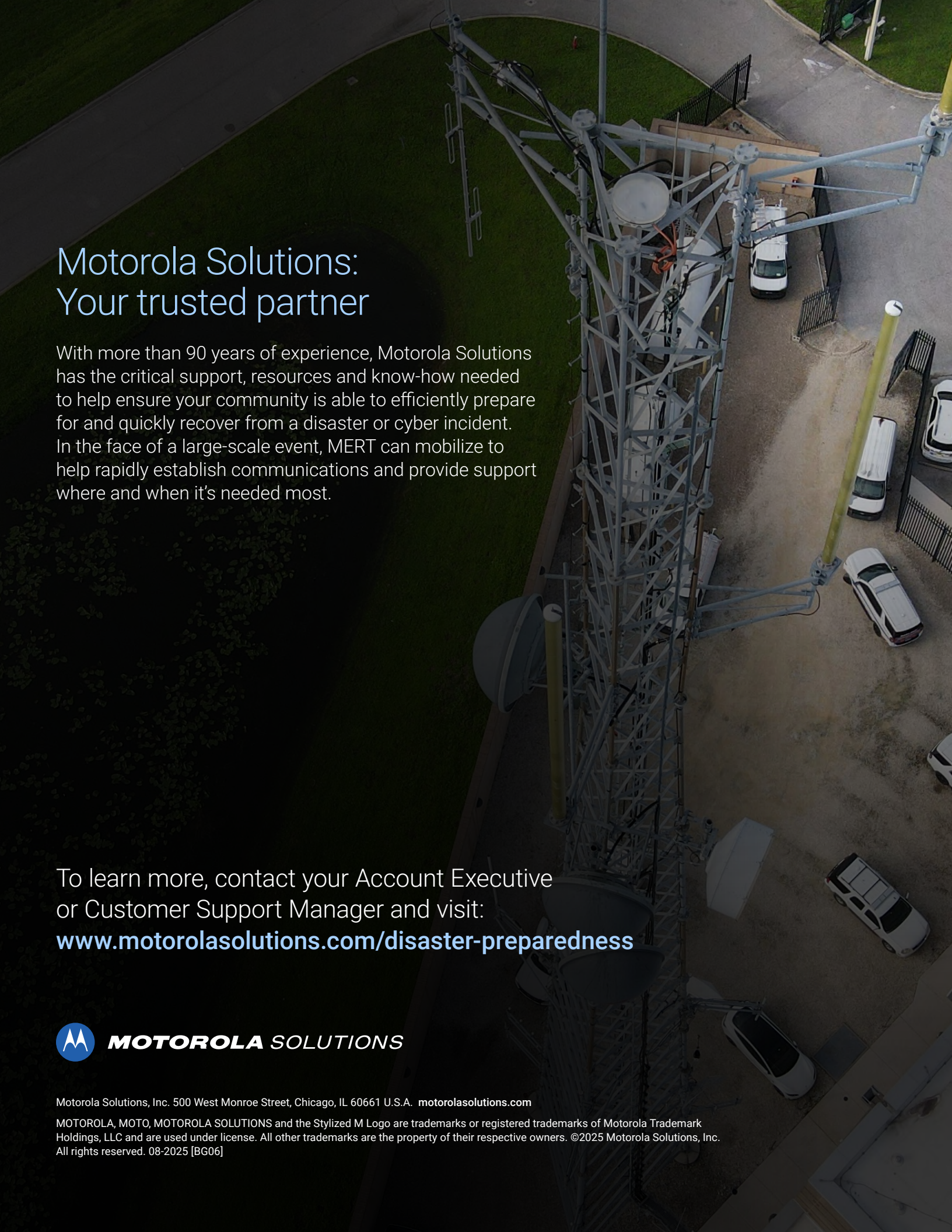
Hurricanes Helene and Milton (2024)

MERT provided essential support to Savanna, GA and Sarasota and Manatee counties in FL by strengthening public safety communications.

Los Angeles, CA Wildfires (2025)

The Los Angeles Regional Interoperable Communications System (LA-RICS) network, supported by Motorola Solutions, handled a 55 percent increase in radio traffic with 100 percent availability. MERT and other teams delivered thousands of chargers and holsters and even chartered a private plane to ship urgently needed batteries.





Motorola Solutions: Your trusted partner

With more than 90 years of experience, Motorola Solutions has the critical support, resources and know-how needed to help ensure your community is able to efficiently prepare for and quickly recover from a disaster or cyber incident. In the face of a large-scale event, MERT can mobilize to help rapidly establish communications and provide support where and when it's needed most.

To learn more, contact your Account Executive
or Customer Support Manager and visit:
www.motorolasolutions.com/disaster-preparedness



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