2015

EMERGENCY OPERATIONS PLAN (EOP)

SEDGWICK COUNTY

ESF 2 – Communications

Coordinating Agency:
- Sedgwick County Emergency Management

Primary Agency:
- Sedgwick County Emergency Communications

Support Agencies:

Federal Agencies

- Federal Emergency Management Agency (FEMA)
- Federal Communications Commission (FCC)
- Federal Telecommunications and Information Administration

State Agencies

- Kansas Division of Emergency Management
- Kansas Civil Air Patrol
- Kansas Office of Emergency Communications
- Kansas Highway Patrol (KHP)
- Kansas Department of Transportation (KDOT)

County Agencies

- Sedgwick County Division of Information and Operations
- Radio Amateur Civil Emergency Services (RACES)

City Departments

- City of Wichita Communications Division

Private Sector

- Arrowhead West Inc
- BNSF Railway
- Central Plains Area Agency on Aging (CPAAA)
- The Salvation Army
- Rainbows United
- Starkey Inc
- Timber Lines Transportation
- Union Pacific Railroad
- American Red Cross

Media

- AT&T
- Cox Communications
- KAKE TV-10 (ABC)
- Kansas Public Television Service (KPTS)
- KCTU TV-5
- KSN TV-3 (NBC)
- KWCH TV-12 (CBS)
- KSAS-TV (Fox)
- KFDI (101.3 FM)
- KRZZ (96.3 FM)
- Sprint
- Verizon Wireless

I. Purpose and Scope

A. Purpose

1. The purpose of ESF 2 is to provide resources of member agencies to support emergency communications needs in Sedgwick County. The purpose for the allocation of these assets are:

   a. Establish and maintain communications between and among the key facilities that are integral to efficient disaster operations.

b. Ensure that the Emergency Communications Center is prepared to respond to emergencies, recover, and mitigate their impacts.

c. Ensure that the Emergency Communications Center is prepared to provide the mission essential communications services required during normal operations.

B. Scope

1. ESF 2 coordinates actions to provide temporary communications to support incident management and facilitates the restoration of the communications infrastructure. Specifically, ESF 2 addresses the following:

a. Communications interoperability among field response units

b. Primary and back-up communications systems

c. Communications to and from the Emergency Operations Centers (EOCs)

d. Sources for communications augmentation such as Amateur Radio

e. Other communications systems to support emergency operations.

II. Concept of Operations

A. General

1. ESF 2 is organized consistent with the Sedgwick County EOC, the requirements of the National Response Framework, the National Incident Management System, and the Incident Command System. This structure and system supports incident assessment, planning, procurement, deployment, and coordination and support operations to Sedgwick County through the Sedgwick County Emergency Response Team, Area Operations and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.

2. Procedures, protocols and plans for disaster response activities are developed to govern staff operations at the Sedgwick County EOC and in the field. These are in the form of Emergency Operations Plan (i.e., Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe ESF 2 capabilities. Periodic training and exercises are also conducted to enhance effectiveness.

3. In a large event requiring local or State mutual aid assistance, ESF 2 will work with its support agency counterparts to seek and procure, plan, coordinate and/or direct the use of any required assets.

4. Throughout the response and recovery periods, ESF 2 will evaluate and analyze information communications requests; develop and update assessments of the communications service situation and status in the impact area; and to undertake contingency planning to meet anticipated communications demands or needs.

5. When an event is focused in scope to a specific type or response mode, technical and subject matter expertise may be provided by an appropriate person(s) from a supporting agency with skills pertinent to the type of event, who will advise and/or direct operations within the context of the Incident Command System structure.

6. The Sedgwick County Emergency Management will support the establishment of communications between key facilities. These facilities have a key role in emergency response and recovery under the National Incident Management System.

7. The communication systems identified for Sedgwick County are provided below and are grouped in order based upon their level of priority for repair and restoration.

Communications		
Communication: 800 MHz Radios		
Priority: High	**Type:** Other	**Quantity:**
Description: External Use, Mobile, Secure - An 800 MHz radio system is a blend of traditional two-way radio technology and computer-controlled transmitters. The system's main advantage is that radio transmitters can be shared among various departments on campus, with the aid of computer programming. Virtual radio groups called "talk groups" are created in software to enable private departmental conversations. This gives the new system the appearance of having many "frequencies," when in fact everyone is sharing only a few. Portable radios (handhelds) issued to all public safety personnel (law enforcement, fire, EMS, emergency management). Mobile radios mounted in all emergency response vehicles.		
Communication: Cell Phones		
Priority: High	**Type:** Other	**Quantity:**
Description: External Use, Mobile - Cell phones allow for person to person mobile voice and text communications.		
Communication: Government Emergency Telecommunications Service (GETS)		
Priority: High	**Type:** Other	**Quantity:**
Description: External Use, Mobile, Secure - The Government Emergency Telecommunications Service (GETS) provides National Security/Emergency Preparedness (NS/EP) personnel a high probability of completion for their phone calls when normal calling methods are unsuccessful. It is designed for periods of severe network congestion or disruption, and works through a series of enhancements to the Public Switched Telephone Network (PSTN). GETS is in a constant state of readiness. Users receive a GETS "calling card" to access the service. This card provides access phone numbers, Personal Identification Number (PIN), and simple dialing instructions.		

Communications

Communication: Internet and Email

Priority: High	**Type:** Data	**Quantity:**

Description: Internal Use, External Use - The internet is used to access email systems, post information on websites, and access situational information.

Communication: Mobile Communications Center

Priority: High	**Type:** Other	**Quantity:**

Description: Internal Use, External Use, Mobile, Secure - A mobile communications center provides mobile emergency response capability, interconnectivity and interoperability between federal, state and local emergency response entities. Its primary purpose is to provide the capability to establish an alternate EOC anywhere in the County. In addition to serving as a network hub for the County's alternate EOC, this asset is available to assist local agencies who have lost connectivity. It may be hardwired to local power, telephone, cable television and internet systems or operated independently with onboard generators and satellite connectivity for telephone and data connectivity.

Communication: MOTOBRIDGE

Priority: High	**Type:** Other	**Quantity:**

Description: External Use, Secure - A statewide fixed-site communications interoperability gateway available to emergency responders is called MOTOBRIDGE. This system consists of 76 tower sites owned by the Kansas Department of Transportation and operated by the Kansas Highway Patrol dispatch center in Salina. The MOTOBRIDGE can handle VHF Low Band State channels (50-60 MHz), VHF High Band National channels (150-160 MHz), UHF National channels (450-470 MHz), 800 MHz National Channels (760-870 MHz), and the KHP Event talk groups (Kansas Digital Trunked P-25 Radio System users). Each tower is microwave linked and consists of one control channel and five repeaters, with generally a 20- mile footprint of local coverage. One patch station to station can handle up to five channels (party line). Methods of requesting patching through the MOTOBRIDGE are: Call channel on the radio, *47 on a cell phone, Telephone KHP Dispatch Center, and teletype via the KCJIS network. Information needed from the caller consists of: Home County/City or position, Identify basic location, waiting for acknowledgement from KHP Dispatch of patch completion.

Communications		
Communication: RACES Amateur Radio		
Priority: High	**Type:** Voice	**Quantity:** 18
Description: Internal Use, External Use, Mobile - RACES volunteers each issued radios, mounted in RACES vehicles and command van, one emergency management vehicle, each of the major hospitals with a base station.		
Communication: CodeRed Activation		
Priority: High	**Type:** Data	**Quantity:** 1
Description: Internal Use, External Use, Mobile, Secure - Licensed software with over 200 recipients and 14 issuers, managed through the Sedgwick County Health Department. Notifications through voice and text with report back status.		
Communication: Fax Machine		
Priority: Moderate	**Type:** Other	**Quantity:**
Description: External Use - Fax machines allow for the transmission of documents over phone lines to other receiving fax machines.		
Communication: Outdoor Warning Devices		
Priority: High	**Type:** Other	**Quantity:** 145
Description: External Use - Located throughout the county in densely populated areas and outdoor event locations. Routinely sounded on Monday's at noon depending on weather. McConnell AFB has a base located siren system capable of digital tone and voice notifications.		
Communication: Hard Line Phones		
Priority: Low	**Type:** Other	**Quantity:**
Description: External Use - Hard line phones allow for voice to voice communications.		

8. Communications Infrastructure

The emergency communications center is located on the second floor of the Public Safety building (714 N Main) and is staffed on a 24/7/365 basis. Sufficient communications, warning equipment, and personnel are available to provide communications necessary for most emergency situations. In severe emergencies augmentation may be required. The County has a wide variety of emergency

communications equipment including: radios (fixed, mobile and handheld), pagers, telephones (including mobile and cellular), fax machines, etc.

Sedgwick County Emergency Communications will be the lead agency for emergency communications management. Communications in the field will normally be established by radio. Each department or agency having a radio system will designate personnel to operate their system and maintain communications with the County EOC. Sedgwick County Emergency Communications is the primary answering point for 9-1-1 calls in Sedgwick County and provides dispatch services for the Sedgwick County Sheriff's Office, Sedgwick County Fire Department, and Sedgwick County Emergency Medical Service. Additionally, they provide dispatch services for the Wichita Police and Fire Departments, as well as outlying municipalities including: Andale, Bel Aire, Cheney, Clearwater, Colwich, Derby, Eastborough, Garden Plain, Goddard, Haysville, Kechi, Maize, Mt. Hope and Park City.

Classification of Emergency Calls

Law Enforcement

- Priority "E" - Calls where a life-threatening situation exists or a serious felony crime is in progress.
- Priority "1" – A serious crime has just occurred or is imminent, bodily injury has occurred or is imminent or another agency requires immediate law enforcement assistance.
- Priority "2" – A crime has just occurred of a non-life threatening nature and immediate response is not needed to arrest the offender or an incident which indicates a potential, but no certain probability, of a more serious situation than indicated.
- Priority "3" – Does not require a rapid response to prevent injury or property damage. Typically report calls.

Fire and EMS

- Priority "E" – Calls where a life-threatening medical problem exists or serious trauma. Includes all incidents with a person trapped. Example: person not breathing, house fire with persons trapped, motor vehicle accident with someone trapped.
- Priority "1" – Incidents where there is a potential for a problem to worsen, but no one is in immediate danger. Ex: House fire, grass fire.
- Priority "2" – Non-life threatening medical situations, but where a response is still needed. For fire departments, it is checking a situation which is now under control or not an immediate problem. Ex: fall with a single injury to the patient, sick person who is conscious and breathing okay. Gas odor outside, check a fire that is out.

EAS is activated by Sedgwick County Emergency Communications and Emergency Management through civil alerting protocol messaging (CAP) to television and radio broadcasters to include crawlers for visually and hearing impaired. There are no protocols for non-English speaking except through special injects as needed. Further information detailing interoperable communications, frequencies, broadcasters, map

coverage areas, etc. can be found in the attached Sedgwick County EAS Plan.

National Weather Service will send out EAS messaging to media outlets equipped for CAP, and NOAA all-hazards radios, for notifications on weather related events. Based on NWS information, City and County agencies may determine is there is a need for activating the Emergency Accident Reporting Plan (EARP) and provide this through Sedgwick County Emergency Communications for broadcasting to media monitoring stations.

Communications with state and federal government will be through landline telephone links, cellular telephones and/or radio contact. A listing of multi-agency radio zones with assigned channels are attached to this annex.

Numerous county and municipal agencies have communications capabilities and field units communicate among each other and with the County EOC primarily by radio using the 800 MHz trunked system.

The Sedgwick County Radio Shop maintains a list of the radio frequencies used by response agencies in the area.

The Sedgwick County Division of Information & Operations Technology Services department provides information management support to county government departments and offices in general, and maintains the county's wide area network (WAN).

If electronic emergency information systems (9-1-1 dispatch) are not available, paper logs will be used to record events, communications & messages, damage assessments, situation reports, resources utilized, man-hours expended, etc. A backup site has been designated by Sedgwick County Emergency Communications in the event of a failure of the 714 N Main Street Public Safe Building location at the Wichita-Sedgwick County Law Enforcement Training Center. Additional limited backup of southern Sedgwick County may be provided by Sumner County 9-1-1 dispatch.

Sedgwick County Emergency Management's Radio Amateur Civil Emergency Service (RACES) volunteers also provide amateur radio support to the EOC in the event of a disaster, with field assigned personnel and hospital sites as needed.

Information and communications will be relayed to the Sedgwick County EOC and dispersed among the represented agencies along with the Public Information Officer and the Joint Information Center (JIC) if established. Public information will be relayed from the EOC as determined by the lead response agencies and the Incident Commander in the field.

Event logs and communications traffic records are vital for documenting emergency actions for possible post-emergency investigation or after-action reports.

Records documenting the number of people involved in communication activities, whether paid or volunteer are needed for possible reimbursement under Presidential disaster declarations.

Any lease, rental or mutual aid agreements related to the augmentation of communications equipment should be kept.

B. Organization

The Sedgwick County EOC will serve as the central location for interagency coordination and executive decision-making, including all activities associated with ESF #2. Primary dispatching capabilities in the County exist with the Sedgwick County Emergency Communications 911 Dispatch Center. The 9-1-1 Center provides 24-hour dispatching capability for Derby Police Department and Fire Department, Wichita Police Department and Fire Department, Sedgwick County Sheriff and Fire District #1, Sedgwick County Emergency Management, Sedgwick County Emergency Communications, Sedgwick County Division of Public Safety, and Sedgwick County Emergency Medical Services (EMS).

The ESF #2 team members are critical members of the EOC Team and will work within the EOC structure as described in ESF #5 –Emergency Management.

The Sedgwick County Division of Information and Operations (DIO) Information Technology Department and Radio Shop are responsible for planning, installing and maintaining radio communications systems for all county-operated public safety communications centers. Redundancies in equipment, as well as alternate methods to maintain communications links render most equipment outages non-critical.

C. Notifications

The Sedgwick County Emergency Manager or representative will notify the Sedgwick County Fleet Management Director (who directs the activities of the Radio Shop) of Sedgwick County EOC activations and request that a representatives report to the EOC to coordinate emergency communications activities. This is typically accomplished by radio broadcast, digital pager or telephone contact.

The Radio Shop will rapidly assess the need for communications support and identify, acquire and deploy resources to support critical emergency operations. The Radio Shop will also establish procedures to ensure field operations can maintain communications links with both each other and the EOC.

D. Direction and Control

1. The ESF 2 Coordinating Agency is Sedgwick County Emergency Management which is appointed by the Sedgwick County Emergency Management, in coordination with local planning partners. The staff serving as ESF 2 Coordinator is appointed by and located in the Sedgwick County Emergency Management. When ESF 2 support is necessary, the ESF 2 Coordinator coordinates all aspects of ESF 2.

2. ESF 2 complies with the National Response Framework, and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the Sedgwick County Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within Sedgwick County.

3. The ESF 2 may operate at two levels: 1) Sedgwick County EOC; and 2) Field operations

4. During emergency activations, all management decisions regarding Communications for Sedgwick County are made at the Sedgwick County EOC by the ESF 2 coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Section at the Sedgwick County EOC assist the incident commander in carrying out the overall mission.

5. In accordance with a mission assignment from ESF 2, each primary and/or support organization assisting ESF 2 will retain administrative control over its own resources and personnel, but will be under the operational control of ESF 2. Mission operational control may be delegated to the field by the Sedgwick County EOC.

E. Organization

1. County

    a. During an activation of the Sedgwick County EOC, primary and support agency staff is integrated with the Sedgwick County Emergency Management staff to provide support.

    b. During an emergency or disaster event, the Sedgwick County EOC, Operations Section Chief will coordinate resource support with the Infrastructure Services Branch Chief.

    c. During the response phase, ESF 2 will evaluate and analyze information regarding communications services requests. ESF 2 will develop and update assessments of the communications services status in the impacted area and undertake contingency planning to meet anticipated demands and needs.

    d. The Sedgwick County Emergency Management develops and maintains ESF 2 and accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. However support agencies may develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Emergency Operations Plan. All such documents will be in compliance with the National Response Framework, The National Incident Management System, the Incident Command System and the EOP.

    e. The Sedgwick County Emergency Management shall be represented in ESF 5 (Information and Planning) and keep management of ESF 5 fully apprised of developing conditions as relates to carrying out the ESF 2 mission.

2. State of Kansas

    a. During an activation of the State of Kansas EOC, the Kansas Office of Emergency Communications is the designated lead agency for State communications services and will provide a liaison to facilitate requests for communications service resources to local EOCs.

b. During an emergency or disaster event, the primary and support agencies of ESF 2 at the State of Kansas EOC will report to the Infrastructure Services Branch Chief who reports to the Response Section Chief under the overall direction of the SEOC Manager.

c. The Kansas Office of Emergency Communications develops and maintains ESF 2 and accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. However, support agencies may develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall EOP. All such documents will be in compliance with the National Response Framework, the National Incident Management System, the Incident Command System and the EOP.

F. Alerts and Notifications

1. The Sedgwick County Emergency Management and/or Sedgwick County Emergency Management will notify the County Warning Point (Sedgwick County Emergency Communications) when information comes to their attention indicating that an emergency or disaster situation is developing.

2. The County Warning Point (Sedgwick County Emergency Communications) , will notify the "on call" Emergency Duty Officer and/or ESF Coordinator for ESF 2 when Sedgwick County has been threatened or impacted by an emergency or disaster event as provided in the County Warning Point procedure.

3. ESF 2 will be activated or placed on standby upon notification by the Sedgwick County EOC. The representatives or designees of the coordinating agency will manage the emergency activities of ESF 2. If additional support is required, the ESF 2 coordinating and primary agencies may jointly manage ESF 2 activities.

4. Upon instructions to activate or placement of ESF 2 on standby, Sedgwick County Emergency Management will implement procedures to notify all ESF 2 planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

G. Actions

Actions carried out by ESF 2 are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all ESF 2 agencies and the intended recipients of service.

	Overall Actions Assigned to All Members
	Preparedness (Pre-Event) Actions for ESF 2 - Communications
1	Maintain a central personnel roster, contact, and resource lists to support ESF-2 tasks.
2	Identify who is responsible for initial notification of ESF-2 personnel.
3	Identify responsibilities for liaison roles with state and adjacent county communications officials.
4	Develop standard operating guides and checklists to support ESF-2 activities.
5	Train personnel on EOC operation, the Incident Command System (ICS), and the National Incident Management System (NIMS).
6	Collect, process, and disseminate information to and from the EOC.
7	Develop and maintain ESF-2 Annex.
8	Participate in training, drills, and exercises.
9	Develop and/or identify mutual aid and other support agreements with surrounding jurisdictions and the private sector.
10	Identify alternate or backup communications systems and facilities.
11	Develop and test emergency communication procedures.
12	Develop and/or review procedures for the crisis augmentation of resources.
13	Provide staff and equipment to perform county warning point duties.
14	Identify local emergency notification equipment status and notification procedures.
15	Identify warning systems that will be used for emergency conditions (sirens, radio, emergency alert system, etc...).

	Overall Actions Assigned to All Members
	Response (During Event) Actions for ESF 2 - Communications
1	Designate personnel to coordinate ESF-2 activities in EOC.
2	Manage the collection, processing, and dissemination of information between ESF-2 and EOC or incident command.
3	Provide field support for emergency responders at the scene.
4	Participate in EOC briefings, incident action plans, situation reports and meetings to support ESF2.
5	Maintain existing equipment and follow established procedures for communicating with organization personnel performing field operations.
6	Identify damage to communications infrastructure and assist/support damage assessment teams.
7	Activate alternate 911 dispatch center if necessary.
8	Identify communications equipment priority restoration list.
9	Implement procedure to maintain, inspect, and protect communications equipment.
10	Make arrangements to repair emergency communications equipment on a 24-hour basis. Notify EOC of equipment failures and repair actions.
11	Keep the EOC informed of communications operations and maintain a communications link with the EOC.
12	Establish and maintain communications at shelters, feeding sites, staging areas distribution centers and hospitals as needed.

Overall Actions Assigned to All Members	
Recovery (Post Event) Actions for ESF 2 - Communications	
1	Continue to perform tasks necessary to expedite restoration and recovery operations.
2	Return borrowed resources and those obtained through agreement, lease, or rental when those resources are no longer required.
3	Evaluate response and recommend changes to ESF-2 Annex to correct shortfalls and improve future response activities.
4	Provide documentation for possible financial reimbursement process for recovery activities.
5	Participate in after action meetings and prepare after action reports as requested.
6	Clean, repair, and perform maintenance on all equipment before returning to normal operations or storage.

Overall Actions Assigned to All Members	
Mitigation Actions for ESF 2 - Communications	
1	Ensure methods are in place to protect communications equipment, including cyber and telecommunications resources.
2	Participate in the hazard identification process and identify and correct vulnerabilities.
3	Participate in mitigation planning team meetings and work with local emergency management to promote community preparedness.
4	Provide ESF-2 representative for update of mitigation plan.

III. Responsibilities

The following list identifies the responsibilities designated to each agency/organization for this ESF. The Coordinating and Primary Agency and their responsibilities are listed first. The Supporting Agencies follow in alphabetical order: No Responsibilities have been assigned at this time.

IV. Financial Management

A. ESF 2 is responsible for coordinating with Sedgwick County Purchasing Department to manage ESF 2 expenses relevant to an event.

B. During a response, each agency/department funds disaster operations from their current operating budget and are responsible for recording and tracking agency expenditures. If a federally declared disaster exists, each agency is responsible for seeking reimbursement in accordance to the formula has established by the Federal Emergency Management Agency via the FEMA/State Agreement.

C. Expenditures by support entities will be documented by those entities and submitted directly to the Sedgwick County Purchasing Department or a designated Finance Service officer as soon as possible.

V. References and Authorities

<u>**REFERENCES**</u>

1. FEMA, Civil Preparedness Principles of Warning CPG 1-14, March 1991 and Change 2, April 1993.

2. FEMA, National Warning System (NAWAS) Operations Manual, CPG 1-16, April 1992.

3. FEMA, Outdoor Warning Systems Guide, CPG 1-17, March 1980.

<u>**AUTHORITIES**</u>

As outlined in the Basic Plan.