OKANOGAN COUNTY
Comprehensive Emergency Management Plan

EMERGENCY SUPPORT FUNCTION 2

TELECOMMUNICATIONS, INFORMATION SYSTEMS, AND WARNING

RESPONSIBILITY SUMMARY:

Primary Response

Okanogan County Department of Emergency Management
Okanogan County Communications Center

Supporting

Amateur Radio Emergency Service/Radio Amateur Civil Emergency Services
Public Broadcasting
KOMW Radio (Emergency Alert System Hub)
NOAA National Weather Service
Fire Services
Law Enforcement
Emergency Medical Service
Public Works Departments
Okanogan County Central Services
North Cascades Chapter of the American Red Cross

Plan Preparation & Maintenance

Okanogan County Department of Emergency Management

I. INTRODUCTION

A. Purpose

1. To provide guidance for rapid alerting and warning to key city/town and county officials and the general public regarding an impending or occurring emergency or disaster.
2. To provide guidance for organizing, establishing, and maintaining telecommunication capabilities necessary to meet the operational requirements of the county in responding to, and recovering from, emergencies and disasters.

B. Scope

This ESF and the two appendices describe the actions to be taken to establish and maintain telecommunications and warning coordination for local jurisdictions and to provide agency support in preparation for, response to, and recovery from an emergency or disaster which affects the local population and the operation of local government. This ESF and appendices also address coordination with state government and agencies when additional telecommunications are requested

through the State of Washington Military Department, Emergency Management Division (WAEMD)/Washington State Emergency Operations Center (WAEOC).

II. POLICIES

A. This plan will govern Okanogan County telecommunications and warning activities related to mitigating, preparing for, responding to, and recovering from emergencies or disasters.

B. Telecommunications and warning support requirements that cannot be met at the Okanogan County level will be referred to WAEMD.

III. SITUATION

A. Emergency/Disaster Conditions and Hazards

1. Okanogan County is vulnerable to a variety of emergency or disaster events requiring dissemination of warning and/or other emergency information to county and city/town officials, and the general public. Emergency or disaster warnings may originate from any level of government, as well as other sources. Most forecasting resources are located with the federal government. This may include, but is not limited to advisories, watches, and warnings for floods, severe weather, volcanic eruptions, and hazardous materials incidents.
2. The sudden and unexpected nature of a catastrophic event will result in numerous requests from many agencies and all levels of government for services required to save lives, protect property, and preserve the environment.
3. The Okanogan County Department of Emergency Management/Emergency Operations Center (DEM/EOC) staff, city/town and county government, and all emergency and support agencies will have a critical need for accurate and timely information on which to base decisions and focus response actions. Also, widespread damage to commercial telecommunications facilities is possible. At a time when the need for real-time electronically processed information is greatest, the capability to produce it may be restricted or non-existent. All available telecommunication assets of the various agencies and local government will be needed immediately to assure proper response to the needs of the victims.

B. Planning Assumptions

1. Jurisdictions and agencies within the county will focus on coordinating lifesaving activities concurrent with reestablishing control of the affected area. Jurisdictions, agencies, and the county, in conjunction with the telecommunications industry, will accomplish as much restoration and reconstruction of communications capabilities as resources and the situation permits. The county may be able to get additional assistance for restoration of communication systems when requested through WAEMD.
2. Initial reports of damage will be fragmented, providing an incomplete picture of the extent of damage to communications systems and facilities.

3. Weather and other factors may impair the ability to deploy mobile or transportable telecommunication equipment into the affected area.
4. Conditions following the event will require careful consideration of areas or sites that may require communications support, such as staging areas, police stations, fire stations, water treatment facilities, shelters, alternate EOC locations, short and long term health care facilities, schools and daycare facilities, communication points for communities without telephone service, and other critical areas.

IV. CONCEPT OF OPERATIONS

A. General

1. Reliable communication capabilities are necessary for day-to-day communications, warning of impending events, response and recovery operations, search and rescue operations, and coordination with other county, state, and public safety agencies. These capabilities must be available at the primary and alternate EOC facilities or other locations selected because of existing conditions. Specific back-up capabilities are listed in the appendices.
2. Emergency communication between the county EOC and state or federal agencies will be coordinated through the WAEMD.
3. The Emergency Alert System (EAS) operates through a designated radio station. Our designated station is North Cascades Broadcasting (KOMW, FM 104.3 and 680 AM). It is intended to provide federal, state, and local jurisdictions with the means to disseminate prompt, reliable emergency information, instructions, and warning in the event of local, state, or national emergencies. Local radio broadcasters' participation for most warnings is voluntary. The EAS may also be used by law enforcement to provide Abducted Minor Broadcast Emergency Response (AMBER) alert. See the Okanogan County AMBER Plan for more information. As of 12/1/10, the EAS activation has been converted to MyStateUSA. The Okanogan DEM successfully activated the EAS system in December 2010. In 2011, the MyStateUSA system will be deployed on the 911 Dispatch workstations, allowing EAS messages to be sent directly from Dispatch.
4. The Okanogan County EOC is located at 123 5th Avenue N. Room 200 and the Okanogan County Communications Center (Dispatch) is located at 149 4th Avenue, Okanogan. The Dispatch facility is equipped with back-up power from a large generator. In addition, the dispatch equipment is protected by Uninterrupted Power Supply (UPS) units. Dispatch is equipped to operate from a workstation at the EOC with primary 9-1-1 support provided by Ferry County. Communication capabilities currently available to the county EOC facility include, but are not limited to:
   a. Telephone system, Radio-over-Internet-Protocol (RoIP) voice lines, facsimile, e-mail, and Spillman/CAD system

b. Government and privately owned cell phones.

c. E-mail through the Okanogan County network, Spillmail, and My State USA.

d. TELETASK alert and notification system provides immediate geographical warning and information to land line telephones through a web-accessed call-out system using dedicated land lines.

e. Washington Comprehensive Emergency Management Network (CEMNET)

(1) WAEMD operates a statewide, very high frequency (VHF) low-band radio system as the primary backup communication link between the State EOC and local EOC's throughout the state.

(2) In addition to linking county DEM with WAEMD and other state EOC's it also serves as a link to other agencies:

a. WA State Department of Ecology

b. WA State Department of Health

c. University of Washington Seismology Lab

d. National Weather Service

(3) WAEMD monitors the network on a 24-hour basis for both routine and emergency traffic and responds accordingly.

(4) CEMNET is tested weekly by WAEMD with county DEM.

f. Hand-held scanning two-way radio with fire, EMS, law enforcement, hospitals, county public works, and other frequencies are located at the DEM.

g. A cache of hand-held portable radios are available to incident commanders to provide communications to incoming mutual aid resources.

h. National Alert and Warning System (NAWAS) terminal is located at Grand Coulee Dam, Okanogan is secondary.

i. National Oceanic and Atmospheric Administration (NOAA) weather advisories, watches and warnings are received via Washington State Patrol's WEBMS network at Dispatch.

j. Dispatchers or DEM personnel may provide warning when lives are threatened and when lives may be saved as a result of the warning can activate the Emergency Alert System (EAS), located at DEM (and Dispatch in 2011) The TELETASK alert notification system may also be utilized.

k. ARES/RACES organization can provide two-way VHF, UHF and HF backup and auxiliary radio communications for first responders, hospitals, the EOC, and other emergency, support agencies and groups. These resources are deployed upon request from DEM/EOC. VHF radios are installed at the Okanogan

County EOC, North Valley Hospital, Mid Valley Hospital, Okanogan-Douglas District Hospital, Okanogan County Public Health, and North Cascades Chapter of the American Red Cross. ARES/RACES can also provide some portable and fixed location digital (written text) communications, both "point to point" and via Internet. Digital equipment is installed at the Okanogan County EOC. ARES/RACES have back-up emergency power, and a communications trailer (SAR) that may be deployed as needed. DEM also has a portable tactical repeater that can be deployed in the field.

5. Communication capabilities available to departments, agencies and jurisdictions (fire, EMS, law enforcement, public works, etc) within the county include their normal two-way radios, standard telephone systems, facsimiles, and cellular phones.

   a. **Okanogan Command** - available in both tactical/direct and repeater configurations – DEM has a dedicated portable repeater, with battery and solar power, able to be deployed for County incident command communications.

   b. **OSCCR**

      Primarily used by public-safety agencies, "on-scene" at an event/incident, for command and coordination of activities between agencies. OSCCR can only be employed in the simplex mode via mobile and/or handheld equipment.

   c. **SAR**

      Primarily used by Search and Rescue organizations for coordinating operations between SAR units. Can only be employed in the simplex mode, via mobile and/or handheld equipment. SAR has a cache of 12 portable radios.

   d. **REDNET**

      Primarily used by fire departments and districts for on-scene fire operations.

   e. **LERN**

      Primarily used by law enforcement agencies for mutual operations.

   f. **HEAR**

      Primarily used by ambulance services for administrative communications with hospitals.

   g. **Satellite Telephone**

      Satellite telephones are deployed to DEM, Public Health Department, Sheriff's Office and hospitals to supplement emergency communications. These phones may be redeployed during emergencies to locations having the greatest need.

h. **Incident Command Vehicles**

1. Local fire departments have incident command vehicles that are available for mutual aid during events, training and exercises.
2. The Sheriff's Office has a Mobile Command Post vehicle that can rapidly deploy radio interoperability solutions to ICs. This vehicle contains multiple radios of various bands (VHF, HF, Aircraft, CEMNET) and 10 portable radios.

i. **Okanogan County DEM.**

DEM has a cache of 15 portable handheld radios that are available to ICs. The radios are programmed with County standard channel configuration.

B. Organization

Emergency telecommunications and warning for Okanogan County is coordinated through DEM/EOC. The Director EMD, the DEM, or the PIO must authorize or approve all outgoing alerts, warnings, and press releases. (See ESF 5 – Emergency Management, and ESF 15 – Public Affairs)

C. Procedures

The various agencies, groups, and communications/alert systems function under this ESF and their specific operational plans and procedures are listed below.

1. Washington State EAS Plan, dated March, 2004.
2. Okanogan County AMBER Plan, 2003
3. County ARES/RACES Standard Operating Procedures

V. RESPONSIBILITIES

A. County DEM has the overall responsibility for planning and coordinating the emergency communications program within the county. DEM assures that local jurisdiction', agencies' and service organizations' communication systems can be utilized from, or to, the local EOC, alternate location, and mobile units. DEM also coordinates with Dispatch for conducting tests of the warning network.

B. Support agencies/groups are responsible for maintaining their plans and training in coordination with this ESF. When requested by the County DEM/EOC, they will provide communications equipment and personnel as needed, and as available, in accordance with their primary mission or responsibilities.

VI. MITIGATION

DEM encourages and promotes mutual aid and cooperation between local jurisdictions and agencies. Additionally, Community Emergency Response Teams, ARES/RACES members, Search and Rescue and Posse volunteers, Civil Air Patrol members, and others are registered with the county as emergency workers. These organizations are encouraged to participate in a variety of community activities and training missions to test equipment, identify areas needing improvement or specialized support, and develop and evaluate operational procedures.

VII. PREPAREDNESS

A. See Appendix A – Telecommunications

B. See Appendix B – Warning

VIII. RESPONSE

A. See Appendix A – Telecommunications

B. See Appendix B – Warning

IX. RECOVERY

A. Continue to utilize primary and alternate communication and warning systems to coordinate recovery activities. The PIO will continue to be responsible for the coordination and dissemination of recovery information, such as when it is safe for people to return to their homes and businesses.

B. All agencies and departments will return to normal operations when no longer needed, or when normal systems and facilities are restored. Demobilization of communication and warning resources will be coordinated through the EOC.

C. Involved agencies and departments will assist the DEM in preparing after-action reports regarding telecommunications and warning.

X. RESOURCE REQUIREMENTS

Local jurisdictions, agencies, and service organizations should identify and develop their resources, including trained personnel, primary and backup equipment, and backup power options. When necessary, the required personnel and equipment can be made available to fulfill the roles and responsibilities identified in this ESF. As a minimum, all agencies, jurisdictions and organizations should expect to sustain operations for 72 hours, and have other resources programmed for use up to 14 days.

XI. REFERENCES

A. Revised Code of Washington (RCW) 38.52 Dispositions – Emergency Management

B. FEMA Manual 1550.2, National Warning System (NAWAS) Operations Manual, dated March 30, 2001.

C. FCC Rules and Regulations Part 97 Amateur Radio Service, Subpart E, Providing Emergency Communications.

D. WAC 480.120.520 (regarding telecommunications providers - major outages and service interruptions)

E. Okanogan County CEMP, ESF 5 – Emergency Management

F. Okanogan County CEMP, ESF 15 – Public Affairs

XII. APPENDICES

A. Appendix A – Telecommunication

B. Appendix B – Warning

C. Appendix C – Okanogan County Incident Communications Plan

D. Annex 1 – Okanogan County ARES-RACES Plan

OKANOGAN COUNTY
Comprehensive Emergency Management Plan

EMERGENCY SUPPORT FUNCTION 2

APPENDIX A - TELECOMMUNICATIONS

I. INTRODUCTION

To organize, establish, and maintain the communications capabilities necessary to meet the operational requirements of jurisdictions and agencies in responding to and recovering from emergencies and disasters.

II. CONCEPT OF OPERATIONS

A. General

1. Routine modes of communications that remain operational will continue to be used after an emergency or disaster to the extent that they are operational.
2. The Okanogan County DEM has adopted a common VHF radio channel line-up to be programmed on all VHF emergency services radios. (See Appendix C)
3. Local jurisdictions may utilize commercial communication systems as well as local government systems, which include use of mutual aid channels such as On-Scene Control and Coordination Radio (OSCCR). Local jurisdictions may request assistance through the EOC, when necessary.
4. The EOC will coordinate the identification, acquisition, prioritization, and deployment of telecommunications assets as appropriate to assure continuity and consistency of county response actions.
5. When an event occurs, the following actions will be initiated:
   a. There will be an increased need for coordination and prioritization of communication within local jurisdictions such as EMS, fire, law enforcement, and public works.
   b. Activation of the county EOC and communication systems will occur as needed, utilizing available resources. If available, one or more of these networks should be utilized in addition to primary voice telephone capability, to establish both primary and backup communication between the County EOC and WAEMD/EOC. Additional communication resources and networks that may be available for communication between county EOC and WAEMD/WAEOC includes facsimile, modem, and cell phones. The following radio systems are available:
      (1) CEMNET 45.2 MHz (state F-1)
      (2) ARES/RACES HF (Washington Emergency Net)- 3.985 MHz lower side band (LSB), with an alternate frequency of 7.245 MHz LSB

(3) ARES/RACES HF (Washington Emergency Net, digital mode, Packet/PACTOR) - 3.605 MHz LSB

(4) ARES/RACES/ARES/RACES voice (county)

- Primary VHF is Tunk Mountain (KK7EC), 145.45 (-) MHz, PL Tone 100.0. It is anticipated that this repeater will be linked to the Pitcher system in 2011, and also to Ferry County.
- Secondary VHF is Pitcher Mountain (KK7EC), 146.72(-) PL Tone 100.0. This repeater is linked to McClure Mountain (West County), and Coulee dam (East County)
- Primary UHF is KK7EC, Pitcher Mountain, 443.550 (+), PL Tone 100.0
- Other repeaters are available in the area, and are listed in the Okanogan ARES/RACES Standard Operating Procedures (SOP)

(5) ARES/RACES VHF, UHF, and HF voice and digital modes as necessary. Coordinated by the ARES County Emergency Coordinator as required.

(6) WEBMS

c. A variety of communication capabilities are available within the county in addition to normal operational resources, including:

(1) COMMAND – 158.8275 MHZ

(2) OSCCR - 156.135 MHZ

(3) HEAR 155.340 MHZ

(4) LERN 155.370

(5) NLEC 155.475

(6) State Search and Rescue: 155.160 MHZ

(7) Civil Air Patrol - 4.585 MHZ, 4.582 MHZ, 148.150 MHZ

(8) ARES/RACES tactical frequencies (maximum range, 25 miles in open terrain, can be extended by relay):

- Primary VHF voice is 146.52 MHz (simplex)
- Primary UHF voice is 446.0 MHz (simplex)
- Other tactical frequencies are listed in the Okanogan ARES/RACES SOP Plan

(9) Volunteer organizations (SAR, Posse, and CERT) that utilize County VHF frequencies (see above) and also FRS, (which has limited range of about 2 miles, line-of-sight).

B. Preparedness Activities

1. Okanogan County Department of Emergency Management
   a. Coordinate with appropriate departments and agencies within the county, to ensure those with communications capability have appropriate plans and procedures to support their assigned emergency mission.
   b. Participate in tests and exercises of the county's communication capabilities, such as the weekly CEMNET radio test.
2. Support Agencies/Departments/Jurisdictions
   a. Develop and maintain an inventory of communication capabilities and resources, noting availability and response criteria, and noting any deficiencies or limitations in respect to supporting this ESF. This information is to be shared with the DEM.
   b. Develop and maintain appropriate Standard Operating Procedures (SOPs) in support of their mission, and in support of this ESF, and train personnel to that standard.

C. Response Activities

1. To communicate with the WAEMD via CEMNET radio, F-1 will be used.
2. Upon activation of the EOC for an emergency or disaster, DEM/EOC Manager will perform the following:
   a. Request communications support as needed.
   b. Notify local ARES/RACES Emergency Coordinator and Assistance Emergency Coordinator(s).
   c. Notify WAEMD, and establish primary and backup communications with them.
   d. Establish communications with local agencies and departments, and ensure all agencies with communications capabilities and responsibilities are advised of conditions, and are taking appropriate actions such as verifying current status of resources and personnel.
   e. Determine overall operational status of communications resources, provide coordination, and maintain priorities for handling of messages and communications traffic within the EOC, and between EOC and field operations. Establish communications with adjacent counties, if necessary.
   f. Coordinate specific locations where backup or support communications need to be established, such as hospitals, medical clinics, nursing homes, group homes, schools, daycare facilities, communities without phone service, response agencies, etc.
   g. Set-up/deploy Command Repeater, if needed.

OKANOGAN COUNTY
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EMERGENCY SUPPORT FUNCTION 2

APPENDIX B - WARNING

I. INTRODUCTION

To provide guidance for rapid alerting and warning to key local jurisdiction officials and the general public of an impending or occurring emergency or disaster.

II. CONCEPT OF OPERATIONS

A. General

1. Emergency or disaster warnings may originate from any level of government or other sources. However, most forecasting resources are located within the federal government, and may include watches and warnings for: floods, mud slides, severe weather, volcanic eruptions, fixed nuclear facility incidents, hazardous materials incidents, as well as earthquake occurrence notification.
2. This notification may come from the National Weather Service (NWS), the Emergency Alert System, Washington State Emergency Management, the amateur radio community, the Okanogan County Communications Center, or the general public.
3. The National Alert and Warning System (NAWAS), established by the federal government, is the primary means of disseminating warnings concerning national threats, in addition to the hazards listed above. The primary receiving point for NAWAS is at Grand Coulee. Grand Coulee contacts Okanogan Dispatch via telephone.
4. The TELETASK alert notification system is coordinated by Okanogan County DEM. The system is capable of sending voice messages to land-line telephones in a geographic area. The system can also call other telephone users in input contact lists such as EOC staff, volunteer firefighters, etc. The system uses 4 out-bound dedicated land lines.
5. Additional communication capabilities may be used for warning.
   a. MyStateUSA – EAS warnings to local radio stations
   b. WEBMS (state web based system)
      The primary receiving point is at Dispatch.
   b. CEMNET radio
   c. Commercial telephone systems
   c. Amateur radio
6. Responsible local officials may consider and decide whether to utilize the local operational area Emergency Alert System (EAS) to warn and advise the public in special situations.

7. Local jurisdictions will utilize all warning systems available to alert officials and the affected population. This includes mobile sirens and loudspeakers. Special attention will be given to special needs groups, such as the hearing impaired, short and long-term health care facilities, group homes, and others at special risk. This prioritization and communication will be coordinated through the EOC.
8. Individuals or groups with special needs should coordinate with DEM before an emergency occurs. Family members, friends, and caretakers of those with special needs should become aware of resources and options available, and develop alert, warning and response plans.

B. Preparedness Activities

1. Okanogan County Department of Emergency Management
   a. Determine methods of conveying warnings to citizens.
   b. Prepare, maintain, and exercise warning plans, SOPs, and resource lists.
   c. Train personnel in the warning plans, SOPs, and use of communications equipment.
   d. Incorporate the Public Information Officer's (PIO) role and responsibilities into the warning plans, and exercises those plans. (See ESF 15 – Public Affairs)
2. ARES/RACES

   Conduct radio nets to test and evaluate plans, procedures, and radio equipment. Participation in events such as Field Days is primarily to prepare for emergency activities with specified levels of authority and responsibility.
3. NOAA Weather Radios

   The general public is encouraged to purchase and maintain NOAA Weather Radios. These inexpensive radios can provide weather information on demand and provide warnings when initiated by the NOAA National Weather Service.

C. Response Activities

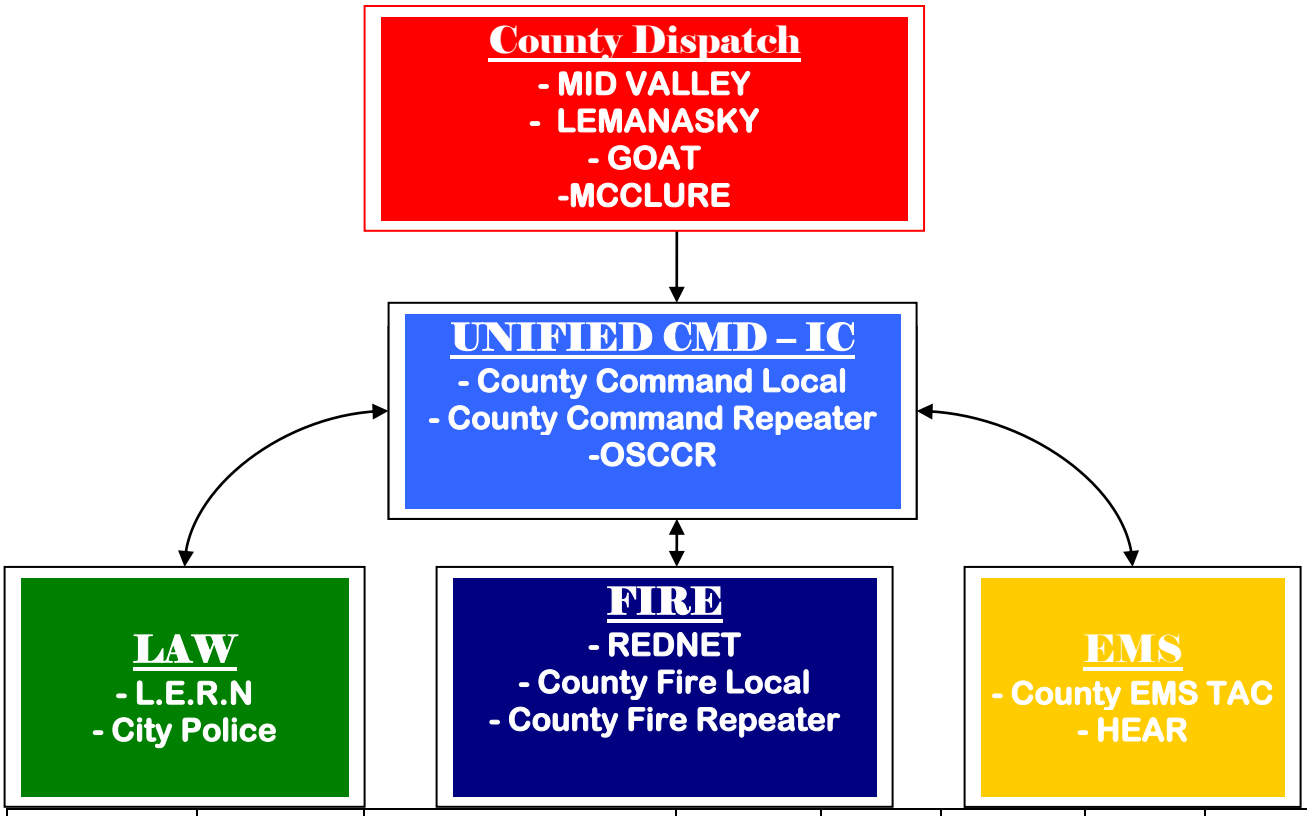
1. DEM/EOC Manager
   a. Advise County Commissioners and affected cities/towns and agencies when the Okanogan County EOC should be activated. Request communications and PIO support as needed. Notify the WAEMD.
   b. Coordinate with PIO and DISPATCH regarding dissemination of alert and warning information. The DEM/EOC Manager is responsible for authorizing all outgoing alerts and warnings.
   c. Activates or alerts agencies and groups that have capability and responsibility to assist with providing alert and warning.
   d. Receive, prioritize, and disseminate warning information to/from local jurisdictions, and coordinate with agencies tasked with

assisting with alert and warning, such as law enforcement, fire departments and districts, public works and others.

e. Notify hospitals, nursing homes, group homes, schools, day care facilities, and other special needs groups. These groups will be given high priority. This may be accomplished by phone, modem, fax, two-way radio, or by having someone from authorized agencies (fire, EMS, law enforcement, public works, amateur radio, etc) go to the facilities.

f. If responsible officials decide it is necessary, the Emergency Alert System (EAS) will be utilized. This will be accomplished by calling the Spokane National Weather Service, and advising them of the situation. They will call Dispatch for verification and authentication of the request. Then they will transmit the information to the designated media for us.

APPENDIX C – Emergency Support Function 2
OKANOGAN COUNTY INCIDENT COMMUNICATIONS PLAN



DISCIPLINE	PRIORITY	NAME	RX	PL	TX	PL	W/N
COUNTY	1	MID VALLEY	155.730	141.3	155.730	141.3	WIDE *
	2	LEMANASKY	155.640	156.7	156.210	156.7	WIDE *
	3	GOAT	156.240	173.8	151.190	173.8	WIDE *
	4	MCCLURE	155.190	123.0	159.030	123.0	WIDE*
COMMAND	1	CO. COMMAND LOCAL	158.8275	151.4	158.8275	151.4	NARROW
	2	CO. COMMAND RPTR	158.8275	151.4	154.830	100.0	NARROW
	3	OSCCR	156.135	*****	156.135	203.5	WIDE
TACTICAL - FIRE	1	REDNET	153.8300	******	153.8300	******	WIDE
	2	COUNTY FIRE - LOCAL	154.4150	103.5	154.4150	103.5	WIDE *
	3	COUNTY FIRE REPEATER - WEST	154.4150	103.5	153.890	127.3	WIDE *
	4	COUNTY FIRE REPEATER – EAST	154.415	103.5	153.890	156.7	WIDE *
TACTICAL - EMS	1	COUNTY EMS TAC	159.2175	141.3	159.2175	141.3	NARROW
	2	HEAR	155.340	*****	155.340	****	WIDE
TACTICAL - LAW	1	L.E.R.N.	155.370	*****	155.370	100.0	WIDE
	2	CITY POLICE	155.010	*****	155.010	*****	WIDE *

Note – frequencies with asterisk (*) will convert to narrow band in 2011