

# Emergency Support Function (ESF) #2 Communications

## Primary Agency/ESF Coordinator

Rolla Central Communications

## Support Agencies:

Rolla City Emergency Management Agency  
Phelps County Sheriff's Office  
Rolla City Police Department  
Rolla City Fire Department

## Non-Governmental Organizations:

Amateur Radio Emergency Services (ARES)  
Amateur Radio Relay League (ARRL)  
Missouri Radio Amateur Civil Emergency Services (RACES)

## I. PURPOSE

Emergency Support Function (ESF) #2 Communications coordinates government and industry efforts for the reestablishment and provision of critical communications infrastructure, facilitates the stabilization of systems and applications from malicious cyber activity, and coordinates communications support to response efforts.

## II. SCOPE

ESF #2 provides communications support to the Emergency Operations Center (EOC) and field units as may be necessary. This will be in the form of developing a plan by which units can communicate. Interoperability will be taken into consideration for each discipline, agency or jurisdiction. ESF #2 addresses:

- Communications interoperability among field response units
- Primary and back-up communications systems
- Communications to and from the Emergency Operations Center (EOC)
- Sources for communications augmentation such as Amateur Radio
- Other communications systems to support emergency operations
- Emergency warning and notification systems

government may be used to augment and help restore local communications capabilities.

4. ESF #2 coordinates actions to provide the required temporary communications to support incident management and facilitate restoration of the communications infrastructure.

#### **IV. CONCEPT OF OPERATIONS**

##### **A. General**

1. The City Emergency Operations Center (EOC) will serve as the central location for interagency coordination and executive decision-making, including all activities associated with ESF #2.
2. 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 EOC. The Rolla Central Communications Center will work to ensure field operations can maintain communications links with both each other and the EOC.
3. The Rolla Central Communications Center is the point of contact for receipt of all warnings and notifications of actual or impending emergencies or disaster. The dispatcher(s) on duty will notify other key personnel, chiefs, and department heads as required by the type of report and standard operating guidelines (SOG).
4. Dispatching capabilities in the County/City exist with the Rolla Central Communications Center. The Rolla Central Communications Center provides 24-hour dispatching capability for EMS, fire, and law enforcement, as well as, other County/City Departments and Agencies.
5. Phelps County has amateur radio capabilities to augment emergency communications. The City of Rolla also has landline and cellular telephone capabilities, as well as, the Internet that may be used to augment communication capabilities in emergencies.
6. The Rolla Central Communications Center is heavily dependent of the commercial telephone network. Technical failure or damage to telecommunications equipment could hamper communications or the ability to communicate with emergency personnel and the public throughout the locality. Mutual aid repeaters in contiguous jurisdictions may not be available or may not be able to provide sufficient coverage or channel loading to compensate for technical failure or damage to telecommunications resources in the locality during an emergency.
7. The telephone companies will ensure that communications essential to emergency services are maintained. During a major disaster, additional telephone lines may be utilized in the Phelps County Emergency Operations Center (EOC) to coordinate emergency operations.

8. Amateur radio operators and other non-governmental volunteer groups used to assist with emergency radio communications support will be under the authority of the Phelps County Emergency Management Agency. The amateur radio and other non-governmental volunteer operators will be required to be NIMS compliant and actively participate in regular training and exercises established by the County/City Emergency Management Director.

## **B. Actions by Operational Timeframe**

### **1. Preparedness**

- a. Ensure alternate or backup communications systems are available.
- b. Coordinate common communications procedures.
- c. Develop and test emergency procedures.
- d. Develop mutual aid agreements.
- e. Develop and/or review procedures for the crisis augmentation of resources.
- f. Review departmental Standard Operating Procedures and maintain personnel call up lists.
- g. Participate in Emergency Management training and exercises.
- h. Develop and maintain a communications resource inventory.

### **2. Response**

- a. Maintain existing equipment and follow established procedures for communicating with organization personnel performing field operations.
- b. Implement procedures to inspect and protect communications equipment.
- c. Make arrangements to ensure emergency communications equipment can be repaired on a 24-hour basis.
- d. Keep the EOC informed of their operations at all times and maintain a communications link with the EOC.

### **3. Recovery**

- a. Continue to perform tasks necessary to expedite restoration and recovery operations.
- b. Gradually revert assignments and personnel requirements to normal.
- c. Evaluate response, and make necessary changes in this ESF Annex to improve future operations.
- d. Phase down operations, as appropriate.
- e. Clean, repair, and perform maintenance on all equipment before returning to normal operations or storage.
- f. Participate in after action reports and meetings as requested.

### **4. Mitigation**

- a. When practical, protect equipment against lightning strikes and electromagnetic pulse (EMP) effects.

- b. Ensure methods are in place to protect communications equipment, including cyber and telecommunications resources.

## V. ROLES AND RESPONSIBILITIES

### A. **Primary Agency/ESF Coordinator** Rolla Central Communications Center

- a. Deploy a representative to the EOC to serve as the Primary Agency for ESF #2.
- b. Provide communications support to the EOC and the field.
- c. Work to ensure communications inoperability among field response units.
- d. Provide communications-related damage and outage information to the EOC.

### B. **Support Agencies**

#### 1. County/City Emergency Management Agency

- a. Coordinate joint responsibilities to ensure the completion of ESF tasks.
- b. Coordinate amateur radio assets and resources.

#### 2. County Sheriff's Office, Police Department

- a. Support the communications needs of emergency response agencies in the field.
- b. Maintain a communications link with the City EOC.

#### 3. County/City Fire Departments/Districts

- a. Support the communications needs of emergency response agencies in the field.
- b. Maintain a communications link with the City EOC.

### C. **Non-Governmental Organizations**

Amateur Radio Emergency Services (ARES)

Amateur Radio Relay League (ARRL)

Missouri Radio Amateur Civil Emergency Services (RACES)

Provide communications support to the EOC, the field, and other locations as requested.

## VI. CONTINUITY OF GOVERNMENT

Line of Succession for ESF #2 Communications:

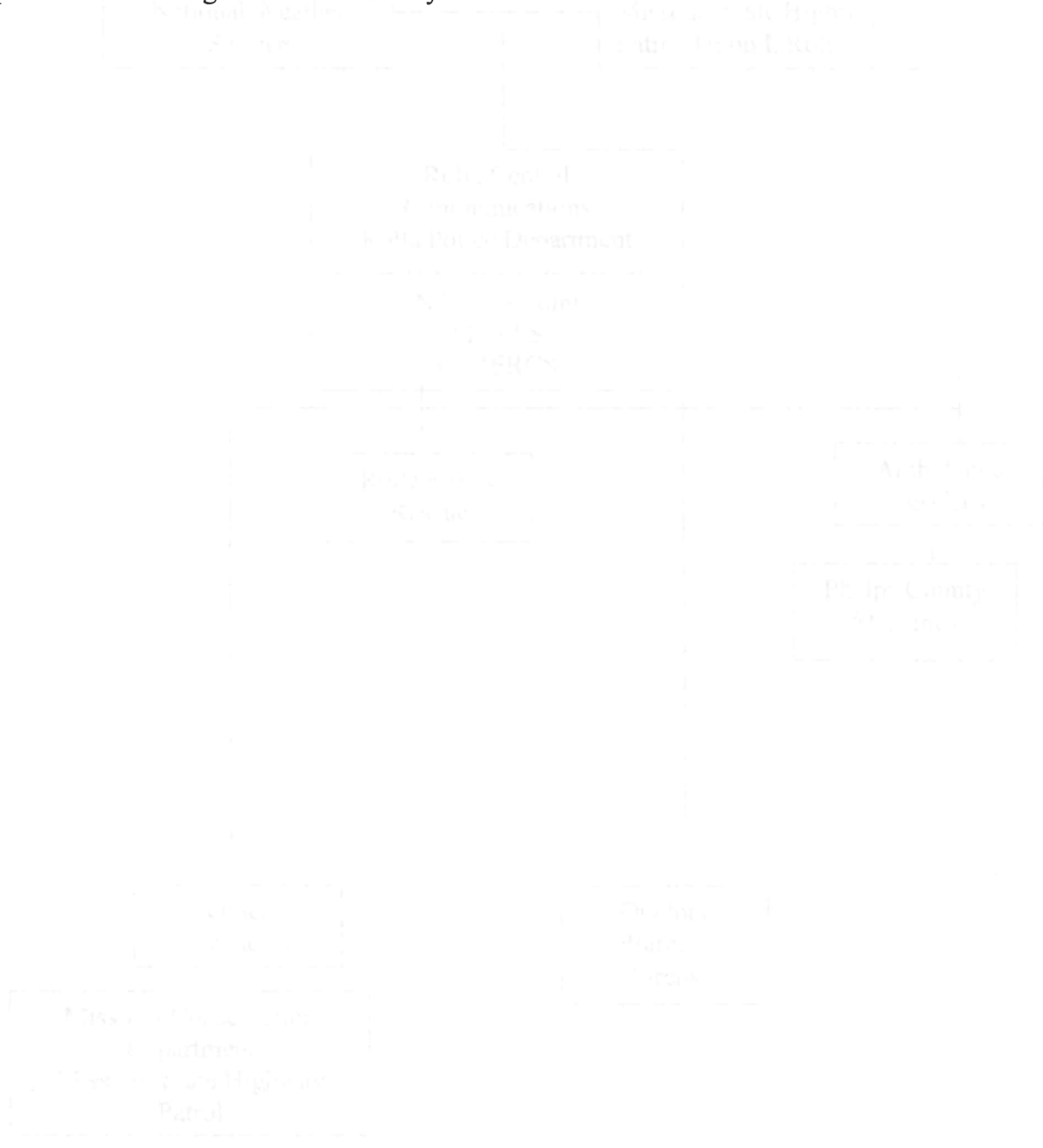
1. Police Chief
2. Communications Chief
3. Chain of command in Police Department

**Suggested Appendices**

Appendix 1 – Region I Communications Plan

Appendix 2 – Amateur Radio Capabilities

Appendix 3 – Warning and Notification Systems



Appendix 2 to Annex B

**COMMUNICATIONS AND WARNING CAPABILITIES**

**A. Communications Frequencies** - All emergency services have the capability to monitor the following channels. Individual departments maintain updated lists of area wide frequencies. The Central Dispatch Center maintains these radio frequencies.

1.	Statewide Sheriff.....	155.730
2.	Phelps County Sheriff (private) .....	155.775
3.	Rolla Fire Department.....	154.415
4.	Police Mutual Aid .....	155.475
5.	Fire Mutual Aid.....	154.280
6.	Point to Point.....	155.370
7.	Ambulance .....	155.175
8.	Hospital Mutual Aid .....	155.340
9.	Rolla Police Department .....	155.250
10.	City of St. James .....	155.820
11.	St. James Fire Department (private) .....	154.205

**B. Outdoor Warning Sirens**

Rolla has seven sirens that are activated through the Central Dispatch Center.

**C. Missouri Uniform Law Enforcement System (MULES)**

MULES is a law enforcement computer data network used by the Missouri Highway Patrol primarily for law enforcement operations. It is also used to disseminate other emergency information such as weather conditions, flood stages, road condition, etc. A MULES terminal is located in the Rolla Central Communications Center.

**D. Civilian-Military Emergency Radio Communication System (C-MERCS)**

The Rolla Central Communications Center has the capability to communicate with the EOC's of the U.S. Army at Fort Leonard Wood, SEMA, and the counties of Laclede, Pulaski and Texas through C-MERCS, which is a special low band emergency radio system. The base station operates on frequency: 45.16.

**E. National Warning System (NAWAS)**

NAWAS provides the framework for the Missouri Warning System. The NAWAS connects the National Warning Center (located in the North American Air Defense Command Combat Center, Colorado Springs, Colorado) with approximately 2,000 warning points across the United States. The system is used for receiving national attack warnings and for communications to other warning points in the state for natural and

man-made disasters.

The Missouri State Warning Point is Troop F Headquarters of the Missouri State Highway Patrol (MSHP) in Jefferson City. The Alternate State Warning Point is the State Emergency Operations Center (SEOC) at SEMA. A NAWAS terminal is located at MSHP Troop I in Rolla and at the Central Dispatch Center.

**F. Emergency Alert System (EAS)**

1. Rolla is in an Emergency Alert System Operational Area. Radio stations that provide coverage for this area are as follows:
  - a. KZNN-FM, 105.3 / KTTR-AM, 1460, Rolla (local primary source - LP-1)
  - b. KDAA-FM, 97.5, Rolla (local primary source - LP-2)

The station(s) will interrupt local programming for the following:

- a. National Emergency Alert
- b. Tornado warnings and severe thunderstorm warnings
- c. Flash flood warnings
- d. Hazardous material event warnings at the request of the local EOC
- e. Other events at the discretion of the EOC and radio station management

**2. Activation of EAS**

Standard operating procedures for activating EAS in the City of Rolla will be maintained by the Emergency Management Director. These procedures will be coordinated with the local radio station that has EAS responsibility.

**G. HAM Radio Operators** - HAM radio operators are available in the city to assist with communications and warning operations as necessary. A roster of radio operators is available from the Central Dispatch Center.

**H. Weather Spotters** - Weather spotters are available to monitor severe weather situations. Participating in this program are law enforcement agencies and fire services. Training is provided through the National Weather Service

**I. NOAA Weather Radio**

NOAA Weather Radio (NWR) is a service of the National Weather Service (NWS). It provides continuous broadcasts of the latest weather information direct from NWS offices. Information available includes local and regional weather forecasts and conditions, hourly temperatures, climatological data, river reports and most important, severe weather watches and warnings. The broadcasts are tailored to weather information

needs of the people within the service range of the transmitting station. Special radios are needed to receive the broadcast, which are on the VHF Public Service Band. Rolla should monitor NOAA weather radio stations: 162.525 Mhz (Bourbon) or 162.475 Mhz (Summersville). These stations are controlled by the Springfield Weather Office which is responsible for the forecasts for Phelps County.

**J. Facilities Requiring Special Warning**

Depending on the nature, location and severity of the emergency, warning will be issued to special facilities by the appropriate departments (i.e., the County Sheriff's Office in the unincorporated areas of the county and the municipal police chiefs within their respective jurisdictions). During "routine" emergencies, the special facilities receive warning through local radio stations. See Appendix 2 to Annex J for a complete listing, including: nursing homes, day care centers and other special facilities.



## Appendix 3 to Annex B

### MANAGEMENT NOTIFICATION GUIDELINES

#### I. PURPOSE

**K. To ensure that information concerning disasters within the City will be relayed to the Mayor and other appropriate officials in accordance with the notification procedure outlined herein.**

#### II. ORGANIZATION

Refer to Annex B.

#### III. MISSION

Department heads, or their alternates, and other personnel notified in accordance with the procedures outlined within this plan will alert essential personnel in their respective departments on an "Emergency Standby" condition. All emergency personnel will insure their availability for deployment to respective emergency work areas pending notification of condition "Emergency Deployment".

#### IV. CONCEPT OF OPERATIONS

##### A. Emergency Standby

1. General planning or preparatory activities may be occurring during this "Emergency Standby" condition, but unless specifically designated by the Mayor or an individual

Department Head, city operations will be carried out as usual.

2. Departments listed within this document should arrange to provide staff to the Emergency Management Agency on a 24-hour basis upon notification of "Emergency Deployment" with one departmental representative who can make emergency operational decisions.

3. It is anticipated that communications for coordinating emergency resources will be handled primarily by Rolla Central Communications Center personnel. Department heads are encouraged to periodically counsel all their employees whom they are to communicate during an emergency. Particular attention should be given to the roles and responsibilities of

involved personnel.

4. Unless specifically requested by the Emergency Management Agency, Department Heads will not be mandated to be in the Communications Center. However, their personal presence is highly encouraged.
5. If the Department Head feels that his/her presence is necessary at another site for an emergency basis, he may select a designate to represent his department at EOC in his absence. The designate will have equal decision-making authority.
6. Departments listed herein will be informed of various emergency status phases, but need not report to emergency functions or work areas. These departmental resources will be called upon or directed as needed.

V. EXECUTION

**L. Based on the available information, the Mayor or his designee may declare the following emergency conditions are in effect and the following related emergency actions will be taken:**

**M. A. Emergency Deployment**

1. The Mayor or his designee will instruct the Emergency Management Director to notify the appropriate personnel of a condition requiring “Emergency Deployment.”
2. Under “Emergency Deployment” condition, the Mayor may limit the departments placed under this procedure as the situation may warrant. In this case, the EMD will notify only those personnel as directed by the Mayor.
3. Department Heads, their alternates or other personnel indicated will instruct their personnel to man emergency work areas and positions. Department heads might have to instruct their subordinates to man emergency work areas without the benefit of the “Emergency Standby” condition. The EMD will be very explicit in specifying which conditions prevail.

VI. TASK

A. Emergency Action and Alert Recall

1. Emergency actions will be dictated as damage assessment and loss of life estimates develop within the guidelines of departmental emergency procedures as contained in this plan.
2. When warranted, the Mayor will instruct the EMD to inform all or part of the personnel listed herein that the emergency has lessened and that they can revert to

an “Emergency Standby” status or resume normal operations.

3. At any stage of emergency, the Rolla Central Communications Supervisor should be advised of the transfer of operational responsibility from one person to another by the person relinquishing control.

A. Every effort should be made to avoid the occurrence of duplicate or contradictory instructions.