

ANNEX K

TELECOMMUNICATIONS OPERATIONS

Purpose of Telecommunications of Operations is to define the concept of operations and responsibilities of the Telecommunications Branch in support of a phased response to an incident/emergency.

A. ORGANIZATION

The Telecommunications Branch consists of the Branch Director, Telecommunications Support Staff, Information Technology Support Staff, WebEOC Technician, and a Radio Amateur Civil Emergency Services (RACES) Officer. As needed, radio operators will be added. Radio and telephone communications administrators/engineers from other state agencies and the telecommunications industry will be required to augment the Telecommunications Branch during major incidents. The State RACES station will be established per direction of the Telecommunications Branch Director.

B. CONCEPT OF OPERATIONS

Depending on the nature and severity of the incident or emergency, the activation of the state EOC will be accomplished in four phases. Telecommunications to support the phased response will be as follows:

1. PHASE I

The telecommunications capabilities to support this phase include commercial telephone, satellite telephone, Comprehensive Emergency Management Network (CEMNET), facsimile, 800 MHz radio, National Warning System (NAWAS), Emergency Alert System (EAS), A Central Computerized Enforcement Service System (ACCESS) and installed Automation Equipment.

2. PHASE II

The communications center will remain in operation during the entire Emergency Operations Center (EOC) activation period. Telecommunications capabilities to be employed include commercial telephone, satellite telephone, dedicated telephone systems, Local Area Networks (LAN), Video Switching, Personal Computers (PCs), facsimile, CEMNET, 800 MHz Radio, NAWAS, ACCESS, and EAS. Consideration for use of other means (RACES, or other state systems) will be made. Commercial telephone, cellular, and/or mobile radio to support deployed liaison personnel will be provided. Emergency Support Function (ESF) 2 with representatives from state agencies and/or telecommunications providers will be established as needed.

3. PHASE III

The communications center, as part of the State EOC, will remain in operation during entire EOC activation period. Telecommunications capabilities to be employed include commercial telephone, satellite telephone, Local Area Networks (LAN), Video Switching, Personal Computers (PCs), dedicated telephone systems, facsimile, CEMNET, 800 MHz radio, NAWAS, ACCESS and EAS. Consideration for the use of other means (RACES, or other state systems), will be made. Commercial telephone, cellular, and/or mobile radio to support deployed liaison personnel will be

provided. Emergency Support Function (ESF) 2 with representatives from state agencies and/or telecommunications providers will be established as needed.

4. **PHASE IV**

Telecommunications systems established/employed during previous phases will remain in effect and maintained. ESF 2 will be fully staffed with representatives from state agencies, federal agencies, and telecommunications providers. ESF 2 will be responsible for coordinating employment of additional telecommunications resources for operational use and restoration of services.

C. RESPONSIBILITIES

1. Telecommunications Branch will:

- a. Operate and maintain telecommunications and automation systems in support of the state EOC - all phases (see Communications Capability Chart below).
 - 1) Ensure telecommunications capabilities (commercial telephone, cellular, or mobile radio) are provided to support deployed EM personnel.
 - 2) Ensure 1-800 number(s) are established for disaster/emergency operations and information.
- b. Coordinate and direct assistance to local government in support of their telecommunications needs. (Phase II/III/IV)
- c. Coordinate the employment, integration, and operation of the state, federal, commercial, local and private telecommunications systems to support the event. (Phase II/III/IV) and ESF 2 implementation
- d. Continually assess disaster impact on state, local, or commercial communications systems and make recommendations to decision makers concerning possible "fixes". (Phase II/III/IV) and ESF 2
- e. Coordinate and monitor restoration/provisioning status of telecommunications systems. (Phase II/III/IV) and ESF 2
- f. Coordinate and prioritize requests for federal and/or commercial telecommunications support/assistance. (Phase II/III/IV) and ESF 2
- g. Coordinate allocation, deployment, and location of mobile/transportable telecommunications systems provided from state, commercial, or federal resources. (Phase II/III/IV) and ESF 2
- h. Establish ESF 2 telecommunications coordination cell for Phase III and/or IV as needed to assist in coordination of above items.

2. Other State Agencies

- a. Be prepared to provide staff to augment the state EOC telecommunications staff. (Phase III/IV)
- b. Be prepared to provide technical assistance to restore/provision EM/local circuits through agency owned systems. (Phase II/III/IV)
- c. Be prepared to identify/provide mobile, portable, and/or transportable telecommunications equipment to support the emergency. (Phase III/IV)

3. Coordinating Instructions

- a. The Telecommunications Branch Director, located in the state EOC will be the main point of contact for any telecommunications issues/requests concerning the emergency/disaster.
- b. State and local radio communications systems will operate under previously approved licenses. Requests for new licenses may be submitted to the state EOC, which will forward to the FCC and/or appropriate frequency coordinator for approval as required.
- c. During Phase III/IV activation, state agency liaisons to the EOC must be prepared to establish radio communications with their parent organization if commercial telephone is not available.

COMMUNICATIONS CAPABILITIES OF EMD

1. COMMERCIAL TELEPHONE: (Landline)	Private lines, Centrex, Scan and Lakewood business lines.
2. CEMNET:	Comprehensive Emergency Management Network, VHF low band 2-way radio system.
3. NAWAS: (Landline)	National Warning System, national to state/state to local, voice only.
4. ACCESS: (Landline)	A Central Computerized Enforcement Service System data circuit.
5. SECURE:	HF point-to-point radio using 8 discrete frequencies.
6. RACES:	Radio Amateur Civil Emergency Services.
7. EAS:	Emergency Alert System, national, local, state.
8. SATELLITE TELEPHONE	Telephone and radio through AMSC Satellite.
9. FNARS:	FEMA National Radio System, voice and teletype, federal to state.
10. FNF and DOE-RL:	Dedicated lines to FNF, 5 non-telco.
11. Other HF/VHF/UHF:	STARC, GA 800 mhz, DOT 800 mhz, FEMA MERS Ops, Ground/Air.
12. CSEPP:	Dedicated lines to Benton County, 2 non-telco.
13. Local Area Network:	SUN Based Server.
14. PC Workstations:	LAN and WAN connectivity and Internet access.

EMERGENCY/DISASTER COMMUNICATIONS

Frequencies of Interest

LERN	Law Enforcement Radio Net (155.370)
NLEEC	National Law Enforcement Emergency Channel (155.475)
OSCCR	On-Scene Command and Coordination Radio (156.135)
SAR	Search and Rescue (155.160)
HEAR	Hospital Emergency Administrative Radio (155.340 and 155.280)
MEDNET	Medical Emergency Delivery System (UHF Channels 462.950 - 468.175)
FIRECOM	Statewide use Common fire Channel (153.830)
CEMNET	Comprehensive Emergency Management Network (45.200, 45.360, 45.480) (Low Band VHF)
SECURE	State Emergency Communications Using Radio Effectively (8 dedicated High Frequencies)
RACES	Radio Amateur Civil Emergency Services (all HAM frequencies but specific use in support of state and local governments)
NOAA WEATHER RADIO	(162.550, 162.475, 162.400)