

ANNEX B

COMMUNICATIONS

CITY OF CONROE

APPROVAL & IMPLEMENTATION

Annex B

Communications




Philip Dupuis, Police Chief



Ken Kreger, Fire Chief
Emergency Management Coordinator



Date



Date

ANNEX B

COMMUNICATIONS

I. AUTHORITY

See Basic Plan, Section I.

II. PURPOSE

This annex provides information about our communications equipment and capabilities available during emergency operations. Our entire communications system is discussed and procedures for its use are outlined.

III. EXPLANATION OF TERMS

A. Acronyms

CATV	Cable TV
COG	Council of Government
DDC	Disaster District Committee
EAS	Emergency Alert System
EMP	Electromagnetic Pulse
EOC	Emergency Operations Center
FEMA	Federal Emergency Management Agency
IC	Incident Commander
JIC	Joint Information Center
NIMS	National Incident Management System
NRP	National Response Plan
SOC	State Operations Center
SOP	Standard Operating Procedures
RACES	Radio Amateur Civil Emergency Service
TLETS	Texas Law Enforcement Telecommunications System
TRCIP	Texas Radio Communications Interoperability Plan

B. Definitions

Local Computer Network	Local, Metropolitan, or Wide-Area Networks.
State Warning Point	Warning Point for the state operated by the SOC.

IV. SITUATION AND ASSUMPTIONS

A. Situation

1. As noted in the general situation statement in the basic plan, we are at risk from a number of hazards that could threaten public health and safety and personal and government property. A reliable and interoperable communications system is essential to obtain the most complete information on emergency situations and to direct and control our resources responding to those situations.

2. The Dispatch/Communications Center is located at Conroe Police Department. It is staffed on a 24-hour basis by the Police Department dispatcher. Equipment is available to provide communications necessary for emergency operations.

B. Assumptions

1. Adequate communications are available for effective and efficient warning, response and recovery operations.
2. Any number of natural or manmade hazards may neutralize or severely reduce the effectiveness of communications currently in place for emergency operations.
3. Additional communications equipment required for emergency operations will be made available from citizens, business, volunteer organizations, and/or other governmental agencies.

V. CONCEPT OF OPERATIONS

A. General

1. A common operating picture within our jurisdiction and across other jurisdictions provides the framework of our communications capabilities. This framework is made possible by interoperable systems. Extensive communications networks and facilities are in existence throughout City to provide coordinated capabilities for the most effective and efficient response and recovery activities. A diagram of the communications network is in Appendix 1.
2. Our existing communications network consisting of telephone, computer, teletype, and radio facilities will serve to perform the initial and basic communications effort for emergency operations. Landline circuits, when available, will serve as the primary means of communication with other communication systems as back up.
3. During emergency operations, all city departments will maintain their existing equipment and procedures for communicating with their field operations units. They will keep the EOC informed of their operations and status at all times.
4. To meet the increased communications needs created by an emergency, various state and regional agencies, amateur radio operators, and business/industry/volunteer group radio systems will be asked to supplement communications capabilities. These resource capabilities will be requested through local and regional mutual-aid agreements and/or the Disaster District, as required.

B. Activities by Phases of Emergency Management

1. Prevention
 - a. Maintain a current technology based, reliable, interoperable, and sustainable communications system.
 - b. Ensure warning communications systems meet jurisdictional needs.
 - c. Ensure intelligence and other vital information networks are operational.

- d. Ensure integrated communications procedures are in place to meet the needs and requirements of City.

2. Preparedness

- a. Review and update this communications annex.
- b. Develop communications procedures that are documented and implemented through communications operating instructions (include connectivity with private-sector and nongovernmental organizations).
- c. Thoroughly and continually review the system for improvement including the implementation and institutionalized use of information management technologies.
- d. Ensure communications requirements for Emergency Operations Center and potential Joint Information Center (JIC) are regularly reviewed.
- e. Review After Action Reports of actual occurrences and exercises and other sources of information for lessons learned.
- f. Ensure the integration of mitigation plans and actions into all phases of emergency management as applicable.
- g. Acquire, test, and maintain communications equipment.
- h. Ensure replacement parts for communications systems are available and make arrangement for rapid resupply in the event of an emergency.
- i. Train personnel on appropriate equipment and communication procedures as necessary.
- j. Conduct periodic communications drills and make communications a major element during all exercises.
- k. Review assignment of all personnel.
- l. Review emergency notification list of key officials and department heads.
- m. Provide the Consolidated Telephone Company (Companies) with a list of circuit restoration priorities for essential governmental systems.

3. Response

- a. Select communications personnel required for emergency operations according to the incident.
- b. Incident communications will follow ICS standards and will be managed by the IC using a common communications plan and an incident-based communications center.
- c. All incident management entities will make use of common language during emergency communications. This will reduce confusion when multiple agencies or entities are involved in an incident.
- d. Ensure emergency equipment repair on a 24-hour basis.
- e. Initiate warning procedures as outlined in Annex A, Warning, if required.

4. Recovery

All activities in the emergency phase will continue until such time as emergency communications are no longer required.

VI. ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES

A. General

1. Our emergency communications system is operated by the [Sheriff's Office/Police Department] and includes a variety of government-owned and operated equipment as well as equipment owned and operated by certain volunteer groups. The departments, agencies, and groups that are part of our communications system are listed in Section VII.C.
2. The Police Chief will ensure that warning information received at our warning point, the Dispatch/Communications Center, is disseminated to [county/city] officials and, where appropriate, to the public. The responsibility of ensuring the communications system is operational and incorporates all available resources rests with the [Sheriff/Police Chief], who may appoint a Communications Coordinator to carry out this task.

B. Task Assignments

1. Police Chief will:
 - a. Be responsible for all activities enumerated in this annex in Section V.B, Activities by Phases of Emergency Management.
 - b. Supervise the Communications Coordinator.
2. Communications Coordinator will:
 - a. Coordinate common communications procedures.
 - b. Develop and maintain a communications resource inventory (See Annex M, Resource Management).
 - c. Ensure a communications capability exists between the Dispatch/Communications Center of the Police Department and the Emergency Operations Center to include coordination with the telephone company for installation of dedicated telephone lines into the Dispatch/Communications Center and/or EOC.
 - d. Ensure communication restoration procedures are developed.
 - e. Ensure that the local telephone company is forwarded a list of circuit restoration priorities.
 - f. Ensure procedures are in place for dissemination of message traffic.
 - g. Coordinate the inclusion of business/industry and amateur radio operators into the communications network.
 - h. Develop and maintain SOPs to include message-handling procedures and recall rosters for essential personnel.
3. Radio Operators will be:

Responsible for proper use and maintenance of the equipment and for correct message handling procedures, including routing of all incoming messages and logging all incoming and out-going messages.

4. Public Information Officer will be:

Responsible for monitoring commercial radio and telephone broadcasts for accuracy of public information.

5. Switchboard Operators will be:

Responsible for proper screening and routing of all incoming telephone calls.

VII. DIRECTION AND CONTROL

A. General

1. The Mayor establishes general policies for emergency communications.
3. The Communications Coordinator is under the supervision of the Police Chief and is directly responsible for facilities, equipment, and operation of the Dispatch/Communications Center.
4. Communications personnel from individual departments and support agencies, while under control of their own department or agency and operating their own equipment, are responsible for knowing and following the procedures outlined in this annex.
5. During emergency situations involving multiple agencies and/or jurisdictions, the various code systems used for brevity will be discontinued and normal speech will be used to insure comprehension. In addition, local time will be used during transmissions.
6. During emergency situations, communications will be maintained between the Disaster District and the City EOC.

B. Continuity of Government

Each department or agency with communications responsibilities shall establish a line of succession for communications personnel.

C. Existing Communications Systems

1. Local Networks
 - a. County Sheriff's Office
 - b. County Road Maintenance
 - c. City Police Department
 - d. City Fire Department
 - e. City Parks Department
 - f. City Utilities Department
 - g. City Public Works Department

- h. EOC
- 2. Other Networks
 - a. Texas Law Enforcement Telecommunications System (TLETS) is a statewide telecommunications network connecting the State Warning Point (the SOC), with approximately 1,292 city, county, state, federal, and military law enforcement agencies in Texas. Emergency communications between state, district, and local governments will be transmitted through this system. The City principal terminal is located at Conroe Police Department.
 - b. Joint Information Center (JIC), Joint Operations Center (JOC), and SOC.
 - c. Individual Amateur Radio Operators
 - d. Radio Amateur Civil Emergency Service (RACES) is a state sponsored program composed of amateur radio operators. It is used to supplement state and local government communications systems in emergencies or disaster operations.
 - e. Business/Industry/Volunteer Group Radio Systems

VIII. READINESS LEVELS

A. Readiness Level IV - Normal Conditions

See the prevention and preparedness activities in paragraphs V.B.1 and V.B.2 above.

B. Readiness Level III - Increased Readiness

- 1. Alert key personnel.
- 2. Check readiness of all equipment and facilities and correct any deficiencies.

C. Readiness Level II – High Readiness

- 1. Alert personnel for possible emergency duty.
- 2. Monitor situation of possible issuance of warning or alerts.

D. Readiness Level 1 – Maximum Readiness

- 1. Institute 24-hour operations.
- 2. Conduct periodic communication checks.

IX. ADMINISTRATION AND SUPPORT

A. Facilities and Equipment

A complete listing of equipment is included in Appendix 1 of Annex M.

B. Maintenance of Records.

All records generated during an emergency will be collected and filed in an orderly manner so a record of events is preserved for use in determining response costs, settling claims, and updating emergency plans and procedures.

C. Preservation of Records

Vital records should be protected from the effects of disaster to the maximum extent feasible. Should records be damaged during an emergency situation, professional assistance in preserving and restoring those records should be obtained as soon as possible.

D. Communications Protection

1. Radio

a. Electromagnetic Pulse (EMP)

One of the effects of a nuclear detonation that is particularly damaging to radio equipment is EMP. Plans call for the disconnection of radios from antennas and power source when an Attack Warning is issued. A portable radio unit will then be employed as a backup to maintain limited communications with field units. This procedure will be used until an All Clear is announced. Telephones will also be used while operable.

b. Lightning, Wind, and Blast

- 1) Standard lightning protection is used including arrestors and the use of emergency power during severe weather.
- 2) Damaged antennas can be quickly replaced with spare units kept in the Montgomery County Hospital District.
- 3) Mobile repeaters kept in the Montgomery County Hospital District can be quickly positioned at predetermined locations to resume radio communications in the event of damage to radio towers.

2. Telephone (Common Carrier)

a. Overloaded Circuits

To avoid overloaded circuits during emergencies, citizens will be advised to listen to EAS for information and to use telephones only if they have a genuine emergency. If overloaded circuits do become a problem, coordinate with the Consolidated Telephone Company to begin immediate restoration of priority circuits.

b. Emergency Service

During major emergencies, a direct line to the Consolidated Telephone Office is activated in the EOC for emergency service calls.

3. Computer Equipment and Facilities

The physical protection of computer equipment and facilities will be maintained under normal and emergency operations to help ensure continuity of communications.

E. Security

1. Measures will be taken to ensure that only authorized personnel will have access to the Dispatch/Communications Center.

2. Communications security will be maintained in accordance with national, state, and local requirements.

F. Training

1. Each organization assigning personnel to the EOC for communications purposes is responsible for making certain those persons are familiar with the agency's operating procedures.
2. The Police Chief will provide additional training on emergency communications equipment and procedures as necessary.

G. Support

If requirements exceed the capability of local communications resources, the Mayor will request support from nearby jurisdictions or state resources from the Disaster District in Conroe.

X. ANNEX DEVELOPMENT AND MAINTENANCE

- A. The Police Chief will be responsible for maintaining this annex. Each agency will develop SOPs that address assigned tasks.
- B. This annex will be updated in accordance with the schedule outlined in Section X of the Basic Plan.

XI. REFERENCES

- A. Federal Emergency Management Agency (FEMA), 1996. Guide For All-Hazard Emergency Operations Planning. (SLG-101)
- B. Division Of Emergency Management *Local Emergency Management Planning Guide*. (DEM-10)

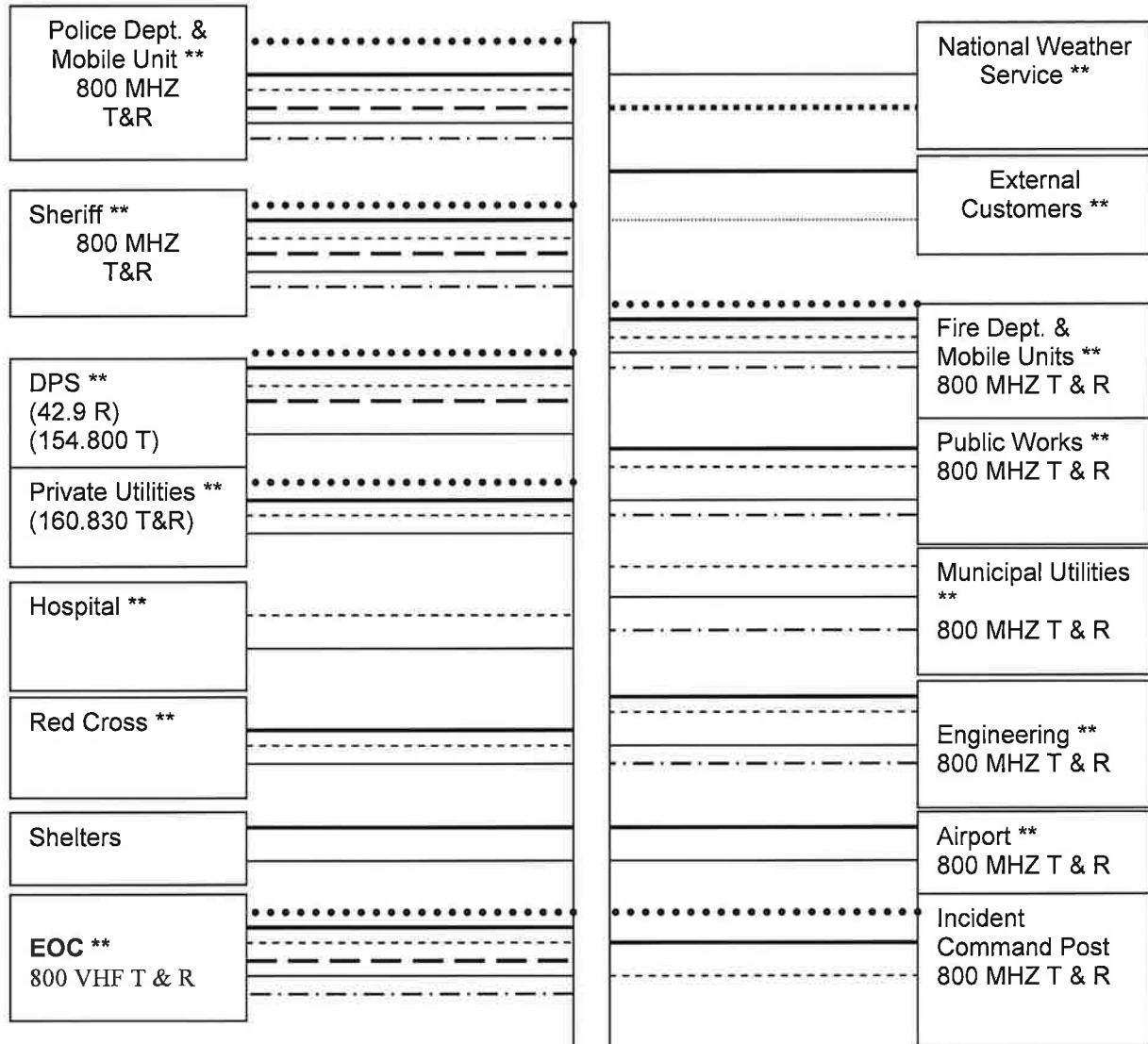
APPENDICES

Appendix 1.....Communications Diagram & Table

SUPPORTING DOCUMENTS

1. Common Communications SOP
2. Communications Restoration Guide
3. Amateur Radio Support Agreement

COMMUNICATIONS DIAGRAM



LEGEND:

- Radio
- CATV or Satellite
- _____ Telephone and/or Fax
- TLETS
- RACES
- Local Computer Network
- Satellite Phones
- _____ Cell Phones
- R Receive Only
- T Transmit Only
- T&R Transmit and Receive
- ** Internet Access & E-mail

FACILITY	COMMUNICATIONS
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Appendix 1 to Annex B

	Cable TV Or Satellite	Phone/ Fax	TLETS	RACES	Radio VHF/UHF	Radio HF	Cell Phones	Satellite Phones	Local Computer Network	Internet E-mail
Airport	X	X				X	X			X
Department of Public Safety	X	X	X		X	X	X	X		X
Engineering	X	X				X	X		X	X
EOC	X	X	X	X	X	X	X	X	X	X
External Customers (Citizens, Private Industry)		X			X	X	X			X
Fire Department & Mobile Units	X	X			X	X	X	X	X	X
Hospital	X	X			X	X	X			X
Municipal Utilities	X	X				X	X		X	X
National Weather Service	X	X	X							X
Police Department & Mobile Units	X	X	X			X	X	X	X	X
Private Utilities		X					X			X
Public Works	X	X				X	X		X	X
Red Cross		X			X		X			X
Shelters		X					X			
Sheriff's Office	X	X	X		X	X	X	X	X	X

State Planning Standards Checklist for Annex B, Communications

Jurisdiction(s): City of Conroe

Annex Date: 9/12/11 **Date of most recent change, if any:** _____

(The date which appears on the signature page)

Note: The annex will be considered Deficient if the *italicized* standards are not met.

This Annex shall:	Section/paragraph
I. Authority	
B-1. Identify local, state, and federal legal authorities pertinent to the subject of the annex, in addition to those cited in the basic plan.	I.
II. Purpose	
B-2. Include a purpose statement that describes the reason for development of the annex.	II.
III. Explanation of Terms	
B-3. Explain and/or define terms and acronyms used in the annex.	III.
IV. Situation & Assumptions	
<i>B-4. Include a situation statement related to the subject of the annex.</i>	IV.A
<i>B-5. Include a list of assumptions used in planning for communications during emergency situations.</i>	IV.B
V. Concept of Operations	
<i>B-6. Include a description of the communications network.</i>	V.A.. 1-4
<i>B-7. Include a list of actions, by phases of emergency management, to be taken to ensure NIMS compliant communications during emergency situations.</i>	V.B.1-4
VI. Organization & Assignment of Responsibilities	
<i>B-8. Identify, by position/title, the individual who has the responsibility of organizing and coordinating the communications system.</i>	VI.A.2
<i>B-9. Include a listing by position/title of communications responsibilities.</i>	VI.B.1-4
VII. Direction & Control	
<i>B-10. Identify by position the individual who will oversee the provision of communications services during emergency situations.</i>	VII.A
<i>B-11. List existing communications systems.</i>	VII.C.1-2
VIII. Readiness Levels	
<i>B-12. Describe actions to be taken at various readiness levels.</i>	VIII.A-D
IX. Administration & Support	
<i>B-13. Include a reference to facilities and equipment.</i>	IX.A
B-14. Include policies on maintenance and presentation of records, security, training, and support.	IX.B,C,E,F
<i>B-15. Include a list of actions to be taken to protect communications equipment.</i>	IX.D
X. Annex Development & Maintenance	
B-16. Specify the individual(s) by position responsible for developing and maintaining the annex.	X.A

XI. References	
B-17. Identify references pertinent to the content of the annex.	XI.
Other	
B-18. List pertinent annex communications support documents.	XI.
B-19. Include a diagram and/or table detailing the communications network.	B-1-1 & B-1-2 (Appendix 1)

FOR LOCAL GOVERNMENT USE		Signature	Date
This Checklist Completed By		<i>Ken Krueger</i>	9/12/11

FOR DEM USE	Initials	Date
DEM Regional Liaison Officer Review		
DEM Preparedness Section Processing		