

TABLE OF CONTENTS

9. ANNEX C..... 9-1

9.1 PURPOSE..... 9-1

9.2 SITUATION AND ASSUMPTIONS..... 9-1

 9.2.1 SITUATION 9-1

 9.2.2 ASSUMPTIONS 9-1

9.3 GENERAL PROCEDURES AND RESPONSIBILITIES..... 9-2

 9.3.1 COMMUNICATIONS ORGANIZATIONAL CHART..... 9-2

9.4 PHASES OF EMERGENCY MANAGEMENT 9-3

 9.4.1 MITIGATION..... 9-3

 9.4.2 PREPAREDNESS 9-3

 9.4.3 RESPONSE 9-4

 9.4.3.1 Division Manager 9-4

 9.4.3.2 Communications Manager..... 9-4

 9.4.3.3 Communications Supervisor(s) 9-5

 9.4.3.4 Telecommunications Manager 9-5

 9.4.3.5 Incident Dispatcher..... 9-6

 9.4.3.6 EOC Base 1 Communications Specialists 9-7

 9.4.4 RECOVERY..... 9-7

9.5 OTHER ANNEX SPECIFIC INFORMATION..... 9-8

CITY OF SPRINGFIELD EMERGENCY MANAGEMENT PLAN**9. ANNEX C: Communications**

→Lead Department: Police
→Lead ICS Section: Logistics

9.1 PURPOSE

The Communications Annex deals with establishing, using, maintaining, augmenting, and providing communications support necessary for emergency response and recovery operations.

9.2 SITUATION AND ASSUMPTIONS**9.2.1 Situation**

The Springfield Police Department provides communication services to the Springfield Police Department. As a designated Secondary Public Safety Answering Point (PSAP), the Department coordinates activities with the Central Lane 9-1-1 Center, and monitors the radio frequencies of other local public safety responders.

9.2.2 Assumptions

Should an event occur which requires implementation of this Plan, **Communications** will devote full attention and resources to sustaining communications support to the City's activated EOC and other public safety agencies involved in response and recovery operations.

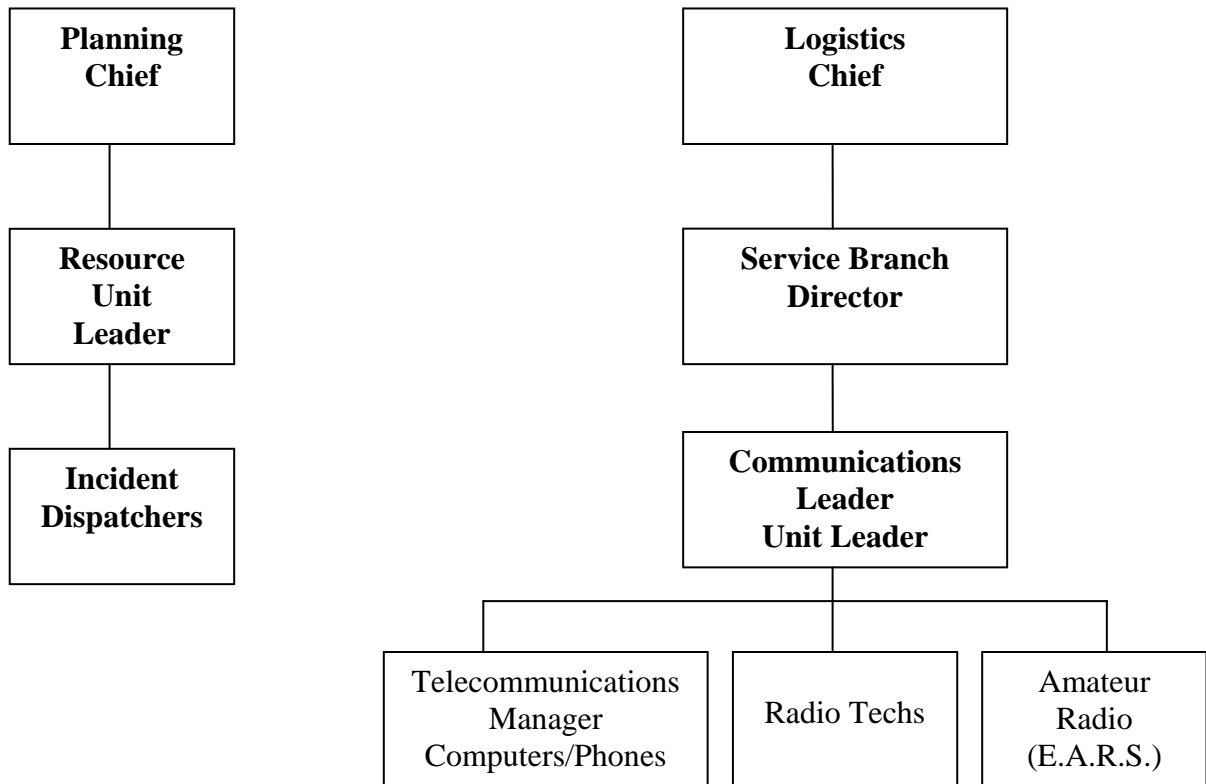
Adequate communications are vital for effective and efficient warning, response, and recovery operations. Current communications may be neutralized by a particular hazard occurrence. Additional communications equipment required for emergency operations will be secured through private citizens, businesses, and/or other governmental agencies.

9.3 GENERAL PROCEDURES AND RESPONSIBILITIES

When an emergency is declared and the EOC is activated, **Communications** has responsibility for providing support to the City's EMP in addition to ensuring continued Police and Fire & Life Safety communications support during the response and recovery period.

9.3.1 Communications Organizational Chart

CHAIN OF COMMAND
Communications Annex
Organizational Chart



9.4 PHASES OF EMERGENCY MANAGEMENT**9.4.1 Mitigation****→ Departments Involved: Police**

Communications has attempted to identify and profile hazards most likely to have direct effects on operations of the **City of Springfield's Communications Center** and the safety of its personnel. Training, facility preparation, development of operating procedures, and guidelines aimed at lessening unavoidable effects of each specific hazard are on-going steps in mitigation.

9.4.2 Preparedness**→ Departments Involved: Police**

- Ensure EOCs are equipped with necessary communications equipment needed for effective operation [Communications Manager];
- Coordinate routine maintenance of installed communications equipment to ensure effective operation [Communications Manager];
- Conduct regular drills in emergency procedures with communications personnel [Communications Manager];
- Ensure regular maintenance and testing of primary and back-up communications systems to ensure both will function properly when activated [Division Manager];
- Update and train division personnel in emergency procedures [Division Manager];
- Coordinate the use of computerized automatic dialing systems through the 9-1-1 Center; identify dialing group needs [Communications Manager].

9.4.3 Response

➔ **Departments Involved: Police/Communications, Information Technology**

9.4.3.1 Division Manager

Position:	Division Manager
Responsible Department/Division:	Police/IT Department
Emergency Supervisor (title):	Services Branch Director
Reports to (location):	EOC
Applicable ICS Section:	Logistics

- Serve as Communications unit leader at EOC; may coordinate all emergency telecommunications activities;
- Notify local public safety dispatch centers of existing emergency. Act as liaison with other communications agencies;
- Establish and maintain contact with Lane County Emergency Manager;
- Coordinate demobilization of EOC in accordance with Incident Demobilization Plan.

9.4.3.2 Communications Manager

Position:	Communications Manager
Responsible Department/Division:	Police
Emergency Supervisor (title):	Division Manager
Reports to (location):	SPD/Communications
Applicable ICS Section:	Logistics

- Serve as Communications Unit Leader at EOC, if needed;
- Immediately delegate recall of Public Safety personnel to Dispatch staff, using the following, or a similar, format:

"This is **(name)** of the **Springfield** Police Department. An emergency situation is in progress. **(type of emergency and brief description of current status)**. The **(location)** EOC has been activated, and you are required to report to your emergency duty station immediately."

- Delegate the recall of other City Personnel to appropriate Department Liaisons;
- Designate a lead Dispatcher as the Communications Supervisor, if appropriate;
- Ensure EOP notifications have been made;
- Establish and maintain contact with City radio technicians;

- Supervise integration of volunteer Amateur Radio Operators into communications system;
- Determine need for auxiliary support staff and make assignments accordingly.

9.4.3.3 Communications Supervisor(s)

Position:	Communications Supervisor(s)
Responsible Department/Division:	Police/Communications
Emergency Supervisor (title):	Communications Manager
Reports to (location):	SPD/Communications
Applicable ICS Section:	Logistics

- Oversee Communications Center operations;
- Notify Technical Services division manager and Communications manager. Initiate callback of Personnel as needed, for staffing of **Communications Center and EOC**; delegate task to Records personnel, as needed;
- **Coordinate requests for activation of the** Community Emergency Notification System (CENS);
- Responding off-duty supervisors will assist in initiation of 12-hour shift schedule, with sufficient personnel to adequately staff positions in the Communications Center, EOC, and Base 1;
- Off-duty supervisors will oversee Base 1 operations and act as a liaison with Emergency Amateur Radio Services (EARS) personnel.

9.4.3.4 Telecommunications Manager

Position:	Telecommunications Manager
Responsible Department/Division:	IT
Emergency Supervisor (title):	Network Manager
Reports to (location):	Regular Duty Station
Applicable ICS Section:	Logistics

- Provide and install all telephone and computer equipment necessary for operation of the EOC;
- Provide additional telephone, data and radio circuit lines, telephone equipment, voice processing, computer equipment, fax machines, pay phones, and cell phones as requested;
- Put phone company and other service providers on standby notice for emergency response to requests for telephone lines, equipment, and service;
- Ensure that computer technicians, phone technicians, and cabling are available for immediate response to service requests;

- Receive equipment and service requests from departments; prioritize according to most critical needs; coordinate requests with Communications Unit Leader;
- Recall City of Springfield cell phones and laptop computers, as necessary, for disaster response and recovery use;
- Coordinate with other regional telecommunications managers in securing, prioritizing, and sharing all telecommunications resources in the event of a regional disaster.

9.4.3.5 Incident Dispatcher

Position:	Incident Dispatcher
Responsible Department/Division:	Police/Communications
Emergency Supervisor (title):	Resource Unit Leader
Reports to (location):	EOC
Applicable ICS Section:	Planning

The Incident Dispatcher is responsible for receiving and transmitting radio, phone, computer, and fax messages among personnel. Responsibilities include:

- Obtain briefing from Planning Section Chief or Resource Unit Leader regarding current status of resources currently assigned to incident, location of staging area, and the current level of protection for the City;
- Obtain briefing from Communications Unit Leader regarding communications procedures, frequencies in use, networks to be established, equipment status, capabilities, limitations, and restrictions;
- Receive and transmit phone, radio, computer, and fax messages among personnel related to incident;
- Coordinate dispatch of resources with Central Lane 9-1-1;
- Ensure reasonable level of protection for entire City of Springfield service area;
- Track/record status of resources (Engines, Aerials, Water Tenders, etc.) associated with incident);
- Process special resource orders (tows, heavy equipment, air tankers, etc.);
- Coordinate requests from field with Resource and/or Supply Unit;
- Provide briefing to Relief on current activities, equipment status, any unusual communications situations
- Maintain incident message logs and records of significant or unusual events related to the Unit; turn all message logs and equipment documentation in to the Communications Unit Leader.

9.4.3.6 EOC Communications Officers

Position:	EOC Base 1 Communications Officers
Responsible Department/Division:	Police/Communications
Emergency Supervisor (title):	Communications Manager
Reports to (location):	EOC, Base 1
Applicable ICS Section:	Logistics

- Receive and transmit messages within the EOC;
- Receive and transmit messages from individuals external to the incident response operations via Communications Center;
- Serve as lead dispatcher or incident dispatcher, as needed.

9.4.4 Recovery

→ Departments Involved: Police/Communications, IT

- Evaluate physical, mental, emotional condition of personnel and initiate immediate formal post-incident stress debriefing;
- Coordinate with command the collection and securing of all documents relating to activation of EOC (tape recordings, written materials, schedules, etc.);
- Provide copies of documents and records to Finance/Risk Management Section, Cost Unit for purposes of obtaining disaster relief assistance;
- Coordinate disconnection and removal of phone, data and radio circuits, phone equipment, computer equipment, cabling, and services if no long needed [Telecommunications Manager];
- Prepare summary of circuits, equipment, and services required during disaster activities, including service, costs, response times, length of time needed, and unit requesting [Telecommunications Manager];
- Restock, check, prepare EOCs, Back-up Center, **Communications Center**;
- Critique response internally;
- Evaluate operations and collected information during response and recovery; make necessary revisions and submit to City EMP.

9.5 OTHER ANNEX-SPECIFIC INFORMATION

The Central Lane Emergency Plan (Red Book) contains the following documents and information:

- A. City of **Springfield** Communications Contingency Plan;
- B. Center for Public Inquiry Plan;
- C. Emergency Amateur Radio Services (EARS) activation;
- D. Emergency Telephone Service;
- E. Radio Systems;
- F. Eugene~Springfield Communications Interoperability Plan.

Amateur Radio Operators	9-5	Information Technology (IT).....	9-5
Annex C, Communications.....	9-1	Interoperability Plan	9-8
Assumptions		IT (Information Technology).....	9-5, 9-7
Communications	9-1	Manager, Communications.....	9-3
Base One.....	9-1	Mitigation	
CENS (Community Emergency Notification System)		Communications	9-3
.....	9-5	Police	9-1
Central Lane Emergency Plan	9-8	Communications	9-7
Chart		Preparedness	
Communications	9-2	Communications	9-3
Communications		Public and Media Inquiry Center Plan.....	9-8
Annex.....	9-1	Purpose	
Contingency Plan.....	9-8	Communications	9-1
Manager	9-3	Radio	
Communications Center	9-1, 9-3, 9-4	Circuits.....	9-6
Community Emergency Notification System (CENS)		Systems	9-8
.....	9-5	Recovery	
Contingency Plan.....	9-8	Communications	9-7
Data Lines.....	9-6	Red Book (Emergency Plan)	9-8
Documents		Response	
Communications Contingency Plan.....	9-8	Communications	9-4
Public and Media Inquiry Center Plan	9-8	Responsibilities	
EARS (Emergency Amateur Radio Svcs)	9-8	Communications	9-1
Emergency Amateur Radio Svcs (EARS)	9-8	Situation	
Emergency		Communications	9-1
Telephone Service.....	9-8	SPD (Springfield Police Department).....	9-4
Emergency Plan (Red Book)	9-8	Communications Supervisor.....	9-5
EMP (Emergency Mgmt Plan)	9-1	Incident Dispatcher	9-6
EOC.....	9-1	Records Supervisor	9-4
Base 1 Communications Specialists	9-7	Technical Services Division	9-4
City Hall.....	9-1	Springfield Police Department (SPD).....	9-4
Fire Defense Board.....	9-1	Telecommunications Manager.....	9-5
GETS (Government Emergency Telecom Svcs) ...	9-8	Telephone Equipment.....	9-6
Government Emergency Telecom Svcs (GETS) ...	9-8	Telephone Lines	9-6