County of Sutter

Emergency Operations Plan

Sutter Operational Area

Annex 4
Communication Operations
(Comm OPS) Plan

(Tactical Interoperability Communications Plan Removed)

March 2015

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Section 1 – INTRODUCTION

General

It is important that the Sutter County Operational Area (OA) provide an effective communications network during day-to-day and emergency/disaster operations. Whether through procurement of communication equipment or by training the employees to use communication equipment, communication is important to safety and security of the community. This annex provides guidance for effective communications operations and identifies procedures to follow during an emergency/disaster.

Emergency Plan Management and Updates

The Sutter County Office of Emergency Management (OEM) will be responsible for updates and maintenance of this plan.

Authority Citations

The authority for Emergency Operations and Disaster Preparedness used in development of this annex of the Sutter County Operational Area EOP can be found in the **Sutter County OA EOP, Basic Plan, Chapter A, Section 6**.

STANDARDIZED EMERGENCY MANAGEMENT SYSTEM

During a disaster or emergency, this annex will be implemented in accordance with the Standardized Emergency Management System (SEMS).

Personnel assigned to the different sections of Incident Command System (ICS) under SEMS will follow checklists/SOPs established by the Emergency Operations Director or designee.

For more information on SEMS/ICS refer to the **Sutter County OA EOP Chapter A**.

NATIONAL INCIDENT MANAGEMENT SYSTEM

The federal Department of Homeland Security has established that the National Incident Management System (NIMS) will be used during an emergency/disaster. The State of California, through Executive Order S-2-05, has established that the implementation of SEMS/ICS substantially meets the requirements of NIMS.

For more information on NIMS refer to the **Sutter County OA EOP Chapter A**.

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Section 2 – PLAN OVERVIEW

Concept of Operations

This plan or the applicable portions of this plan will be implemented as directed by the County Administrative Officer (CAO), Sheriff, County Fire Chief, Health Officer, or Emergency Operations Manager as appropriate. Additionally, member jurisdictions of this OA may request activation of this plan in accordance with SEMS/NIMS ICS protocols. This plan will be used as a general guide for the day-to-day procurement, maintenance, and training of the county-wide communication network. Additionally, this annex to the EOP will provide general guidelines for communication with the public and media during emergency/disaster operations. Specific guidelines, or SOPs, will be established by jurisdictional agencies within the OA.

Interoperability

Sutter County OA will maintain equipment to ensure interoperability of communications with all law, fire, and EMS agencies. Other agencies, public or private, will coordinate their acquisition of equipment through the primary lead for access/interoperability. In Sutter County, the primary lead will be the Sutter County Emergency Operations Manager.

The Sheriff's Office operates and maintains mobile/portable equipment located in the Mobile Command Post (MCP) or the Sheriff's Dispatch Center. The County of Sutter and City of Yuba City both operate and maintain a fixed interoperable communications system which can be controlled from either dispatch center. *Each agency in the OA retains the right to decide when and where to participate in interoperable communications.*

Equipment installed in these locations will be capable of providing interoperability between law, fire, public and private health, and EMS agencies. *The Standard Operating Procedure (SOP) required for operating equipment and training will be established and maintained by the owning/operating agencies.* The SOP for equipment installed in the MCP or a dispatch center will be collocated with the equipment. Testing of the system will be periodically and documented appropriately. Coordination with other agencies will be done through Memorandum of Understanding (MOU) or through a communication plan such as this one. One type of plan that may be incorporated into the day to day or emergency operations could be the Tactical Interoperability Communications Plan (TICP), which is found in Attachment A of this Annex. This type of plan coordinates operations between local, state, and federal governments during a disaster/emergency. All plans developed by the OA, or an agency/jurisdiction located in the OA, will incorporate the ICS into the plan to meet SEMS/NIMS goals.

Coordination of Equipment

All communication equipment purchased with federal grants coordinated through the Sutter County Office of Emergency Management (OEM) will be inventoried. Such

inventory will be provided to the Sutter County OEM as needed/requested to ensure availability for review by state or federal grant monitoring personnel.

When feasible, jurisdictions/agencies within the Sutter Operational Area will coordinate equipment purchases and training to ensure interoperability and operational readiness. At a minimum, the Law Enforcement agencies (Yuba City Police and Sutter County Sheriff) and Fire Services (Yuba City Fire Department and Sutter County Fire) will coordinate interoperability requirements within their respective disciplines. Health, Agriculture, Public Works, Facilities, and Emergency Management will ensure that equipment purchased for their emergency operations is compatible with Law Enforcement or Fire Services.

Communication computer equipment purchased for use on Sutter County's Inter/Intranet will be coordinated with the Information Technology Department to ensure proper compatibility with existing technology.

Cellular phones will be purchased and used in accordance with the established Sutter County policies. During emergency/disaster operations, county cellular phones may be used for emergency communications. In this case, County Administrative Officer (CAO), Sheriff, or County Fire Chief, Health Officer, or Emergency Operations Manager may deem it necessary to redistribute cellular phones to individuals other than the primary user to ensure stable communications continue during the course of the operations.

Satellite phones available and in use in the county may be distributed during disaster/emergency operations as necessary to best secure effective communications when authorized by the County Administrative Officer (CAO), Sheriff, County Fire Chief, Health Officer, or Emergency Operations Manager.

Maintenance and Inspection of Equipment

Jurisdictions/agencies within the Sutter County Operational Area will ensure all equipment under their control is properly inspected and periodically maintained to ensure operational readiness. Such scheduled maintenance will be the responsibility of the jurisdiction/agency. Each jurisdiction/agency will provide status reports of communication equipment purchased under grant programs to the Emergency Operations Manager, as requested. Communication equipment purchased under grant programs will be subject to mutual aid agreements as required by the appropriate grant program.

Safety and Security

All employees utilizing communication equipment will be trained in its proper use. Each of the jurisdictions/agencies will establish and maintain their agency's SOPs for use of communication equipment. Each jurisdictional agency will be responsible for the safe and proper use of communication equipment.

During training, exercises, or emergency/disaster operations, heightened safety and security procedures will be in force and will be followed by OA personnel. Security and

safety procedures will also be implemented for all command posts and other operational sites.

Security as it relates to this annex will include (1) physical security of communication equipment, (2) frequency restrictions, and (3) appropriate levels of control of communications.

Emergency Notification

The Emergency Alert System (EAS) and Cable Override System (COS) are systems in place to provide emergency notification to the citizens of Sutter County. Each of the systems has operational protocols and authorized personnel are trained in the proper activation of these systems.

The Emergency Operations Manager serves as the primary contact to identify those individuals who are authorized to activate the EAS and/or COS. The Emergency Operations Manager will coordinate training for those personnel who are authorized to activate the EAS or COS.

Currently, County activation of the local reverse 911 system is through contact made with Yuba City Dispatch or Fire Department. Additionally, the Sutter County OEM will send alerts through the National Weather Service and NIXLE (a text based voluntary notification system managed by the Public Information Officer.

Public Information

The EOC Public Information Officer (PIO) will be activated as soon as practical during a potential threat or actual event. The PIO will coordinate with media for news releases.

If Sutter County establishes a Joint Information Center (JIC), the Sutter County PIO will act as the lead OA representative to the JIC. This representative will maintain a presence at the JIC as long needed as determined by the situation. News release procedures will be agreed upon, and established for the Sutter County EOC, the Unified Command, and other interested parties.

Information Sharing and Dissemination

During an actual emergency or disaster the release of information   raises   significant issues regarding information sharing and dissemination. Security and confidentiality concerns must be weighed against operational needs and public interest.

The notification of a potential threat and subsequent updates will be made verbally through the most secure form of landline available. Written confirmations of notification and updates will be used. Emergency response personnel will observe communication security procedures. Sensitive information will not be communicated by cell phone or radio.

Sutter Operational Area will have scheduled briefings for EOC staff and other emergency response personnel, If the federal JOC/ICP, Unified Command, or JIC are

operational, the Sutter County EOC will coordinate briefing times, reporting approaches, and news releases as much as possible with its federal counterparts, as well as with other SEMS levels.

Training and Exercises

Training will be coordinated as necessary to ensure safe, secure, and effective operations of equipment and procedures.

Exercises are important for the successful response of personnel during an emergency or disaster. During an exercise, radio frequencies and phone numbers will be selected and agreed upon to ensure no adverse effects on normal operations.

If exercise communications interfere or otherwise hamper normal operations those exercise communications will be terminated and not resumed until such time as the problem is corrected.

Section 3 – PLAN RESPONSIBILITIES

General

During a disaster or emergency, this plan will be implemented in accordance with the Standardized Emergency Management System (SEMS).

Personnel assigned to the organizational levels of SEMS will follow checklists/SOPs established by the EOP or the appropriate annex to the EOP. Communication equipment usage (other than Law, Fire, and Public Health) will be determined by the Emergency Operations Director and any equipment issued to an emergency worker will be documented and tracked to ensure proper accountability of the asset. Coordination of public or media information releases will be through the PIO. The Management function of SEMS will determine what information is to be released and when the appropriate timeframe for such a release will occur.

For more information on SEMS/ICS refer to the **Sutter County OA EOP Basic Plan, Chapter A**, **Section 3**.

Sutter County Office of Emergency Management (OEM)

The Emergency Operations Manager, or designee, will oversee any maintenance or repairs to the Sutter County EOC and/or related communication equipment. ***The Emergency Operations Manager will coordinate procedures to perform communication equipment checks with the California Office of Emergency Services (CalOES) through the California Emergency Services Radio System (CESRS) to ensure operability.*** The emergency contact list will be updated by the Sutter County OEM. A record of communication equipment status and availability for the OA will be established in the Office of Emergency Management for potential deployment of assets in support of mutual aid requests.

Jurisdictions/Agencies

Jurisdictions/agencies within the Sutter Operational Area will establish SOPs required for the operation and deployment of communication equipment assets to complement this Annex of the Sutter OA EOP. Any equipment purchased by a jurisdiction/agency under a grant program processed by the Sutter OA will be available for deployment as required under the State or Federal Mutual Aid as designated in the respective grant program.

Sheriff

The Sheriff, or designee, will determine and establish SOPs required for the operation and deployment of communication equipment assets controlled by his Office. Frequency restrictions as they relate to operations will be determined by the Sheriff to ensure safe and secure operations.

Fire Services

The County Fire Chief, or designee, will determine and establish SOPs required for the operation and deployment of communication equipment assets controlled by his Division. Frequency restrictions as they relate to operations will be determined by the County Fire Chief to ensure safe and secure operations.

Human Services

The Director of Human Services, or designee, will determine and establish SOPs required for the operation and deployment of communication equipment assets controlled by each of the Divisions in that department. *Radio equipment currently assigned to the Public Health Division has the capability of operating on frequencies assigned/monitored by the Sheriff's Department in addition to MED1-MED10.* Therefore, frequency restrictions as they relate to operations will be determined by the Sutter County Sheriff to ensure safe and secure operations.

Public Works and Other County Departments

Each Department Head, or designee, ensures that each of their personnel follows established County policies for the operation of assigned communication equipment. Additionally, they will determine and establish SOPs as required for the operation and deployment of communication equipment assets controlled by their Department. *The frequency restrictions as they relate to operations will be determined by the Sutter County Sheriff or Fire Chief to ensure safe and secure operations.*

Inclusion of Non-Profit Agencies/Organizations

Non-profit organizations, such as the American Red Cross, will be involved in communication operations planning as necessary to ensure appropriate response during a disaster or an emergency.

Auxiliary Communication Service

The Emergency Operations Manager will be the primary coordinator for the Auxiliary Communication Service and the liaison with local radio groups. A list of local amateur radio operators will be developed to provide a resource during emergency/disaster operations. The local radio operators, who wish to assist during an emergency, will assist on a voluntary basis. The Sutter Operational Area will not purchase or provide equipment to local radio operators.

During a disaster or emergency, the Radio Amateur Civil Emergency Service (RACES) or Amateur Radio Emergency Service (ARES) may assist the Sutter Operational Area in relaying information to other agencies in the event of a communication equipment failure. This assistance will follow a request from the Emergency Operations Director or designee and the operators identified to provide assistance will follow the SOPs of the EOC.

Attachment A

<u>TACTICAL INTEROPERABLE COMMUNICATION</u>

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For Official Use Only (FOUO)
Attachment B

<u>Confidential Emergency Alert Roster</u>

<u>NOT FOR PUBLICATION</u>

<u>(INFORMATION AVAILABLE TO OA IDENTIFIED AGENCIES)</u>

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INFORMATION RELEASE FORM
(Please attached to draft or original release)

☐ Release ☐ Media Advisory ☐ Flyer
☐ PSA ☐ Fact Sheet ☐ Backgrounder
☐ Alert ☐ Talking Points ☐ Other

Document Name:＿＿＿＿＿＿＿＿＿＿＿＿＿

EOC Director:＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿ **Lead PIO:**＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿

Summary of release:＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿

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Program Area

This document has been prepared for release to the media and/or to the public in the affected area. Please review this draft for technical accuracy; make any changes that you consider necessary. When finished, please sign and note date and time on appropriate line. Please return to CAO/EOC/JIC (circle as appropriate) as soon as possible.

☐ **Operations** ＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿
(Signature/Date/Time)
☐ OK to release as is ☐ Make changes and release ☐ Make Changes and reroute

☐ **Planning & Intel** ＿＿＿＿＿＿＿＿＿＿＿＿＿
(Signature/Date/Time)
☐ OK to release as is ☐ Make changes and release ☐ Make Changes and reroute

☐ **Logistics** ＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿
(Signature/Date/Time)
☐ OK to release as is ☐ Make changes and release ☐ Make Changes and reroute

☐ **Finance** ＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿
(Signature/Date/Time)
☐ OK to release as is ☐ Make changes and release ☐ Make Changes and reroute

☐ **Management** ＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿
(Signature/Date/Time)
☐ OK to release as is ☐ Make changes and release ☐ Make Changes and reroute

Send to: ☐ All outlets ☐ Specific outlets＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿

Release Number:＿＿＿＿＿＿＿＿ **Date/Time:**＿＿＿＿＿＿＿＿＿＿＿＿＿

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Attachment D

ARES Contacts

NOT FOR PUBLICATION

(INFORMATION AVAILABLE TO OA IDENTIFIED AGENCIES)

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Joint Information Center Guidance

UNDER DEVELOPMENT

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