



**ESF #2 – COMMUNICATIONS**  
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**ESF #2 – COMMUNICATIONS**

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| <b>Primary Agency:</b>      | Miami County E-911 Communication Center (MCCC)   |
| <b>Support Agencies:</b>    | Miami County Emergency Management Agency (MCEMA)<br>Local Amateur Radio Operators (RACES/ARES)<br>Ohio Emergency Management Agency (OEMA)<br>Federal Communications Commission(FCC)<br>US Department of Homeland Security/Information Analysis and Infrastructure Protection |
| <b>Related Federal ESFs</b> | ESF #2: Communications   |
| <b>Ohio Revised Code:</b>   | Section 307.63: Countywide Public Safety Communications System   |

**I. INTRODUCTION**

**A. PURPOSE**

The purpose of this Emergency Support Function (ESF) is to outline communications procedures and capabilities to be employed in the event of a large-scale emergency in Miami County using an all-hazards approach, and to provide information on establishing, using, maintaining, and providing backup for all of the types of communications devices needed during emergency response operations.

**II. PLANNING ASSUMPTIONS AND CONSIDERATIONS**

**A. SITUATION**

1. The Miami County Communication Center (MCCC) will serve as the centralized point for of all communications activities in the county with coordinating representatives at the Emergency Operations Center (EOC). The MCCC utilizes a computer aided dispatch (CAD) system to identify the appropriate agencies to be notified and electronically records all information relative to the incident.
2. Large-scale emergency operations will often demand communications capabilities in excess of the equipment capacities of local responders.
3. The MCCC is a consolidated “centralized” Emergency Communication/Dispatching Center for *ALL* police, fire, and emergency medical agencies and departments in Miami County excluding the Ohio State Patrol, Piqua Post. It is also the primary 911 Public Safety Answering Point (PSAP) for the entire Miami County political and geographical area. The MCCC is located at 210 Marybill Drive, Troy, Ohio. Sufficient

communications equipment is available to provide communications necessary for most emergencies. The alternate PSAP is located at 510 West Water Street.

4. The MCCC and all public safety forces within Miami County utilize a 700/800 MHz trunked radio system for all primary communications.
5. Additional Radio Equipment within the Miami County Communication centralized dispatch 911 Center is also capable of communication with state fire and emergency medical mutual aid VHF and MARCS frequencies.
6. Inter and Intra-state communication with law enforcement and State Highway Patrol is also fully functional and can be primary of those agencies.
7. The dispatch center equipment is capable of communicating with county, township, village, power, water, etc., even though the center is not their primary dispatch point.
8. The dispatch center contains amateur radio stations capable of local, regional and national communication, manned by FCC-licensed Radio Amateur Civil Emergency Services (RACES) members who have pre-authorized access to the facility. An amateur radio station is located adjacent to the Communication room. An amateur radio station is also located adjacent to the primary Emergency Operations Center.
9. The hazards most likely to involve several jurisdictions and require the activation of emergency communications systems include: floods, severe storms which include but are not limited to snow/ice accumulations or high wind events and hazardous materials incidents.
10. The National Incident Management System (NIMS) requires individual jurisdictions to comply with national interoperable communications standards developed by the NIMS Integration Center.

#### B. ASSUMPTIONS

1. The RACES, Amateur Radio Emergency Services (ARES) and other local amateur radio operators will provide personnel and equipment support to the Miami County EOC throughout an emergency. To aid inter-agency communications, two (2) roof-mounted antennas have been installed at Upper Valley Medical Center (UVMC) with outlets in the Emergency Department and the Hospital's EOC. One roof mounted antenna is located at the Hobart Center for County Government. An additional antenna has been installed at the American Red Cross (ARC) building on Barnhart Road. The Miami County Hazmat-1 vehicle also has a fixed antenna for mobile use. All stations

are capable to operate through numerous VHF and UHF repeaters located throughout the county utilizing FCC-authorized Amateur Radio frequencies.

2. Law enforcement, EMS units, and fire departments in Miami County have adequate equipment to communicate amongst themselves and with the EOC.
3. A significant portion of the emergency communication systems in the county may become overwhelmed or inoperable during an emergency situation or in the aftermath of a disaster.
4. Miami County uses an integrated approach linking the operational and support units of various agencies (Ohio EMA Communications mobile unit and the regional Buckeye State Sheriff's Association Communications Vehicle) involved maintaining communications connectivity and discipline and enabling common situational awareness and interaction.
5. State assistance may be necessary to procure supplemental communications equipment and/or locate available repair technicians following an emergency situation.
6. Some remote communities and isolated groups of individuals may require door-to-door notification.

### **III. CONCEPT OF OPERATIONS**

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#### **A. GENERAL**

1. The Incident Commander (IC) manages communications at an Incident Command Post (ICP) at or near the scene, using designated communication frequencies established solely for use by the command, tactical, and support resources assigned to the incident. All entities involved in managing the incident will utilize common terminology, prescribed by the National Incident Management System (NIMS), for communications.
2. The Miami County Emergency Management Agency (MCEMA) manages communications at the EOC with the assistance of the Communications Officer (CO).
3. To ensure that incident management organizations can communicate and share information with each other through wireless systems, the NIMS will include standards for federal, state, and local public safety organization and nongovernmental organization interoperability. Miami County will comply if service is available.
4. The MCCC is a continuously-staffed facility routinely used for activation and coordination of emergency response personnel. Emergency information will be

disseminated from the MCCC to emergency organizations in the field as necessary by radio. The MCCC is staffed on a continuously operating 24-hour basis using three (3) eight (8)-hour personnel shifts.

5. Supervising, scheduling, and training of all personnel at the MCCC will be conducted by the Director of the Communication Center.
6. The following additional emergency communications systems are either present or readily available: Emergency Alert System (EAS), National Law Enforcement Teletype System (NLETS), National Warning System (NAWAS), Ohio State Highway Patrol (OSHP), commercial telephone, cellular telephone service, and internet.
7. Emergency Support Function #2 of the National Response Framework (NRF) ensures the provision of federal communications support to state and local response efforts during an incident of National Significance. The Department of Homeland Security (DHS) determines whether to activate ESF #2 based on information obtained from initial staff reports and state and local authorities.

**B. INTER-AGENCY COMMUNICATIONS**

1. The MCEMA Director and communications personnel from RACES and ARES, upon request will report to the EOC or other locations as directed upon notification of activation. They will secure and make operable the communications equipment and supplies necessary to carry out required emergency activities.
2. Incident Command System (ICS) personnel may communicate with the Miami County EOC using 700/800 MHz and/or amateur radio.
3. Commercial telephone service, both landline and cellular, as well as Internet where available, will serve as the back-up, augmented by portable units now used by fire, police, and EMS agencies.
4. RACES will be used to establish back-up communications between the EOC and other jurisdictions, including the state EOC.
5. Communications between the EOC and shelter/lodging/feeding support facilities will be established by commercial telephone service, wireless services, and/or portable radios using EOC frequencies, with back-up communications provided by RACES/ARES amateur radio operators.
6. Communications between the EOC and surrounding hospitals will be via commercial telephone service, Internet or 800 MHz Radio System. Back-up communications

between the incident location and (UVMC), County Health Department and ARC can be provided by RACES or on the MARCS system.

7. The OSHP, Ohio Department of Natural Resources (ODNR), and Ohio Department of Transportation (ODOT) operate a statewide radio system, including teletypes that can be utilized to augment communications to state and federal agencies.
8. The Emergency Alert System (EAS), which is a federally coordinated system using radio stations WHKO 99.1FM (*Primary EAS Station*), WTUE 104.7FM, WHIO 95.7FM, WOKL 96.9FM, WPTW 1570AM, as well as WPTD-TV Channel 16 will be used to broadcast emergency information to the public. It may be initiated by designated federal, state, and local officials.
9. Situation Reports (SITREPS) can be reported to the Ohio Emergency Management Agency (OEMA) and other counties by verbal, electronic or by fax.

#### C. MANAGING COMMUNICATIONS AND INFORMATION

1. As a means of making communications interoperable between emergency responders and various jurisdictions, the National Incident Management System (NIMS) Integration Center will develop standards for communications equipment, protocols, and terminology.
2. It is the responsibility of the MCEMA Director and the CO to ensure the MCCC is compliant with these standards as established by Law Enforcement Agencies Data System (LEADS)/National Crime Information Center (NCIC) and Association of Public-Safety Communication Officials (APCO).
3. Information management is the responsibility of the MCEMA Director.
4. The MCEMA Director will initiate status reports such as SITREPS and Pollution Reports (POLREPS) and disseminate to other jurisdictions with a need to know.
5. If federal forces are activated, the Federal Emergency Communications Coordinator (FECC) is the single point of contact at the Regional Response Coordination Center (RRCC) or Joint Field Office (JFO) to coordinate the federal telecommunications requirements and industry's response.

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### IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

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#### A. ORGANIZATION

1. During large-scale emergencies, MCCC personnel will coordinate response efforts and assist other agencies to the extent possible with the provision of communications capabilities.
2. A list of qualified amateur radio operators should be maintained by the RACES Radio Officer.
3. The EOC Communication Officer is the Miami County Communication Center Director or designee.

**B. ROLES AND RESPONSIBILITIES**

**Primary Agency**

1. Communication Officer (CO)
  - a. Serves as the primary coordinator/liaison of this Emergency Support Function (ESF) and oversees the radio frequencies of an incident.
  - b. The CO is responsible for supervising all activities within the MCCC.
  - c. Ensures the communications staff abide by proper radio protocols, follow proper voice transmission and policies, and follow proper message handling procedures.
  - d. Screen and log communications in an appropriate manner.
  - e. Staff, equip, and operate, emergency communications facilities, systems, support equipment, and emergency backup power systems in a readiness posture; and provide for radio system compatibility and netting.
  - f. Test and maintain communications equipment on a regularly scheduled basis.
  - g. Monitor the National Oceanic and Atmospheric Administration (NOAA) weather radio EAS, and any other available emergency notification systems, as appropriate.
  - h. Ensure that the MCCC is compliant with the standards imposed by the NIMS Integration Center.
  - i. With the MCEMA Director, ensure that future communications equipment is interoperable per NIMS Integration Center Standards.

**Support Agencies**

2. Miami County EMA Director
  - a. Supervise the CO in the EOC.

- b. With the CO, ensure that future communications equipment is interoperable per NIMS Integration Center standards.
  - c. Initiate and disseminate SITREPS and POLREPS with respect to communications, as necessary.
  - d. Provide adequate communications equipment, resources, and facilities for county communication requirements.
  - e. Assist all organizations supporting this ESF in obtaining required outside assistance and resources, as necessary.
3. Communication Staff
    - a. Telecommunicators and Telecommunications Supervisors, while operating their equipment in the Emergency Operation Center will remain under the direct control of their office, the Miami County Communication Center, its Director, and the Miami County Communication Centers' Board of Directors.
    - b. Provide communication in an emergency.
    - c. Maintain situational awareness regarding loss of service, service restoration and safety with telephone, cellular, and cable providers.
  4. All Tasked Organizations
    - a. Maintain their existing equipment and follow established procedures for communication with their organization's personnel performing field operations.
    - b. Provide back-up communications for the EOC.
    - c. Clean, repair, and perform maintenance on all equipment before returning it to normal operations or to storage.

## **V. DIRECTION AND CONTROL**

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1. The MCEMA Director, under the direction of the Miami County Commission, is designated the authority for emergency operations within Miami County. In this capacity, the director has responsibility for and control of the EOC, the emergency management staff, and the communications center. The EMA Director must initiate detailed coordination with the Director of the MCCC to ensure the communications are properly disseminated. The EMA Director may task this responsibility to the CO.
2. The Miami County Communication Officer will report to the EOC upon its activation. From this location, he/she will provide direction and control over all communications activities within the county and coordinate with other EOC representatives.

3. Field forces of each supporting agency with radio communications capabilities in the EOC will periodically, or upon request, report activities and the current status of on-site operations to the EMA Director.
4. Any organization supporting this ESF that requires additional resources or outside assistance is required to forward their request to the Miami County Communication Officer located in the Miami County EOC, when activated, for processing and prioritization.

## **VI. ADMINISTRATION AND LOGISTICS**

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### **A. ADMINISTRATION**

1. Communication personnel from RACES/ARES and other local amateur radio operators are responsible for maintaining records of communications actions throughout an emergency and provide copies to the EMA Director, who will use such records to prepare appropriate reports.
2. All organizations with communications responsibilities should note expenditures for inclusion into requests for state or federal reimbursement.
3. Departmental/company Operating Guidelines (OGs) should contain prioritized phone lists to be followed when notifying personnel of an emergency.

### **B. LOGISTICS**

1. Agreements with RACES and ARES have been established. In the event of an emergency or other cause requiring Amateur Radio support, the Communication Officer, EMA Director or designee will notify RACES members; if additional resources are required, RACES will contact ARES members for support in non secure/sensitive areas of assignment.
2. Mutual aid agreements with neighboring response organizations should be made.
3. Departmental/company OGs should contain provisions for repairing or replacing damaged equipment. These OGs should contain the guidelines established by the NIMS Integration Center.
4. A complete listing of all communications and warning equipment is maintained in the MCCC.

5. Lightning will be guarded against by using standard lightning protective techniques (surge protectors) during severe weather.
6. In order to prevent overloading from jamming of available telephone circuits, the line-load limit control procedure will be used by the telephone company restricting telephone use to essential callers.
7. PL 93-288, Section 418-Emergency Communications, authorizes the Director of FEMA Region V, during or in anticipation of an emergency or major disaster, to establish emergency communications and make them available to state and local government officials and other persons as he/she deems appropriate.
8. Requests for additional communications resources from state agencies will be made to the State EOC through the county EOC using the resource types and definitions prescribed by the NIMS.

## **VII. CONTINUITY OF GOVERNMENT**

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- A. The line of succession for the Miami County Communication Officer is as follows:
  1. Telecommunications Supervisor
  2. Lead Telecommunicator

## **VIII. ESF DEVELOPMENT, MAINTENANCE AND TRAINING**

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1. All organizations with communications responsibilities will notify the MCEMA if changes to this ESF are necessary. The MCEMA is responsible for ensuring that copies of updated information are distributed as necessary.
2. All organizations that support this ESF are responsible for developing their respective Operating Guidelines (OGs) for conducting emergency communications operations in Miami County and surrounding municipalities.
3. Each agency, department, or organization assigning personnel to the EOC for communications and warning purposes is responsible for ensuring that those individuals are adequately trained to use the equipment, and are familiar with the procedures of the EOC, and understand any unique operating procedures.
4. Additional training required for emergency communications will be provided by the EMA Director, Communication Officer, or other staff personnel, as required.
5. Training and exercises
  - a. RACES members participate in the following training exercise functions:

- i. A minimum of one (1) amateur exercise per year with full participation.
  - ii. Quarterly “Mock” disaster exercises by various hospitals, fire departments, EMS services.
6. All MCCC dispatch personnel are trained by certified APCO instructors and receive APCO certification.
  7. Emergency communication personnel should participate in a training exercises as necessary.

**IX. AUTHENTICATION**

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Date 9/28/15

  
Communication Officer/Miami County  
Communication Center Director

