

EMERGENCY SUPPORT FUNCTION– 2

Communications and Warning

PRIMARY AGENCIES:	Police Department - Redmond Police Dispatch Center
	Finance - Information Services
SUPPORT AGENCIES:	Communications Office
	City Emergency Coordination Center (ECC)
	NORCOM
	King County Office of Emergency Management

I. INTRODUCTION

A. PURPOSE

The Communications and Warning Emergency Support Function (ESF-2) is activated when a significant impact to the communications infrastructure is anticipated or has occurred. It is meant to organize, establish and maintain communication capabilities necessary to meet operational requirements of the City of Redmond in preparing for, responding to, and recovering from an incident.

B. SCOPE

1. The Redmond Police Dispatch Center is designated as the lead agency for coordinating communications and warning of events (or pending events).
2. The Finance and Information Services Department is designated as the lead agency for providing service for managing telecommunications and information systems infrastructure.
3. The Communications Office is responsible for producing and coordinating public communications bulletins under the direction of the Mayor and/or the ECC Director (See ESF-15 External Affairs).
4. The Communications and Warning ESF describes the coordination of actions to be taken to establish and maintain the City’s telecommunications, information systems, and warning support in preparation for, response to, and recovery from an incident

which effects the population and operation of the City of Redmond. The 911 dispatch system is managed in coordination with King County.

5. Support for this ESF includes: communication and telecommunication services provided under the National Security Emergency Preparedness procedures for expediting service requirements covered under the Telecommunications Service Priority program.

II. POLICIES

- A. Priority in establishing communications systems within the City is first given to life safety, followed by the re-establishment of essential government functions and the protection of public property.
- B. The Director of Emergency Preparedness is authorized to execute special powers in the event of an emergency such as when information systems and warning support requirements cannot be met.

III. SITUATION

A. INCIDENT CONDITIONS AND HAZARDS

1. The sudden and unexpected nature of an incident may result in numerous requests for services required to save lives, protect property, and preserve the environment.
2. When the need for communications equipment is the highest, there may be fewer resources, thus requiring a need for reprioritization and reallocation of working systems.
3. Communications resources may be overwhelmed, requiring outside assets and assistance.
4. See the City of Redmond Basic CEMP for vulnerable population information (Access and Functional Needs section) and a description of potential emergency conditions (Mitigation Activities section).

B. PLANNING ASSUMPTIONS

1. No guarantee of a perfect response system is expressed or implied by this ESF. The City of Redmond will make every reasonable effort to respond based on the situation, information, and resources available at the time of the incident.
2. Available resources may become limited due to high demand in a large-scale incident.
3. All departments are required to support this ESF as necessary.
4. The City will focus on coordinating lifesaving activities concurrent with reestablishing response and recovery efforts of the affected area(s). The County and State, in

conjunction with the telecommunications industry, will accomplish as much restoration and reconstruction of telecommunications facilities as the situation permits.

5. Initial reports of damage may be fragmented, providing an incomplete picture of the extent of damage to telecommunications facilities.
6. Public information and warning is critical to alerting citizens of an impending or ongoing incident.
7. A combination of warnings, including the Emergency Alert System (EAS) may be utilized. The EAS warning method is used in cooperation with the King County Office of Emergency Management, local broadcasters and cable providers. Social media, notices on the www.redmond.gov home page, and notification software such as AlertSense may be used as well.
8. Weather and other environmental factors may restrict the ability to deploy mobile or transportable telecommunications equipment into the affected area.
9. The Mayor's Proclamation of Emergency will be requested and announced, should the situation warrant.

IV. CONCEPT OF OPERATIONS

A. GENERAL

In an incident, the ability to communicate internally among departments and externally to the public is critical. Coordination between the Redmond Police Dispatch Center, NORCOM, the Joint Information Center (JIC), and the City's Emergency Coordination Center (ECC) will manage information releases to the public as well as provide information to responders and recovery teams. Should the incident affect normal communications systems, alternate methods including conventional radio UHF, amateur radio (ARES), and CEMNET radio may be utilized.

B. PROCEDURES

1. According to Municipal Code Chapter 2.20.060, the Director of Emergency Preparedness has primary authority for emergency decision making.
2. Activate the City of Redmond ECC Emergency Operation Plan (EOP).
3. Monitor the National Warning System (NAWAS) while the ECC is activated.
4. Activate the Emergency Alert System (EAS). This system provides emergency information to the public via local radio and television stations. The King County Sheriff's Department, the Washington State Emergency Management Division, NORCOM, and NOAA may activate the EAS.
5. Notify designated amateur radio support - ARES/RACES of ECC activation. Confirm they are established and available at the City ECC.

6. Comprehensive Emergency Management Network (CEMNET) serves as the primary back-up communications system for direction and control of emergency operations, Statewide. CEMNET is a low band VHF system employing twelve (12) remote mountaintop base stations. The 12 stations are operated and controlled at the State EOC through the Washington State Patrol microwave radio system. Channel assignment for Redmond is F1 - 45.200 MHz. Redmond Transmits off of the Squak Mountain tower.

C. PREVENTION AND MITIGATION ACTIVITIES

1. Review the City Hazard Mitigation Plan (HMP) as a department and discuss implementation strategies.
2. Participate in development of policies and programs to prepare for managing public information during and after an incident.
3. Assist the Office of Emergency Management (OEM) in disseminating information to citizens about preparing for incidents.
4. Redmond's Public Safety Answering Point (PSAP) is equipped with both an emergency generator and with an uninterrupted power supply (UPS). The UPS batteries supply emergency power to PSAP. Without a generator or commercial power charge, the batteries will provide power for a period of less than one hour. The generator is capable of supplying power for approximately 72 hours and is dependent upon the amount of fuel supply.
 - a. Extra radio and cellular batteries are rotated and kept charged.
 - b. The emergency generator is capable of supplying power to vital services including: The City ECC, PSAP, selected outlets, key card security, police records, and information technology servers as required.

D. PREPAREDNESS ACTIVITIES

1. Finance and Information Services Department - Information Services

Maintain test plans and recovery abilities for all communications and network systems according to standard operating guidelines (SOGs), and the Information Services Continuity of Operations Plan (COOP).
2. Police Department – Redmond Police Dispatch Center
 - a. Redmond OEM will support amateur radio volunteers as they participate in drills and exercises to test the capabilities of the ARES radio net.
 - b. Maintain operation of Police Department radio equipment owned or used by the City including any contract agreements.

- c. Train personnel in proper radio protocol, including limiting communications during emergencies and yielding to Incident Command communications.
- d. Subscribe to the Government Emergency Telecommunications Service (GETS) which is offered by the Office of the Manager of the National Communications Systems, to meet national security and emergency preparedness requirements by Federal, State and local government and other authorized users. Subscriber cards (with instructions) are issued to Emergency Preparedness Council members and selected staff members and are available for use by members of the City's emergency management organization through those cardholders.

3. Communications Office

- a. Train public information officers on the Joint Information Center (JIC) for public information and notification.
- b. Maintain setup plans for the JIC.

E. RESPONSE ACTIVITIES

1. General

- a. The Emergency Alert System (EAS) provides emergency information to the public via local radio and television stations. It may be activated by contacting the King County Sheriff's Office, Washington State Emergency Management Division, NOAA, or NORCOM.
- b. Notification of citizens regarding emergency information and instructions may be handled at the incident scene through the Emergency Alert System (EAS), door-to-door by uniformed City or other personnel, mobile public address systems, updates to the AM1650 Redmond emergency alert radio by Redmond OEM (or designees) or any other means available.
- c. The National Warning System (NAWAS) is the primary system utilized by the federal government to disseminate warning information. Warnings for the City are received at the PSAP which in turn notifies local emergency personnel and the public.
- d. Weather advisories and warnings are provided on a 24-hour basis by the National Weather Service using email, the NWS web site, and tools developed by NWS and other parties. Redmond Office of Emergency Management (OEM), King County, and WA State Emergency Operations Centers monitor for NWS alerts. The National Weather Service (Seattle Office) is also capable of sending civil emergency notices to their network of weather radios at the request of local public safety officials. The newer generation weather radios are self-activated when warnings are initiated.
- e. The Director of Emergency Preparedness, or designee, will be notified by the Redmond PSAP Dispatch Commander any time the nature of the warning would indicate a need to increase staffing levels.

- f. Conduct damage assessments and complete reports as required by the City ECC and State including forms and required reports.
- g. In case of partial or total loss of local telephone communication services, Information Services will coordinate repair and restoration.
- h. City-owned Cellular phones will be redistributed or acquired to address the communications capability requirements of an emergency situation.

2. Police Department - Redmond Police Dispatch Center

The Dispatch Center is responsible for the overall direction and control of emergency communications related to the 911 Service and Police 800 MHz radio systems during an incident. The City's internal City ECC frequency will be on a designated talk group. When conditions warrant, the Redmond Police Dispatch Center Commander or Lead will activate the ECC talk group.

- a. Arrange additional communications capabilities when necessary.
- b. Establish restoration priorities for emergency telephone and radio systems in conjunction with the Incident Commander.
- c. Coordinate the restoration of City government radio capabilities.
- d. Redmond OEM will activate Amateur Radio Emergency Services (ARES) when necessary, or ARES volunteers will self-deploy based on pre-determined criteria.
- e. Recommend relocation or redistribution of radio resources used by City Departments as necessary to most effectively maintain adequate communications in emergency situations.
- f. Disseminate warning information received through NAWAS, EAS, the National Weather Service, etc. to local emergency officials in accordance with standard operating guidelines.

3. Information Services

- a. Advise the City ECC on status and capability of all communications systems.
- b. Provide telecommunications and information system staff with equipment and system assistance, as available and in accordance with the department's primary mission.
- c. Assure that communications systems can be utilized from or to the ECC and mobile facilities.
- d. Establish restoration priorities for emergency telephones in cooperation with the Incident Commander.

- e. Conduct damage assessments of City computers, all of the City's technical appliances, the intranet system and any other electronic related equipment; initiate repairs and mitigation activities of such equipment.
- f. Coordinate use and distribution of loaned cell phones during incidents; provide a cellular telephone roster as part of the City-wide directory in the ECC.
- g. Arrange for additional communications capabilities when necessary.

4. Communications Office

- a. Coordinates with Information Services for repair and restoration of Cable TV systems.
- b. With approval from, and in coordination with, the Mayor and/or Incident Commander, send emergency public safety information through Cable TV networks, Web sites, or any other available means.

F. RECOVERY ACTIVITIES

1. Police Department - Dispatch Center

- a. OEM will maintain coordination with the EAS and ARES systems.
- b. Maintain operation of radio equipment owned or used by the City of Redmond Police Department, including any contract agreements.
- c. Create After-Action Reports and Lessons Learned Reports.

2. Information Services

- a. Coordinate the restoration of City government telephone, computer systems and networks.
- b. Activated telecommunications and information systems will continue to support recovery operations, as required.
- c. Restore telecommunications and information system infrastructure and systems not used in response activities when full services are available to the City.
- d. Create After-action Reports and Lessons Learned Reports

3. Communications Office

- a. Provide trained public information officers to the JIC for continued public information and notification.
- b. Create After-Action and Lessons Learned Reports.

V. RESPONSIBILITIES

Primary agencies are responsible for ensuring the functioning of communication systems and the dissemination of information during an incident. The Mayor (or successor) in coordination with the Director of Emergency Preparedness determines the need to activate the Emergency Alert System (EAS).

VI. RESOURCE REQUIREMENTS

- A. The City Emergency Coordination Center (ECC) has capabilities contained in:
1. Emergency Operations Plan (EOP).
 2. Radio links to:
 - a. Redmond Fire Department / NORCOM
 - b. Redmond Police Department
 - c. King County Sheriff
 - d. Redmond Public Works
 - e. King County Office of Emergency Management
 - f. CEMNET (State Dept. of Emergency Management)
 - g. Ambulance companies
 3. ARES - Two way communication by voice, HF, UHF, VHF, CW, RTTY, & Packet.
 4. Cable TV Redmond, cable channel RCTV 21, RCTV 75 in the City, available through Comcast.
 5. City of Redmond website, www.redmond.gov
 6. Redmond Emergency Alert Radio AM 1650.
 7. Emergency Alert notification using software such as AlertSense.
 8. The www.redmondready.org web site.
 9. City Communications Office can update social media accounts and www.redmond.gov web site.

VII. FURTHER MATERIALS FOR REFERENCE

1. City of Redmond Hazard Mitigation Plan (HMP) and King County Regional Hazard Mitigation Plan (KCRHMP). See the Resources section of the Redmond CEMP Basic Plan or the Emergency Plans page in the Public Safety section of www.redmond.gov for links.
2. King County Regional Disaster Plan
3. Emergency Alert System (EAS)
4. Public Safety Answering Points (PSAP) Accessible Networks
5. Central Puget Sound Area Emergency Alert System Plan

6. AM 1650 Operations Plan
7. Refer to primary and supporting departments' plans for further information supporting this ESF.