

Incident Management Team Support



WHO IS HAGERTY?

Hagerty Consulting, Inc. (Hagerty) is a full-service consulting firm that helps clients prepare for, respond to, and recover from disasters.

Since our founding in 2001, we have supported some of the nation's most impactful disaster recovery efforts, bringing expertise in federal grants management, crisis response, and preparedness strategies.

By blending deep programmatic knowledge with practical, results-driven solutions, we deliver lasting impacts that strengthen resilience for those we serve.

To learn more about the innovative solutions we can provide to your business or organization, contact:

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Large-scale, complex, or concurrent disasters often require rapid, coordinated action. To meet these challenges, Incident Management Teams (IMTs) provide critical leadership, coordinating planning, operations, logistics, and other key functions to ensure effective response.

While some organizations can reassign staff to cover these functions, doing so often disrupts other priorities and risks burnout for those involved. Prolonged incidents also require relief rotations and additional support to maintain performance without exhausting internal resources. Hagerty's IMT solutions enable your organization to respond effectively while preserving internal capacity and institutional knowledge.

Our Expertise

Hagerty's Response Cadre professionals provide targeted support to meet your incident management needs. Our IMT professionals:

- Bring deep expertise in incident management and Emergency Operations Center (EOC) coordination across all levels of government
- Have training and prior deployments supporting a variety of IMT positions and are well-versed in Incident Command System (ICS) and National Incident Management System (NIMS) principles
- Require minimal ramp-up time to deliver immediate value
- Apply proven approaches and best practices from a wide range of incidents
- Build capacity while executing tasks ("teach as we do")
- Have Command and General Staff credentials or equivalent training, certifications, and experience

Rapid Activation and Scalable Support

Hagerty rapidly deploys IMT personnel on an as-needed, temporary basis before, during, or after an incident. Deployments typically range from two weeks to over six months, depending on client needs. Throughout a response, we work closely with clients to adjust support levels, adding or modifying expertise as requirements evolve.

Capacity Building and Knowledge Transfer

Beyond immediate operational leadership and coordination, our team develops tools, templates, and processes that strengthen your organization's readiness and preserve institutional knowledge long after deployment.

Types of IMT Support

Single Resource Positions

For targeted staffing gaps or resource-conscious needs, we mobilize individual IMT members to implement incident objectives, assess capacity and unmet needs, and develop strategies for extended response and long-term recovery.

Section Chiefs and Support Teams

Hagerty provides expert personnel to serve as Section Chiefs and Support Staff in EOCs and comparable command environments. Our Response Cadre consists of highly skilled professionals prepared to assume General Staff roles across planning, operations, logistics, and finance. Additionally, our subject matter experts (SMEs) integrate seamlessly within the ICS structure, supporting Section Chiefs and fulfilling Command Staff responsibilities to ensure a fully coordinated and effective response.

While embedded in your operations, we also cross-train staff and document procedures through job aids, templates, and protocols. This approach ensures knowledge transfer and continuity well beyond our engagement.

Our Experience

Hagerty has supported more than 95 response missions across the country, addressing natural disasters, humanitarian crises, industrial incidents, pandemics, and more. Our multidisciplinary team provides real-time problem-solving and on-the-ground support to enable rapid adaptation to evolving challenges. Ultimately, we empower organizations to respond efficiently, recover more robustly, and maintain resilience and continuity during crises.

Case Studies: Hurricane & Wildfire Response Operations

During the 2022 hurricane season, Hagerty rapidly deployed an IMT to support response and recovery coordination on a barrier island. The team established structure within a large group of responders, organized field response, and accelerated the transition to recovery while meeting incident objectives. As part of the same operation, Hagerty embedded Logistics and Operations professionals in the county EOC to serve as deputy Section Chiefs, providing technical expertise and critical relief to local emergency management staff.

Additionally, after a series of catastrophic wildfires, Hagerty deployed staff to key IMT roles at a Joint Field Office (JFO) and other command sites. These positions included Operations Section Chief, Planning Section Chief, Logistics Section Chief, and other technical roles. Hagerty team members integrated quickly and worked closely with all levels of government to advance operations and improve outcomes.

STAND-BY CONTRACTS

Establishing a [stand-by contract](#) before a disaster strikes enables emergency managers to quickly mobilize staff and resources, with no cost until activation.

These agreements streamline procurement and administrative steps, significantly reducing mobilization time. When a need arises, Hagerty works with your organization to determine the specific type, number, and duration of personnel needed.

Our team will also help identify which expenses incurred under the contract may qualify for federal reimbursement.

Additionally, services may be accessible through MOBIS, HGACBuy, and RIEMA 388.

Hagerty's support is fully scalable, with project controls in place to forecast and adjust staffing, track outcomes, maintain quality, and align documentation with cost recovery requirements.

Hagerty Can Help

We combine decades of disaster response and recovery expertise with a collaborative, tailored approach to deliver scalable and effective solutions.

For more information on how our team can support your organization's needs, contact:

development@hagertyconsulting.com