

**EMERGENCY SUPPORT FUNCTION #2****COMMUNICATIONS****ESF Coordinator:**

Tooele County Emergency Management

**Primary Agencies:**

Tooele County Emergency Management

Tooele County Sheriff

**Supporting Agencies:**

West Desert Amateur Radio Club (Tooele County ARES)

LDS Church Welfare Services Emergency Response Radio System (ERRS)

**Primary Points of Coordination and Associated Actions**

- A. ESF #1 (Transportation): maintain radio contact with school district buses and report status of same to the EOC, IC and JIC/JIS if needed.
- B. ESF # 3 (Public Works): maintain radio contact with personnel and equipment clearing roads and transportation access routes into and around the incident area.
- C. ESF #5 (Emergency Management): ESF Coordinator provides information for coordinated briefings, maintain telecommunications and information systems, maintain all electronic notification and warning systems, maintain weather stations necessary to meet the operational requirements of local jurisdictions in responding to, and recovering from, emergencies or disasters.
- D. ESF #7 (Resource Support): support ESF #2 by procuring communications materials and completing disaster assistance claim forms.
- E. ESF #13 (Law Enforcement): Support emergency operations with staffing for the emergency communications center and provide the Mobile Command Center and supplemental personnel and equipment as needed.
- F. ESF #15 (Public Information): ESF Coordinators provide accurate information to and from the EOC, IC, and JIC/JIS for media, EOC and IC briefings and the public.

## I. INTRODUCTION

### A. Purpose

To provide guidance for organizing, establishing, and maintaining the telecommunications and information system capabilities necessary to meet the operational requirements of local jurisdictions in responding to, and recovering from, emergencies and disasters.

### B. Scope

ESF #2 coordinates government actions to assist industry in restoring the public communications infrastructure and to assist State, tribal, and local governments with emergency communications and restoration of public safety communications systems and first responder networks.

ESF #2 supports Federal departments and agencies in procuring and coordinating National Security and Emergency Preparedness (NS/EP) communications services.

ESF #2 provides communications support to the IC and any JFO field teams.

### C. Policies

All public safety communications throughout Tooele County are managed and coordinated by the Sheriff's Office Communications/Dispatch center. Unless otherwise directed by an established Incident Command System (ICS,) existing Tooele County public access and dedicated public safety telecommunications systems will be utilized to the extent possible before, during, and after any emergency event. The activation of auxiliary communications support functions will be initiated through an ICS command and will not normally supersede existing communications systems and procedures.

Tooele County Emergency Management has developed emergency telecommunications and information systems plans commensurate with jurisdiction requirements and needs.

All County agencies are encouraged to develop telecommunications and information systems contingency plans, disaster recovery and business resumption plans, and information system security plans commensurate with the agency's requirements and needs.

## II. SITUATION

1. Tooele County will conduct an efficient and effective response to any emergency, and population protection depends on timely and precise communication of information to responders and the public. To accomplish this goal, emergency communication systems are reliable, well maintained and redundant, because emergencies of moderate or greater magnitude create a synergistic strain on conventional communications systems such as the telephone and certain radio frequencies.
2. Agreements and procedures are in place with the Emergency Alert System (EAS) broadcast stations, the National Weather Service, and other local, state and federal agencies/ jurisdictions for support in a large-scale emergency situation. EAS stations will broadcast all emergency public information messages in a timely manner.
3. Large-scale emergency operations may require a communications capability beyond the capabilities of the equipment of local government. It is anticipated that volunteer and spontaneous emergency support by the West Desert Amateur Radio Club, other radio clubs, and private organizations with communications equipment will be required. See Attachment 1 for the amateur radio Communications Guide.
4. Should the emergency require that the Tooele County Emergency Operations Center be relocated, or if an incident command post is required for on-scene management and communications, a request to utilize the Tooele County Sheriff mobile command post may be submitted.
5. For purposes of this plan, "communications systems" shall include all facilities, sites, voice systems, and data systems and related equipment within Tooele City and County. These communications systems are generally grouped under the following categories:

### A. Communications Sites

1. Tooele County has developed or negotiated access to communications facilities and sites to allow adequate communications to all portions of the County.
2. Communications sites have also been shared or negotiated for interconnection to the State of Utah, Utah County and Salt Lake County communications systems.

### **B. Digital Microwave and Fiber Optic Backbone**

1. A microwave network with a redundant fiber optic link has been designed as the backbone for connecting existing and proposed communications facilities, sites, and equipment. The backbone design also provides essential redundancy for all Tooele County communications systems.
2. This system is used exclusively for the transmission of information and control of equipment for Tooele County Alert and Notification Systems which include, outdoor siren notification, the weather gathering and reporting system, Emergency Operations Center (EOC) communications, Sheriff's Dispatch Center communications and related data transmission systems.

### **C. Radio Systems**

1. An integrated County High-Band (VHF) and 800 MHZ radio system has been established to provide communications requirements for response to any emergency.
2. Tooele County operates on the 800 MHZ radio spectrum for all emergency services communications.
3. The Tooele County Dispatch Center handles County-wide E-911 operations as well as dispatching and communications services for over thirty-two agencies.
  - a. The Tooele County Dispatch Center also provides in-house high-band paging services for first responders throughout the County. These high band voice pagers allow first responders to be paged and continue monitoring the primary fire/EMS voice channel through the pagers.
  - b. The Dispatch consoles include a computerized cross-band radio controller allowing high-band radio communications to interface with 800 MHZ radio communications in the County. EOC Dispatch also includes a Racal Recorder.
  - c. A supplemental dispatch center may be activated in the EOC following a large scale emergency to augment the Sheriff's Dispatch Center. This would allow

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non-emergency related county-wide E-911 operations as well as dispatching and communications services to continue with less emergency-related interruptions.

- d. Tooele County may utilize the National Oceanic and Atmospheric Administration (NOAA) Alert System for emergency indoor tone alert weather radio (TARs) notifications. Transmitters installed throughout the county can be activated from the EOC for alert and notification for any emergency.
- e. The West Desert Amateur Radio Club provides Amateur Radio Emergency Services (ARES) with many members certified as Radio Amateur Civil Emergency Services (RACES) volunteers. ARES assistance and support is often utilized during emergency response activities to relay information or requests for services or equipment where telephones may not be available, or as backup to overloaded or malfunctioning communication systems. As required, ARES is prepared to deploy operators to the following locations in Tooele City:
  - i. The Tooele County EOC;
  - ii. Mountain West Medical Center;
  - iii. Reception Center (s)
  - iv. Decontamination sites; and,
  - v. The Joint Information Center.
  - vi. Operators may be dispatched to other locations, if needed and available.

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**D. Alert and Notification Systems**

- 1.** Tooele County will coordinate with the appropriate broadcast radio and television stations that are part of the Emergency Alert System (EAS). KSL (1160 AM and television Channel 5), Salt Lake City, is the primary EAS station for Tooele County. Most other radio and television stations will also broadcast emergency information. This will be the primary indoor alerting system for the public in Tooele County.
- 2.** Tooele County has an outdoor alert and notification system consisting of sixty two omnidirectional solar powered sirens radiating at 120 dB at 100 feet. Each has battery backup. The system provides an audible alert signal as well as an understandable voice notification. The sirens are located throughout Rush Valley and in key locations in Tooele Valley, as far north as Lake Point. Their locations are detailed on the Utah Chemical Stockpile Emergency Preparedness Program (CSEPP) map located in the County EOC.
- 3.** The Tooele County sirens are activated via radio telemetry from a control station located at the Tooele County EOC; however, they can be activated remotely, upon Tooele County's request, from the Tooele County Sheriff's Dispatch Center, Tooele Army Depot, Deseret Chemical Depot, and the Utah County EOC.
- 4.** This system may be utilized in any emergency.
- 5.** Tooele County also has installed 19 fixed electronic message boards strategically placed along major travel routes, and 2 mobile units that can be placed where needed. These can be activated by computer, the pager system, or the 800 MHZ radio system and are capable of storing 8 pre-programmed messages or being programmed "on-the-fly". Their locations are detailed on the Utah CSEPP map located in the EOC.
- 6.** Tone alert weather radios (TARs) are located in nearly every home in Rush Valley and in special needs locations in Tooele Valley, such as City Hall, schools, the hospital, the nursing home, and the County Courthouse. There is an ongoing effort to locate special needs populations and distribute radios to them.
- 7.** Tooele County has an automated call down /notification system for initial responder alert and notification. This system utilizes the County's switched commercial telephone system and is detailed below under the telephone system section.

**E. Telephone Systems**

- 1.** Dedicated non-switched telephone "Hotlines" on the microwave backbone, have been established to ensure immediate notification of Tooele County and support jurisdictions

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for a chemical agent incident. These hotlines would also be used for other emergency situations.

2. The “Notification” Hotline connects the Deseret Chemical Depot’s EOC with the Tooele and Utah County EOCs.
3. The “Utah” Hotline connects Tooele County with the State of Utah EOC, Utah and Salt Lake Counties, Valley Emergency Communications Center (VECC) - the dispatch center for all jurisdictions in Salt Lake County, and the Utah Highway Patrol’s Point of the Mountain Dispatch Center.
4. Under normal conditions a Conference/Speaker Phone in the EOC Policy Room utilizes the County’s public switched telephone system. During emergencies this phone can be tied into the dedicated non-switched “hot line” system on the microwave backbone for conferencing with DCD, the Tooele Army Depot, the State, Salt Lake and Utah Counties.
5. Tooele County’s automated call down system is utilized to alert and notify all Elected Officials, EOC staff, Key Field Response Personnel, Union Pacific Railroad Dispatch, and other support agencies and jurisdictions of the emergency situation and response directives.
  - a. Emergency response directives can be pre-recorded or recorded “on-the-fly” (at the time of the emergency).
  - b. Because this automated system utilizes the County’s switched commercial telephone system to dial responders’ digital pagers and accept and record incoming calls, this notification has a high priority so it can be completed before commercial telephone lines become overloaded with emergency traffic and public inquiries.

#### **F. Automation/Data Systems**

1. Integrated emergency notification and communications computer hardware and software significantly enhance emergency response in Tooele County.
2. The automation system network acts as a support system to other communication systems, i.e. it links Tooele County to the State of Utah, Salt Lake and Utah Counties, the Joint Information Center and the Deseret Chemical Depot.
3. The Emergency Management Department and EOC staff workstations are connected to a Local Area (inner-office) Network (LAN), which in turn utilizes the microwave backbone to connect to the Wide Area Network (WAN) that links us to other Utah agencies and jurisdictions. Connection to the Internet provides us with worldwide disaster and emergency management information resources and electronic mail.

4. Dedicated laptop computers are available in the EOC for remote access to the network. Another dedicated laptop is located at the hospital for patient tracking. Others are available to be deployed to Reception center(s) during an emergency to track and log evacuees.
5. Activation of the siren system is executed and monitored with a dedicated PC and siren status board in the communications room of the EOC.
6. An automated call down/notification system is located in the communications room of the EOC and can be activated on a 24-hour basis using a dedicated Computer in the Tooele County EOC which can also be activated from remote locations by phoning the computer.
7. Tooele County has a weather gathering and reporting system throughout the Rush and Tooele Valleys consisting of 27 weather stations set up on a 5-15 km grid with higher density in populated areas. This system is monitored by dedicated PC (control station) receiving information via radio telemetry. Their locations are detailed on the Utah CSEPP map located in the County EOC.
  - a. The weather data is updated and re-broadcast every fifteen (15) minutes.
  - b. The system is utilized to assist the Emergency Management Department with daily information exchanges with DCD for chemical agent plume projections, evacuation route selection and for protective action decision making in emergency situations.
  - c. This capability will be helpful to us in any hazardous material incident and other disasters when trying to formulate evacuation routes, emergency response staging areas and reception center/shelter locations.

### III. CONCEPT OF OPERATIONS

#### A. Preparedness

1. County Emergency Management, in coordination with the County Commission and the County Sheriff, is responsible for developing, maintaining and operating emergency communications systems which collect and disseminate information, receive requests for assistance, and coordinate disaster response activities. In that light and based on all the communications systems listed above many of which are utilized on a daily basis, it



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is evident that repair and maintenance is a full time activity for department staff. Some of the activities required to keep the equipment functional are as follows:

- a. Automation and phone systems repair, maintenance and upgrades;
- b. Weather gathering system calibration, repair and general maintenance;
- c. Pager distribution, repair and change outs;
- d. Radio maintenance, repair, change outs and re-banding;
- e. Installation and general maintenance of sirens, signs, sign boards, towers, radio base stations;
- f. Siren reprogramming, calibration and battery and solar panel replacements; and,
- g. Highway reader board calibration and general maintenance.

## **B. Response**

1. Tooele County Emergency Management staff is on call 24/7 to perform repair or maintenance on any of the communication systems. In an emergency the technical staff will report to the EOC and monitor all forms of communication.
2. The primary means of communication for the County EOC will be conventional and dedicated telephones, supplemented by radio and e-mail. High speed faxes will be utilized between EOCs as backup for telephone communications. Field response forces will primarily utilize radio, either high band or 800 MHz, supplemented by Amateur Radio operators, to communicate in the field and to their agency representatives in the EOC. (See Attachment 1 for the West Desert Amateur Radio Club Communication Guide). Conventional or cellular telephones may be used to supplement communications. If needed, the Sheriff can support the County EOC or the IC, or both, by providing his Mobile Command Center at a location determined by the scope of the incident.
3. Communication services for the EOC will be coordinated by Emergency Management with assistance from the support agencies listed above. The Sheriff will provide support in the form of manpower to activate the emergency dispatch center in the EOC. The communication system in place in Tooele County is displayed as Attachment 2 to ESF #2, Primary and Secondary Communication Equipment Utilization and Information Exchange.

4. Should a local “Disaster Emergency” be declared, external or support communications resources through the county to the State may be requested. If a Presidential declaration is requested by the State, federal resources may also become available to supplement state and local communications capability. See the State of Utah Emergency Operations Plan, ESF #2 Emergency Communications to see the communications systems that can be accessed upon request from local government.

NOTE: The sudden and unanticipated nature of a catastrophic event, however, such as an earthquake, or act of terrorism, will result in numerous requests from all levels of government for service required to save lives, protect property and preserve the environment.

During any widespread emergency event, government leaders and first responders will require timely information on which to base their decisions and focus their response actions. Concurrently, widespread damage to commercial telecommunications facilities is likely. At a time during which the ability to communicate becomes most critical, the capability may be significantly reduced and even nonexistent in some situations.

All surviving telecommunications assets of the various levels of government, augmented by volunteer auxiliary and extra-regional assets, will be needed to ensure an immediate and effective response.

### C. Recovery

Once immediate response activities have stabilized the ESF #2 Coordinator(s) should:

1. Coordinate all activities with the ESF #2 Coordinator at the county Assess anticipated and actual damage in the accident area in conjunction with industry partners;
2. Ensure that all possible communication resources from secondary agencies and the private sector have been utilized;
3. Prioritize the restoration of the communication systems;
4. Designate team leads for various components of the communications infrastructure restoration functions in coordination with the State, FEMA and support agencies;
5. Coordinate with the State, FEMA and support agencies the restoration of the communications infrastructure of public safety systems and first responder networks;

6. Coordinate with the State, FEMA and support agencies to develop ESF #2 documentation, policies and procedures for tactical communications functions;
7. Coordinates the status of ESF #2 operations with the State and local EOC, IC and JIC/JIS; and,
8. Identify issues that need to be included in county, state or federal briefings, reports or action plans, and continue to update status boards, event log information and situation reports in a timely manner.

#### **D. Mitigation and Redevelopment**

1. ESF #2 should anticipate, plan for and staff to provide communication related in-kind or matching professional, technical and administrative support for mitigation and/or redevelopment activities to follow.
2. As a result of a state or presidential emergency declaration, ESF #2` should be prepared to coordinate activities for a review and study team, contracting for mitigation and redevelopment activities, and other possible professional, technical, manpower and administrative activities.
3. ESF #2 should identify issues that need to be included in county, state and/or federal briefings, reports or action plans as they continue to track all time and manpower usage related to emergency activities.
4. ESF #2 Coordinators should plan to deactivate in an orderly and functional fashion.

## **IV. RESPONSIBILITIES**

### **A. ESF #2 Coordinators/Primary Agencies: TOOELE COUNTY EMERGENCY MANAGEMENT**

Tooele County Emergency Management (TCEM) has the overall responsibility for maintenance and repair of the noted communications systems. Within the department the following positions have responsibilities as detailed below.

**The Emergency Management Director** is responsible for the following:

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1. Require Communications, Alert & Notification & Automation Technicians report to the EOC;
  2. Activate communications section in the EOC;
  3. Implement emergency communications procedures;
  4. Ensure around the clock operations coverage of the communications system; and,
  5. Ensure support of the Joint Information System, the Joint Operations Center, Reception Centers, and response agencies' communications operation.

**The Communication Systems Technician** will report to the EOC when notified and will be responsible to:

1. Manage, operate, repair and maintain the communications system to include:
  - a. Dedicated hotline;
  - b. Tone Alert Radio System;
  - c. Emergency Alert System;
  - d. Microwave Network (Backbone of communications systems);
  - e. Dispatch/E-911 Operations;
  - f. High Band Radio System (VHF);
  - g. High Band Paging System (VHF);
  - h. 800 MHz Conventional Radio System; and,
  - i. Satellite Receiver System.
2. Establish a 24-hour supervisory coverage of communications in the County EOC.
3. Ensure established procedures and radio protocols are utilized for voice transmissions and message handling, in coordination with the Notification Systems Technician.
4. Work hand-in-hand with the Notification Systems Technician and act as support when needed.
5. Ensure the lists of radio communications resources by name, telephone number, radio frequency, and call sign are updated, in coordination with the Notification Systems Technician and Resource Technician.
6. Establish a 24-hour capability to maintain radio resources in an operational status, and maintain contact with the State EOC and other support jurisdictions/agencies even if relocation is required.
7. Support the Director of Emergency Management, Sheriff, and other agencies by providing two-way radio communications between all traffic control points, Tooele County Schools, reception centers the county EOC and the JOC, if activated.

**The Notification Systems Technician** will report to the EOC when notified and be responsible to:

1. Manage, operate, repair and maintain the communications systems to include:
  - a. *Siren System*
  - b. *Electronic message boards*
  - c. *Weather Station Network*
2. Coordinate with the West Desert Amateur Radio Club and other volunteer radio operators for support.
3. Ensure that incoming Amateur Radio communications to the EOC are screened, logged, and routed to the appropriate section or party in the EOC.
4. Conduct or assign any briefings or training needed to prepare radio communicators for emergency duties.
5. Assign locations and duty stations to volunteer /supplemental radio communicators, in coordination with appropriate agency heads.
6. Work hand-in-hand with the Communication Systems Technician and act as support when requested.
7. Ensure 24-hour supervisory/maintenance coverage of the above-referenced communications systems and the Amateur Radio workstation in the County EOC.

**The Hazard/GIS/Computer Systems Administrator** will be responsible to:

1. Report to the EOC when notified;
2. Ensure management, operation, repair and maintenance of communications systems to include:
  - a. *Automated Calldown System;*
  - b. *EOC Telephone System;*
  - c. *WebPuff response software;*
  - d. *The Local Area Network (LAN); and,*
  - e. *The Wide Area Network (WAN).*
3. Ensure operating procedures and protocols are current and available;
4. Keep available a current inventory of software and hardware capability as well as vendor support contacts and phone numbers; and,
5. Support the Hazard/GIS Analyst when requested.

## **B. TOOELE COUNTY SHERIFF**

The Tooele County Sheriff’s Office has the overall responsibility to ensure the Emergency Dispatch Center in the EOC is activated and communication is established between the field response resources and the EOC.

**The Tooele County Sheriff** is responsible to:

1. Report to the EOC when notified;
2. Staff the JOC, if activated and requested;
3. Require the Emergency Dispatch Supervisor to report to the EOC;
4. Provide communications support to the EOC and/or field forces as required; and,
5. Stand up the Mobile Command Center with supplemental personnel and equipment, as long as the incident/disaster requires.

**The Tooele County Emergency Dispatch Supervisor** is responsible to:

1. Report to the EOC when notified;
2. Activate and staff the emergency communications center around the clock for as long as needed.

**SUPPORT AGENCIES**

<b>AGENCY</b>	<b>FUNCTIONS</b>
West Desert Amateur Radio Club	Provide personnel and equipment to supplement communications in the EOC(s), Reception/Shelter sites, Hospital (MWMC), and assigned field sites
Emergency Alert System (EAS)	Provide notifications to the public as requested
LDS Church Welfare Services Emergency Response Radio System (ERRS)	Can request personnel and equipment support from ERRS.

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### ALL TASKED AGENCIES should:

1. Be familiar with the Tooele County EOP and respective agency emergency responsibilities.
2. Provide for its own logistical support ((food, water, emergency power, fuel, equipment/supplies replacement, etc.) during the initial phase (at least the first 24 hours) of response operations. Additional support should be obtained through the EOC, or the IC, as appropriate.
3. Maintain existing communication capability and follow established procedures for inter- and intra-agency and IC communications for daily and emergency field operations;
4. Plan and schedule training and exercises.
5. Establish a procedure to identify damage to organizational resources and facilities and cost accounting of damages, for reporting to the EOC Finance Coordinators.
6. Ensure that organizational staff members in the EOC have authority to commit resources and set policies, or know the appropriate procedures for doing so.
7. If appropriate, establish a protocol for interfacing with State/Federal responders and coordinating centers.
8. Activate a control center to support and facilitate the organization/department's response activities.
9. Ensure 24 hour staffing in the EOC and control center, when requested by the EMD;
10. Maintain communication with appropriate Branch or Section Chiefs;
11. Keep appropriate ESF Coordinators in the EOC and JFO informed of status of operations at all times;
12. Maintain daily staff and equipment usage records and expense reports and provide to the financial officer in the field and/or EOC as appropriate. Request forms if not readily available; and,
13. Clean, repair and perform maintenance on all equipment, as required for daily use, and before returning to normal operations or to storage.

### LOGISTICS

All government communication systems and equipment are tested on a regularly scheduled basis. All Tooele County equipment is maintained by TCEM with the support of other appropriate agencies and contractors.

All Tooele County equipment is repaired and/or replaced within the constraints of current budget limitations. Tooele County is not responsible to maintain or replace communications equipment provided to response agencies with the exception of pagers.

ATTACHMENT 1 TO ESF #2 COMMUNICATIONS

ATTACHMENT 2 TO ESF #2 - COMMUNICATIONS

Primary & Secondary Communication Equipment Utilized by Response Agencies  
**Tooele County EOC**  
**West Desert Amateur Radio Club**  
**Alert & Notification Communication Guide**

Agency/Function	Policy	Commo	Emergency Management	Law Enforcement	Fire Department/Decon	Hazardous Materials	Emergency Medical Services	Schools/Transportation	Engineering/Public Works	Joint Info Center	Public Health	Human Services	Joint Information Center/JOC	Business & Industry	Special Needs Populations	Public
<b>Policy</b>	<p><b>Policy Room</b> 82-0038, 0039, 0140 x-3254, 3255, 3256, 3261</p> <p><b>DCD/State Liaison</b> x-3257, 3258</p> <ul style="list-style-type: none"> <li>* Activate EOC</li> <li>* Protective Action Decisions</li> <li>* Emergency Declaration</li> <li>* Overall Command &amp; Control</li> <li>* Approve media releases</li> <li>* Activate Recovery Operations</li> </ul>															
<b>Event Log</b>	843-3259 x-3259	<b>Commo Room A &amp; N Dispatch</b>	843-3327 x-3327 x-3111		<b>Amateur Radio</b>	843-3281 x-3281			<b>DCD Liaison</b>		<b>Public Health</b>	843-3257 x-3257	<b>Joint Information Center/JOC</b>	<b>State Liaison</b>		843-3258 x-3258
<b>Dedicated telephones/hotlines*</b>	<ul style="list-style-type: none"> <li>* Verify &amp; record critical information in chronological order</li> <li>* Provide hard copy to operations</li> <li>* Receive Policy info &amp; disseminate</li> </ul>	<ul style="list-style-type: none"> <li>* Maintain commo systems</li> <li>* Dispatch field response</li> <li>* Activate sirens</li> <li>* Troubleshoot microwave, radio &amp; other commo</li> <li>* Activate auto call-down</li> </ul>			<ul style="list-style-type: none"> <li>* Notify &amp; Dispatch amateur radio volunteers to reception center/shelter, JIC, hospital &amp; others if requested</li> <li>* Coordinate with Sheriff for hams at decon sites</li> <li>* Collect, verify &amp; update info gathered from ham sites &amp; pass to event log and others as requested</li> </ul>				<ul style="list-style-type: none"> <li>* Answer requests about depot operations</li> <li>* Request &amp; receive info from depot</li> <li>* Provide info to depot when requested</li> </ul>					<ul style="list-style-type: none"> <li>* Answer questions about state operations</li> <li>* Request &amp; receive info from state</li> <li>* Provide info to state when requested</li> <li>* Provide situation reports</li> </ul>		
<b>Automated Call-down system</b>																
<b>Dispatch/E911</b>																
<b>High Band Radio Networks</b>																
<b>800 MHZ conventional radio system</b>																
<b>Conventional/Cellular Telephones</b>																
<b>High Band Digital or Voice Tone Pagers</b>	<p><b>JIC Hot Line</b> 843-3283</p> <p><b>Law Enforcement</b> 882-0056 x-3728</p> <p><b>Fire/HazMat</b> 882-0047 x-3726</p> <p><b>Medical</b> 882-0046 x-3725</p> <p><b>Health</b> 882-0045 x-3724</p>															
<b>Amateur Radio Network</b>	<ul style="list-style-type: none"> <li>* Ensure public safety</li> <li>* Control multi-jurisdictional fire activities, Search &amp; rescue activities, Security issues, traffic/access control</li> </ul>															
<b>Electronic Mail/LAN/WAN/Fax*</b>	<ul style="list-style-type: none"> <li>* Gather verified info from EOC briefings</li> </ul>															
<b>Sirens, Electronic Message Boards, Tone Alert Radios* (TARs), EAS, etc.</b>																
<b>Media (Radio, TV, Newspapers, etc.)</b>																
<b>Hazard Analysis</b>	882-0048 x-3727	<b>Public Works</b>	882-0069 x-3729		<b>Human Needs</b>	882-3632 x-3731		<b>Schools</b>	882-4120 x-3732	<b>Mass Care</b>	882-0044 x-3723					
<ul style="list-style-type: none"> <li>* Analyze hazard, road &amp; weather conditions</li> <li>* Execute plume modeling</li> <li>* Make protective action recommendations</li> </ul>		<ul style="list-style-type: none"> <li>* Requests for Road/Heavy equipment &amp; operators, and repair of same</li> <li>* Road repair, barricades</li> <li>* Debris removal</li> <li>* Building Safety Inspection</li> <li>* Sanitation equipment and services, landfill issues</li> <li>* Public building maintenance</li> </ul>		<ul style="list-style-type: none"> <li>* Crisis/religious counseling</li> <li>* Special transportation needs</li> <li>* Aging &amp; Adult services</li> <li>* Hearing impaired, blind &amp; handicapped services</li> <li>* Coordinate with Sheriff for animal control/shelter</li> <li>* Language interpretation</li> <li>* Supply public service info</li> </ul>		<ul style="list-style-type: none"> <li>* School closures, evacuation, student safety &amp; transportation</li> <li>* Coordinate with Red Cross for shelters</li> <li>* Coordinate between School District/schools</li> </ul>	<ul style="list-style-type: none"> <li>* Staff &amp; provide shelters</li> <li>* reunite families</li> <li>* Provide nursing &amp; counseling at shelters</li> <li>* Provide shelter and food administration and coordination</li> </ul>									



P = Primary, S = Secondary

\*The items asterisked above utilize the microwave backbone or fiber optic cable for added reliability.

## **Salt Lake County EOP Example**

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## **Emergency Support Function #2 – Communications Annex**

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*ESF Coordinator:*     *Mark Evans*  
                                  **Bob Lance**  
                                  *Bill Rob*

*Support Agencies:*  
\*See Table Below

**Primary Agencies:**   **Unified Fire Authority** (Appendix A)  
                                  **Unified Police Department** (Appendix B)  
                                  **Salt Lake County Information Services** (Appendix C)

*County Liaison:*     *Mike Barrett*

### **INTRODUCTION**

#### **Purpose**

The Emergency Support Function 2, (ESF#2) designates the primary responsibility for the communication to the Salt Lake County Emergency Manager. Provide guidance for planning, establishing, organizing, and maintaining the telecommunications and information systems necessary to meet the operational requirements for Salt Lake County in preparing for, responding to and recovering from emergencies and disasters. To provide support for the other County ESF functions.

ESF #2 discusses the establishment, use and maintenance of common and specialized telecommunications systems supporting the Unified Fire Authority, Unified Police Department, and Salt Lake County government during times of disaster. Those systems include two way radios, land line and cellular phones along with VOIP (voice over internet), satellite phones, internet, alpha numeric paging systems, emergency notifications, amateur radios to meet the communications needs of the County Agencies and their interaction with other agencies.

#### *Scope*

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ESF#2 discusses, coordinates and enables the support necessary to provide the timely exchange of information to conduct disaster response and relief operations. Coordinating Federal, State and local communications systems for inter local operations if current systems and infrastructure become compromised or exhausted.

### *Policies*

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The Salt Lake County Emergency Operations Center (EOC) and ESF#2 have the overall responsibility for providing direction and control and coordinating communication services during disaster situations. This emergency can be determined by the Mayor or his designee. If a situation requires only a partial activation, only those services required for the situation will be utilized.

If it is determined that a full activation is to take place, the EOC will activate with the appropriate recourses necessary. Identify the actions that need to be taken to provide the required emergency support and notify the appropriate support agencies using the ESF-2 Support Agency Functions Matrix in Appendix D.

In the event of an emergency or disaster incident, ensure the use of interoperable, redundant communications systems can provide open but secure communication among all response elements to support a prompt and coordinated response. Ensure communications among first responders, hospitals, mass care providers and emergency management is a top priority.

### *Situations and Assumptions*

Salt Lake County is at all times subject to a variety of potential emergency, and or disaster events, requiring advanced warning, public safety and community response, and the ability to communicate and share information.

The sudden and unanticipated nature of a catastrophic event, such as an earthquake, or an act of terrorism, will result in numerous requests for life-saving services from all levels of government, including requests to alleviate human suffering, protect property, preserve the environment, and restore order and security to the community. Concurrently, widespread damage to commercial telecommunications facilities and infrastructure is likely. At a time during which the ability to communicate becomes most critical, the capability may be significantly reduced and even non-existent in some situations.

No single warning system exists in Salt Lake County that will alert all citizens of every threatening disaster or emergency situation. There will be occasions when there is no time or mechanism to provide warning.

Communications systems are vulnerable and may be damaged, destroyed, or overwhelmed during and following an emergency or disaster. Due to disrupted transportation routes, weather conditions, a lack of resources, or the level of damage, repairs to communications equipment and the infrastructure could take days, weeks, or months.

The Emergency Alert System (EAS) transmits warnings initiated by local, state, or federal authorities, relying on radio and television broadcasters to relay messages to the public. Once the initial warning is accomplished, public information officers within the County Joint Information Center (JIC) will keep the public informed of what actions to take to prevent injury or property loss (see ESF #15 – External Affairs).

Alternate communications systems such as the Salt Lake County (Radio Amateur Civil Emergency System) amateur radio system will be used in a manner consistent with Salt Lake County Emergency Management procedures.

### *CONCEPT OF OPERATIONS*

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#### **General**

The County Emergency Management Operations Plan (EOP) and the County Continuity of Operations Plan (COOP) will provide guidance for managing emergency communications resources and establishing priorities for restoration of critical infrastructure and systems. Utah Communications Agency Network (UCAN), Salt Lake City and Salt Lake County and other local government agencies will provide support of emergency services, along with State and local government agencies data networks systems.

Other communications equipment such as pagers, cellular phones, and individual radios used in the simplex mode will be used among key personnel. The VHF radio system of the County will be strategically deployed at the prescient and dispatch office.

If the primary communications systems are not functioning, ESF#2 will assist in coordinating alternative methods of communications between necessary agencies. Once any part of the communications system is found to be non-functional, an alternative resolution for that problem will be identified and corrected if possible.

### *ORGANIZATIONAL ROLES AND RESPONSIBILITIES*

See the individual support agencies of ESF #2 located in Appendices for the complete

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emergency support functions for that specific agency.

## *APPENDICES*

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### **Appendix A (Unified Fire Authority)**

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#### **Unified Fire Authority Support Function**

#### **EMERGENCY SUPPORT FUNCTION #2 Appendix A**

#### **Unified Fire Authority and Emergency Operations Center Support**

#### **Emergency Support Function Scope**

Restoration and repair of internal Unified Fire Authority networking infrastructure.  
Coordination with Salt Lake County telecommunications and information technology.

#### *Primary Agency*

Unified Fire Authority Information Technology Bureau

#### *Supporting Agencies*

Salt Lake County Information Services Division  
Utah Communications Agency Network (UCAN)  
Salt Lake Valley Emergency Communications Center (VECC)  
Qwest  
Veracity

#### *I. Introduction*

#### **Purpose**

The purpose of this Emergency Support Function is to outline the support that the Unified Fire Authority Information Technology Bureau will supply to the Unified Fire Authority and Salt

Lake County Emergency Operations Center.

### *Scope*

Coordinates Unified Fire Authority Information Technology Bureau actions to provide the required networking, radio, telecommunications support and the restoration of these infrastructures during an incident response. Unified Fire Authority Information Technology Bureau supports Unified Fire Authority and Salt Lake County Emergency Operations Center during an incident response.

### *II. Policies*

Fire Authority Information Technology Bureau act in accordance with Fire Authority Information policies, the Salt Lake County Emergency Operations Plan, and applicable State and Federal guidelines.

### *III. Situation*

The primary event may be a natural disaster, a technological, or other manmade event that causes varying degrees of damage ranging from minor to severe.

### *Disaster Condition*

This Emergency Support Function may be activated any time the Salt Lake County Emergency Operations Center is activated.

### *Planning Assumptions*

For planning purposes, we assume limited to no damage to the Fire Stations or Salt Lake County Emergency Operations Center locations.

### *Preparedness Actions*

- Prepare and maintain Standard Operating Guidelines (SOG) for Unified Fire Authority equipment at fire stations, remote locations, and Salt Lake County Emergency Operations Center.
- Develop and test Emergency Operations Procedures (EOP) as required.
- Participate in Emergency Management training and exercises as required.
- Ensure alternate or backup communications systems are available.

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#### *IV. Concept of Operations*

##### **General**

Unified Fire Authority Information Technology Bureau will be activated to provide support for internal network, Unified Fire Authority radio communications or as requested by the Emergency Operations Center support. Unified Fire Authority Information Technology Bureau support is scalable to meet the specific needs of each incident response. The Unified Fire Authority Information Technology Bureau recognizes that there are other departments and agencies that may be called upon to provide assistance and the Unified Fire Authority Information Technology Bureau reserves the right to call upon agencies and departments not listed in this annex, should the need arise.

##### *Organization*

The primary interface will be with the Unified Fire Authority, Salt Lake County Information Services Division, and any other agencies located at the Emergency Operations Center during activation.

##### *Notification*

Unified Fire Authority Information Technology Bureau Help Desk – 801-743-7125  
Salt Lake County Information Services Help Desk - 801-468-2417  
UCAN -  
VECC -  
Qwest Communications -  
Veracity Communications -

#### ***RESPONSE ACTIONS***

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##### **Initial Response Actions**

Upon activation, the on-call Information Technology technician will report to the Salt Lake County Emergency Operations Center. Once there they will report to the Logistics Section Chief, and ensure that all critical communications networks are functioning.

##### *Continued Response Actions*



- Maintains a record of all communications support provided.
- Maintain a list of all equipment sent to the field (Model and SN of each item).
- Coordinate efforts with the telecommunications and information technology Industries.
- Provides IT support to the Emergency Operations Center (OPS and JIC).
- Participate in EOC briefings and meetings.

### *Recovery Actions*

- Continue to perform tasks necessary to expedite restoration and recovery operations.
- Place all Emergency Operations Center equipment in off or standby if required.
- Clean, repair, and perform maintenance on all equipment before returning to normal operations or storage.
- Maintain appropriate and adequate records and submit information for financial reimbursement.

### *V. Responsibilities*

#### **Responsibilities of Primary Agency**

##### **General Responsibilities**

The primary duties are to maintain the networking and communications equipment for the Unified Fire Authority equipment located at the Salt Lake County Emergency Operations Center, Unified Fire Authority Fire Stations, and to support operations at the County Emergency Operations Center.

### *Specific Responsibilities*

Maintain, troubleshoot, repair and restore if required Unified Fire Authority installed equipment located at fire stations, cellular telephone handsets, and desktop and laptop computers under Unified Fire Authority control, located at the County Emergency Operations Center.

### *Responsibilities of Support Agencies*

#### **Salt Lake County Information Services Division**

##### **General Responsibilities**

Salt Lake County Information Serves Division is to maintain the networking and communications equipment for the Salt Lake County equipment located at the Salt Lake County Emergency Operations Center in support the operations at the County EOC.

*Utah Communications Agency Network (UCAN)***General Responsibilities**

UCAN is to maintain the communications network for the Unified Fire Authority 800MHZ system.

*Salt Lake Valley Emergency Communications Center (VECC)***General Responsibilities**

VECC is to maintain and support the networking and communications dispatching system for the Unified Fire Authority.

*Qwest Communications***General Responsibilities**

Qwest Communications is to maintain and support the networking DS3 and with Veracity Communications the MPLS networking system for the Unified Fire Authority.

*Veracity Communications***General Responsibilities**

Veracity Communications is to maintain and support the MPLS networking system for the Unified Fire Authority.

***VI. References***

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Unified Fire Authority Information Technology Bureau Standard Operating Procedures will be used as needed by Unified Fire Authority Information Technology personnel during the activation.