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ESF 2 – Communications

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ESF 2 Communications Tasked Agencies	
Primary Agencies	Klamath County Emergency Management (KCEM)
Supporting Agencies	Klamath County Sheriff's Office
Adjunct Agencies	9-1-1 Communications Centers in Klamath Falls and Bend
	City Police Departments and dispatch
	City/RFPD Fire Departments
	Oregon Emergency Management
	Oregon State Police
	Federal Communications Commission Early Alert System
	FEMA National Warning System
	National Oceanic and Atmospheric Administration, National Weather Service
	Amateur radio groups (ARES/RACES)
	Radio and television stations
	Volunteer organizations

1   Purpose and Scope

Emergency Support Function (ESF) 2, Communications organizes, establishes, and maintains the communications capabilities among appropriate agencies/entities that are necessary to meet the County's operational requirements in preparing for, responding to, and recovering from emergencies and disasters. This ESF also outlines the structure and operation of the warning systems used to alert key officials and the general public of a potential or occurring emergency or disaster. It emphasizes technical considerations of communication functions. Collection, control, and dissemination of emergency public information are covered by ESF 15, External Affairs.

2   Policies and Agreements

The National Warning System (NAWAS) is the primary method of communicating alert and warning messages from national authorities to state authorities and between state authorities and local authorities or warning points. The Emergency Alert System (EAS) is the primary method of communicating alert and warning messages to the public.

3   Situation and Assumptions

3.1   Situation

Klamath County has two Public Safety Answering Points (PSAP):

- ■   Deschutes County 911 Service District

- ■   Klamath County 911 Service District

Due to the large size of Klamath County, the very northern portion of the County may have 911 services provided by Deschutes County 911. Klamath County has their own 911 services. Oregon State Police also have a Center as well which may receive calls within their geographic area. As a result, communications centers are located in Klamath Falls and Bend and are staffed on a 24-hour basis.

In addition, an Emergency Communications Center may be staffed on a 24-hour basis by communication volunteers at times specified by the County Emergency Manager or communications coordinator. Equipment is available to provide communications necessary for emergency operations.

3.2   Assumptions

Adequate communications are vital for effective and efficient warning, response, and recovery operations. Current communications may be neutralized by a particular hazardous occurrence. Additional communications equipment required for emergency operations will be available from the State, other governmental agencies, and from citizens/businesses.

4   Roles and Responsibilities

4.1   General

The emergency services communications system is organized and coordinated within KCEM. The components of the system include groups from the public and private sector. The County Emergency Manager will ensure that warning information received through the Communications Center is disseminated to the warning point. The responsibility of ensuring that the communications system is operational and incorporates all available resources rests with the County Emergency Manager. To accomplish this, a Communications Coordinator may be appointed.

4.2   Task Assignments

4.2.1 Communications Coordinator

■ Develop and maintain communications resource inventory, in coordination with the County Emergency Manager.

■ Ensure that a communications capability exists between the 9-1-1 Communications Centers and the EOC.

■ Coordinate the inclusion of business/industry and amateur radio operators into the communication network.

■ Develop and maintain Standard Operating Procedures (SOPs), to include a recall roster for essential personnel.

■ Ensure proper use of the equipment, correct message handling procedures, and expedient transmission of all pertinent communications in a reliable and accurate format.

5   Concept of Operations

5.1   General

This ESF and associated documentation addresses the emergency communications needs of all first response agencies in the county. Once implemented, the plan provides the structure for interoperable communications throughout Klamath County's first response agencies. Traditional communication lines—landline telephone, cellular phones, faxes, pager, Internet/e-mail, radio, and satellite phones—will also be used by County response personnel throughout the duration of response activities.

The primary warning point for most warnings is Oregon Emergency Management (OEM) in Salem. On notification of an emergency situation, OEM will notify the local warning point. The local warning points for Klamath County are the 9-1-1 centers in Klamath Falls (Klamath County 911) and Deschutes County 911 in Bend (for portions of North Klamath County). They are staffed on a 24-hour basis. The Oregon State Police also provides 911 services on a limited basis within their geographic area.

The Klamath County public warning and broadcast system provides emergency information and instructions during a pending or actual emergency incident or disaster. This ESF provides detailed information regarding how these systems are accessed, managed, and operated throughout an emergency's duration. Emergency notification procedures are established among the response community, and call-down lists are updated and maintained through each individual agency. Activation of additional response staff and services is accomplished through the 9-1-1 Central Dispatchers and can be coordinated through the County EOC. Current emergency contact lists are maintained and available through the County EOC.

Everyday dispatch operations will still be handled out of the 9-1-1 Communications Centers noted above outside of an incident response.

■ During the time of the emergency/disaster, certain frequencies will be set aside to be used by the personnel involved in the incident.

■ There may be a need or necessity to use the Mobile Communications Center, from the Oregon State Police which has to come out of Salem.

Klamath County will be assisted by HAM Radio Operators from various clubs in the area that together comprise the Klamath County Amateur Radio Emergency Services (ARES/RACES) that will be utilized on an as-needed basis. They have a

vast array of equipment and ways to communicate with others in the area and outside the area in times of emergency.

Several private businesses and utilities also have radios that may be of use in some instances.

5.2   Phases of Emergency Management

5.2.1 Mitigation

■ An adequate communications system is developed. Periodic reviews of the system are made and plans for improvement formulated as necessary.

5.2.2 Preparedness

■ Personnel are trained on the appropriate equipment as necessary and available.

■ Equipment is repaired and maintained as necessary and available to keep it in working order.

5.2.3 Response

■ When emergency operations are initiated the supervisors will determine which communications personnel will be required to report to the EOC. Staff requirements will vary according to the incident.

■ Arrangements will be attempted to ensure emergency equipment repair on a 24-hour basis.

5.2.4 Recovery

■ All activities in the emergency phase will continue until such time as emergency communications are no longer required.

6   Direction and Control

6.1   General

The Board of County Commissioners (BOCC) is the overall authority for the Emergency Operations Center (EOC) and the EOC Communications Center. The Communications Coordinator is under the supervision of the County Emergency Manager and is directly responsible for the activities in the emergency services communications center.

Additional personnel from support agencies, while under control of their own office, will be responsible for knowing and following the procedures outlined in this annex.

During a local state-of-emergency, the various code systems used for brevity will be discontinued and plain English will be used to ensure comprehension. In addition, local time will be used during transmissions.

6.2   Existing Communications Systems and Use

■ Local networks

- Klamath County Sheriff's Office/KFPD/Merrill Police Department /Malin Police Department

- Klamath County Public Works

- City of Klamath Falls Public Works

- Oregon Emergency Management

- Klamath/Lake Interagency

- Klamath County Sheriff's Search and Rescue

- Civil Air Patrol

- Klamath County Amateur Radio Emergency Services (ARES/RACES)

- Fire Comm/9-1-1

- United States Forest Service (USFS)/Oregon Department of Forestry (ODF) NETS

- United States Coast Guard (USCG) Auxiliary

- Crater Lake National Park

- U.S. Fish & Wildlife

■ Teletype Net – The Oregon Law Enforcement Data System (LEDS), a statewide telecommunications network connecting city, county, State, Federal, and military law enforcement agencies in Oregon, may be used to transmit emergency communications between these offices.

■ Other networks

- Individual Amateur Radio Operators

- Business/Industry

- Radio Frequencies

7   Supporting Plans and Procedures

■ National Response Framework, ESF 2 – Communications

■ State Emergency Management Plan, ESF 2 – Communications

8   Appendices

■ Appendix A - Klamath County Communications Plan

Appendix A – Radio Frequency List

Klamath County has created a radio frequency list and directories which is updated on a regular basis. This list should be referred to for the most accurate resource information.

CHANNEL & USERS	TRANSMIT	TONE	RECEIVE	TONE
SERVICE PROVIDER				

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Appendix B – Klamath County Radio Channel Plan

Channel Name	Frequency	Com Center	Tone

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