

TILLAMOOK COUNTY, OREGON

EMERGENCY OPERATIONS AND MANAGEMENT PLAN

ANNEX G

EMERGENCY COMMUNICATIONS & INTEROPERABILITY PLAN

I. MISSION

To provide organization and management for communications support required in emergency situations. To provide interoperability communications with local agencies, and with our State and Federal counterparts during an emergency.

II. CONCEPT OF OPERATION

The designated lead agency for this plan is the Department of Emergency Management. When the Emergency Operations Center (EOC) is activated or when this plan is implemented the Director of Tillamook County Emergency Management or designee will be the primary contact. The Director or designee can be contacted by notifying the Public Safety Answering Point (P.S.A.P.). The Tillamook County Emergency 9-1-1 Communications District is our designated 24-hour point of contact. The non-emergency phone line is (503)- 815-1911.

Tillamook County has a large service area, which encompasses mountainous and steep terrain along the coastal mountain range. The population of Tillamook County is 27,000 and is isolated from major cities and resources. We maintain marine communications along the Oregon Coastline, Forest Communications in our coastal mountains and providing public safety communications from a single PSAP located in the City of Tillamook. The PSAP supports 8 Fire agencies, 1 Sheriffs Department and 3 Police agencies. The PSAP also provides communications for our 2 Emergency Medical Service providers, Emergency Management and supports Public Health, Public Works and several other agencies. The County has 8 radio repeater and radio sites that can link to the EOS and our PSAP.

This plan address interoperability with local agencies, State and Federal counterparts and Inter-Governmental Agreements and Memorandum of Understanding with agencies identified during emergency operations. These agreements are on file with our Department of Information Service and Emergency Management.

The following communications systems and priorities are identified for emergency communications:

- A. Telephones, including cell phones, satellite phones will be considered the primary communication media for administrative support as environmental conditions permit. Teletype and two-way radio systems will be used in the coordination and control of operations.
- B. Warning will be given highest priority on all communication systems.
- C. County two-way radio communication bands available for use in an emergency in Tillamook County are in Attachment A located in the back of this plan.
- D. In areas where telephone or two-way radio systems do not exist, messengers will be used to deliver emergency information or instruction.
- E. Telephones will be available in the emergency operations center (EOC) for each operations group.
- F. The assistance request form and resource provider form is on file at Emergency Management.

- G. A message center at the EOC will be used for the purpose of coordinating incoming and outgoing communications.
- H. When normal telephone lines are disrupted the EOC can use the Satellite Phone. The Satellite phones are located in the EOC and our PSAP. Voice over IP or other available communications systems.
- I. Communications will be expected between federal, state, neighboring jurisdictions and county operational units when common communications resources are available.
- J. The Director of Emergency Management or designee will activate the Radio Amateur Civil Emergency Service (R.A.C.E.S.). To provide personnel to handle and move emergency radio traffic in the field and EOC as needed.
- K. Interpretability with local, State and Federal agencies both inside and outside the County can be coordinated through the EOC. We currently have the following short-term capabilities for interoperability communications capabilities: VHF Low Band, VHF High Band, UHF, SHF, HF and Voice over IP on Computer System. Additionally we have Satellite phones and Amateur Radio Frequencies. We are looking for long-term upgrades to include a Microwave backbone system and to have fiber optic connections at our EOC and PSAP.
- L. Tillamook County uses the 12 code for law enforcement on daily operations. During an EOC activation only open text should be utilized to conform with ICS/NIMS compliance. The rest of our Public Safety Communications System uses open text on day to day operations. We use a repeated and simplex radio signal and are licensed on VHF wideband and narrow band frequencies. (Refer to Appendix 4)

III. RESPONSIBILITY

A. EMERGENCY MANAGEMENT

Will maintain the Tillamook County Warning System Directory. This directory is a list of names and phone numbers of individuals belonging to the various formal organizations throughout the county. These individuals are the designated contact points through which Emergency Management will channel warning information.

B. 9-1-1 EMERGENCY COMMUNICATIONS DISPATCH CENTER PSAP

9-1-1 dispatchers will notify the duty officer from Emergency Management any time Oregon Emergency Management, the National Weather Service, or any other local, state, or federal emergency service-related agency issues an official warning statement that specifically relates to any adverse condition which could potentially affect the citizens of Tillamook County.

C. COMMUNICATIONS OFFICER

Will ensure County radio sites, and systems are operational to available for emergency communications with public agencies and that we have interoperability with local, State and Federal agencies for coordination during emergency. The FCC licensing and site maintenance issues, including interference and other related problems. The Department of Information Services will provide 24-hour coverage to ensure that our County communications are operational.

The Communications Officer will also ensure that the County is in compliance with Federal and State Communications requirements including project 25 compliance and other interoperability requirements.

D. ALL EMERGENCY SERVICES

Are responsible for their own equipment and operation of an emergency two-way radio system linking their respective services to the EOC.

E. TILLAMOOK COUNTY GENERAL HOSPITAL

1. Is the center for the hospital emergency administrative radio network.
2. Is responsible for coordination of communications between ambulances and other hospital/medical facilities.
3. Is responsible for assigning casualties to specific hospitals.
4. Is responsible for coordination with medical triage teams.

IV. COORDINATION AND CONTROL

A. PREPARATION PHASE

1. Emergency Management

- a. Coordinates activities to bring the EOC and radio systems to required operational status.
- b. Provides information regarding EOC criteria, systems, operator discipline, reporting procedures, etc., to all county emergency services.
- c. Will advise Board of Commissioners of appropriate emergency information for release to the public.

2. All Emergency Services

- a. Bring Department, Office or district communication center telephone and radio systems to required operational status.
- b. Brief Emergency Management on communications capability.
- c. Review duty rosters.
- d. Test the communications systems capability.

B. EMERGENCY PHASE

1. Warning

Watch and warning information and instructions may be received at any time. Upon receipt of information of instruction, the following actions will be taken:

- a. 9-1-1 will notify the Emergency Management duty officer.
- b. Emergency Management
 - (1) Provides for receipt and transmission of watch and warning information and instruction to:
 - (a) County government officials.

- (b) Non-government supporting organizations.
- (c) Neighboring jurisdictions.
- (d) Business, industry and institutions.
- (e) Disaster relief organizations.

(2) Coordinates activities to bring the county communications systems to optimum operational status.

c. All Emergency Services

- (1) Provide for receipt and transmission of warning messages to appropriate personnel.
- (2) Take necessary steps to protect communications facilities and equipment from damage.
- (3) Bring department communications systems to full operational status.
- (4) Report emergency communications status to the EOC.

2. Impact

a. All Emergency Services

- (1) Test respective communications systems to determine operational status.
- (2) Report operational status to EOC.

3. Response

a. Communications Coordinator

Coordinates the receipt, transmission and dissemination of emergency messages processed through the EOC.

b. All County Emergency Services

Supervise operations of department communication systems.

C. RECOVERY PHASE

All county emergency services will continue to coordinate the communications support needed for respective department emergency operations.

V. LINE OF SUCCESSION OF AUTHORITY

To avoid confusion related to identification of functional roles during an emergency, the line of succession of authority is designated for the following positions:

- A. Board of Commissioners
- B. Emergency Management Director
- C. Emergency Management Assistant Director
- D. Communications Officer

VI. APPENDICES

Appendix 1 - Communications Flow Chart

Appendix 2 - Civil and Political Emergencies

Appendix 3 - Tillamook County Amateur Radio Service Plan

Appendix 4 - Tillamook County and Interagency Frequency List

Appendix 5 – Radio Coverage Map

TILLAMOOK COUNTY, OREGON
EMERGENCY COMMUNICATIONS SERVICES

COMMUNICATIONS FLOW CHART

INITIAL CONTACT WITH PSAP

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EMERGENCY MANAGEMENT

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EMERGENCY OPERATIONS CENTER

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SUPPORT
ORGANIZATIONS

*
LOCAL
DISASTER
NET

*
ALL COUNTY
EMERGENCY
SERVICES

TILLAMOOK COUNTY, OREGON
EMERGENCY OPERATIONS AND MANAGEMENT PLAN
EMERGENCY COMMUNICATIONS SERVICES
CIVIL AND POLITICAL EMERGENCIES

I. EMERGENCY TYPE

- A. NUCLEAR
- B. CIVIL DISORDER / RESOURCE SHORTAGES
- C. WMD/ BIO TERRORISM/ TERRORISM/ SABOTAGE
- D. WAR

II. GENERAL INFORMATION

A. POPULATION PROTECTION

- 1. In the event of attack or threat on the United States, an efficient communications system is required in crisis relocation and shelter in-place plans.
- 2. The Crisis Relocation Plan of Tillamook County:
 - a. Identifies the need for movement of people from the tri-county risk area to areas of lower risk.
 - b. Provides coordination for movement of people, food, fuel and emergency services to establish communications systems.
- 3. Shelter In-Place Plan provides:
 - a. For people to take shelter immediately upon receipt of attack warning.
 - b. For communications requirements to remain essentially the same.

B. CIVIL DISORDERS

C. TERRORISM/SABOTAGE

III. TASKS AND RESPONSIBILITIES

A. POPULATION PROTECTION

This identifies the major activities of Emergency Management and other county emergency services while accomplishing the assigned communications mission.

1. Emergency Management

- a. Provides for an EOC communications system.
- b. Will advise all county emergency services and offices of communication preparation.
- c. Will brief central dispatch center on procedures and message format to be used in operational status reports and increased readiness reports.
- d. Will brief EOC staff on message center purpose and procedures.
- e. Determines priorities for warning, lifesaving and operational messages.
 - (1) Gives priority to processing of nuclear detonation (NUDET) report.
 - (2) Will use all systems to transmit attack warning.

2. Emergency Communication Services

- a. Protect all two-way radio equipment and electrical equipment against electromagnetic pulse (EMP).
- b. Reference DCPA Attack Environment Manual, Chapter 4, CPG2-1A4 as amended.

3. All County Emergency Services

- a. Prepare for emergency operations of communications system on a 24-hour basis for a minimum of 14 days without outside support.
- b. Advise Emergency Management of communications preparation.
- c. Assign staff.
- d. Give priority to processing of nuclear detonation (NUDET) reports.
- e. Use all systems to transmit attack warning.

TILLAMOOK COUNTY
AMATEUR RADIO SERVICE PLAN

I. INTRODUCTION

- A. SCOPE - This plan provides guidance for the Amateur Radio Service to provide communications support for Tillamook County during certain emergency conditions and exercise drills. The Director or designee of the Department of Emergency Management is the only agency responsible for activating the Amateur Radio Service in Tillamook County.
- B. PURPOSE - This plan is intended to coordinate radio communications between Tillamook County officials and Amateur Radio Service personnel during times when there is an extraordinary threat to the safety of life and/or property within Tillamook County. Maximum benefits from Amateur Radio Service communications can only be obtained through prior planning which identifies and assigns roles to the agencies, organizations and individuals concerned. This plan enables agencies and organizations having emergency responsibilities to include the Amateur Radio Service in local emergency plans and programs.
- C. OPERATIONS - This plan becomes operational when adopted by the Tillamook County Board of Commissioners as Appendix 3 of Annex G of the Tillamook County Emergency Operations and Management Plan. Under this plan, Tillamook County Emergency Management is empowered to request the use of available volunteer communications facilities and amateur radio operators.
- D. LIMITATIONS - Acceptance of or participation in this plan shall not be deemed as a relinquishment of license control and shall not be deemed to prohibit an Amateur Radio licensee from exercising independent discretion under the terms of their license.

II. AUTHORITY

- A. Title 47 U.S.C. 151, 154(l) and (o), and 303(R); Chapter 1, Part 97 Subpart A, Section 97.1; 97.89; 97.91; 97.107; 97.113 and Subpart F (all); Federal Communications Commission Rules and Regulation, Amateur Radio Services.
- B. Federal Civil Defense Act of 1950, as amended.
- C. O.R.S. Chapter 401, as amended.
- D. Tillamook County Order, December 24, 1981.
- E. Tillamook County Letter of Adoption of Emergency Operations and Management Plan.

III. IDENTIFICATION

The methods used to identify Amateur Radio Service volunteers and key personnel during a communications support operation are:

- A. Amateur Radio Operators with current issued Tillamook Emergency Management ID

cards

- B. Oregon State Police Emergency Management Division RACES Identification Card.

IV. IMPLEMENTATION PROCEDURES

A. Procedures for Government Officials

1. Upon notification or determination of an emergency condition or situation that could benefit from the communications services available from amateur radio, the local official will so advise Tillamook County Emergency management, which, depending upon its analysis of the situation may activate amateur radio operators.
2. To activate amateur radio operators, notification will be initiated by Emergency Management Director or designee referred to as the Emergency Manager (EM) to the designated Emergency Communications Coordinator (ECC). In the event the designated ECC is not available, one of the alternate ECC's will be notified. (Refer to roster on file in EOC.)
3. In order to speed personnel activation during an emergency, an authorized official may request the Tillamook Operational Area Emergency Broadcast Station, KTIL-KMBD, to broadcast a public service announcement to assist activation of the Amateur Radio operators.

B. Procedures for Amateur Radio Operators

1. After appropriate notification by Emergency Management, the first Amateur Radio Operators notified will establish Net control on the Mt. Hebo 2 meter repeater, 147.22 MHZ, and call the roll.
2. As soon as possible, two Amateur Radio Operators will report to the EOC, if activated, to assume Net control and coordination of amateur radio communications associated with the emergency. An employee time sheet will be kept for each radio operator working the emergency. The time sheet will have the name of our volunteer and how many hours worked. This will ensure that the County Workmen's Compensation and Liability Insurance is in force during the incident.
3. Amateur Radio Operators may be deployed in the field by Emergency Management to provide emergency communications support. The designated net control shall be responsible for maintaining a continuous radio log for all traffic during the incident. Any incident requests will be forwarded to the EOC Manager, our Operations Section Chief.
4. In the event that assistance is offered by an Oregon county certified amateur not living within the immediate area, they will be encouraged to check in on assigned frequencies and repeaters and stand-by for assignments.
5. At the conclusion of the emergency, Net control will obtain an incident termination message from Emergency Management, call the roll and ensure that all those active in the net have received the termination message.

6. ARRES personnel may assist when requested by the EM, but must report to the ECC and sign a liability waiver. ARRES personnel are not covered under the County Insurance program, since they are a private organization.
7. Tillamook County has 3 Communications Districts. District 1 covers North County from Falcon Cove to the City of Garibaldi. District 2 Covers from Bay City down Sandlake Road. District 3 Covers from Hemlock or Sandlake Rd. down to the County line below Cascade Head.
8. Each district will have a District Communications Coordinator (DCC) that maintains an active list of licensed Amateur Radio Operators. The DCC's report to the ECC for mission assignment, or passing radio traffic to the EOC.

V. TESTS

- A. 2 meter net will be tested weekly with a roll call.
- B. Other exercises as arranged with Tillamook County Emergency Management.

VI. TRAINING REQUIREMENTS

- A. All Amateur Radio Operators that are District Communications Coordinators (DCC's) will need to have completed online training from The Federal Emergency Management Agency. The Independent Study Course is IS-700, which is the Introductions to the National Emergency Incident Management System.
 1. Complete Tillamook County EOC Basic Radio Message and Traffic Handling Course.
 2. Understand radio procedures and EOC equipment familiarization training.
 3. Complete Tillamook County Emergency Services Worker Application, with background check. After application is signed and accepted, a photo ID will be issued to the individual. The ID will indicate the level of training. The Emergency Communications Operator ECO is a Level I Operator. The District Communications Coordinator is a Level II Operator and the Emergency Communications Coordinator is a Level III Operator.
 4. Semi-Annual Training will be scheduled by Tillamook County Department of Emergency Management.

TILLAMOOK COUNTY RADIO COVERAGE MAP