

## COMMUNICATIONS ANNEX

### I. PURPOSE

The purpose of the Communications Annex is to describe how information will be exchanged among responders in the City of Salem during emergency/disaster situations.

### II. SITUATION

- A. In the event of a large-scale disaster, the normally used Salem PSAP radio System will be overloaded by emergency response radio usage. The use of the backup PSAP, as well as other private, public frequencies and radio systems may be necessary to maintain viable communications. Emergency response groups may need to relay on their own radio frequencies and utilize amateur radio and other communications systems to effectively response to the disaster.

### III. ASSUMPTIONS

- A. Recognition of the fact that large-scale emergency operations usually require a communications capability beyond the normal capacities of the equipment of a local government, therefore, the type required and sources (from the public and private sector) for the additional equipment needed to support response operations should be identified as a fundamental activity associated with developing this annex of the plan.
- B. Augmentation of local capability by higher levels of government may be necessary.
- C. Designation of specific response organizations to maintain operational control of their own communications systems, while coordinating with the Emergency Operations Center (EOC) during emergency operations may be needed.
- D. The spontaneous voluntary support of ham radio operators, radio clubs, and private organizations with sophisticated communications equipment.
- E. Communications between emergency responders is essential for effective operations.

- F. Radio frequencies have been established for the various emergency services (police, fire/rescue, EMS, EMA, public works, etc.)
- G. The Salem PSAP provides communications service for the various departments from the Salem Police Department.
- H. Marion County Emergency Telephone Systems Board (ETSB) provides and maintains all necessary communications equipment for the Salem PSAP.
- I. All emergency services vehicles are radio equipped with their assigned frequency.
- J. Sufficient communications exist for most emergency situations.

#### IV. CONCEPT OF OPERATION

- 1. The Salem Public Safety Answering Point (PSAP) coordinates city-wide day-to-day emergency operations activities from the Communications Equipment of the Marion County ETSB.
- 2. During a disaster, communications may fail requiring a need to expand communications capabilities. The Salem PSAP is the communications center for the EOC. If it should fail, the back-up Centralia PSAP shall be used. Expansion of communications can be utilizing amateur Ham Radio, using fax machines, portable phones, etc. Also many emergency service mobile radios are programmed with other emergency service frequencies, other than their own, to all inter-agency communication.
- 3. Incident Communications will be managed by the Incident Command System.
- 4. There are amateur and ham operators in Salem who can be contacted to provide additional communications support. The City of Salem DOEM has ham radio equipment and personnel to operate equipment
- 5. The primary method of communication between emergency service units at the disaster site, and to the EOC, will be by radio. Back-up methods would be by amateur radio, telephone, and messengers.
- 6. The EOC has radio capabilities on all local public service VHF frequencies as well as full amateur radio frequency capabilities.

7. The private sector and voluntary organizations primary method of communication would be by telephone with back-up methods provided by amateur and messengers. Some also carry handheld radios.
8. EOC to the control centers will be radio on the emergency response group frequencies or telephone/cell phone.
9. EOC to shelter/lodging/mass feeding facilities would communicate by telephone/cell phone.
10. EOC to adjacent jurisdictions will be primarily by telephone/cell phone with fax being an alternate method.
11. Some agencies have the capability to communicate with other jurisdictions on mutual aid frequencies.
12. The EOC to EMS shall be through the Salem PSAP.
13. The primary EOC communications system source will be at the radio room at the EOC with amateur radio serving as backup.
14. The EOC manager will train all DOEM volunteers in radio communications and operations.
15. All emergency response groups shall maintain their radio equipment at the command post, their control centers, and their vehicles.
16. All other emergency communications facilities are responsible for insuring continuous 24-hour manning of communications systems during emergency operations.
17. All responding emergency response groups and organizations shall provide one person for EOC duty to ensure communications capability to the incident.

## V. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

- A. The Chief Executive Official will:
  1. Require the Communications Coordinator/EOC Manager to report to the EOC when notified of an emergency situation.

- B. The Communications Coordinator/EOC Manager will:
1. Activate communications section in the EOC.
  2. Implement emergency communications procedures.
  3. Ensure communications section of the EOC has the capability to sustain operations around the clock.
  4. When notified of an emergency situation report to the EOC.
  5. Manage the emergency communications section of the EOC and supervise the personnel (radio, telephone, repair crews, runners etc.
  6. Support media center communications operations, as needed.
- C. Telecommunication Operators (DOEM) Volunteers, Amateur Radio Operators ) will:
1. When notified, report to the EOC, staff the communications section, and operate assigned communications equipment.
  2. Follow established procedures and radio protocol for voice transmissions and message handling.
  3. Screen and log information when appropriate, and route incoming calls to the appropriate section in the EOC.
- D. Illinois National Guard will:
1. Provide communications support to include personnel and equipment (as directed by the Governor.)
- E. Amateur Radio Club will:
1. Provide communications support.
- F. All Tasked Organizations will:
1. Use American Language and use common terminology for communications.

2. Maintain their existing equipment and follow established procedures for communicating with their organizations should keep the EOC informed of their operations at all times and maintain a communications link with the EOC.
3. Provide backup communications capabilities for the EOC.
4. Provide a backup communications link between the EOC and mass care facilities, as needed, through use of mobile and portable radio units.
5. Activate backup or alternate communications systems, as necessary.
6. When practical, protect equipment against lightning strikes and electromagnetic pulse (EMP) effects.
7. Phase down operations, as appropriate.
8. Clean, repair, and perform maintenance on all equipment before returning to normal operations or to storage.
9. All statements sent to the appropriate authorities (City Treasurer, DOEM) for reimbursement.
10. A complete phone list and radio frequencies used in Salem by government, emergency response groups, volunteer organizations are found in the Resource Management.

## VI. DEVELOPMENT AND MAINTENANCE OF COMMUNICATIONS ANNEX

- A. The responsibility for revisions, keeping attachments current, and developing necessary documents for the annex belongs to DOEM.
- B. The responsibility for revisions and maintaining SOPs belongs to the response groups.

## VII. AUTHORITIES AND REFERENCES

- A. The Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended 42 U.S.C. 5121 et seq.
- B. The Illinois Emergency Management Act (P.A. 87 - 168, January 1, 1992).

## VIII. APPENDICES

### A. Pre-Emergency Operations Checklist.

1. Analyze communications needs.
2. Train assigned communications staff and volunteer augmenters to perform Emergency functions.
3. Test, maintain, and repair communications equipment.
4. Identify public, private, and voluntary organizations that can augment.
5. Develop procedures to warn areas not covered by fixed warning systems.
6. Identify special locations (schools, hospitals, nursing homes, major industries, places of public assembly, etc.), that need warning information.
7. Review and update government officials alert list.
8. Update Communications Annex, as necessary.
9. Negotiate, coordinate, and prepare mutual aid agreements, as necessary.

### B. Response Operations Checklist

1. Initiate EOC on-line procedures.
2. Alert emergency service units to the emergency.
3. Alert key government officials to the emergency.
4. Work with the Public Information Officer (PIO) to disseminate Pertinent information to the public and media.
5. Provide information to special locations (schools, hospitals, nursing homes major industries, and places of public assembly.)
6. Provide information for the hearing impaired, if applicable.
7. Request communications assistance from amateur radio operators.
8. Request assistance from state and federal government, if necessary.

9. Consult Public Information Annex for more information.

C. Recovery Operations Checklist

1. Maintain emergency communications operations as long as necessary.
2. Repair/Maintain equipment.
3. Release unneeded personnel.
4. Support cleanup and recovery operations during disaster events.