

ESF-3

COMMUNICATIONS AND WARNING

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ESF-3

COMMUNICATIONS AND WARNING

PRIMARY AGENCY: Springfield/Greene County Emergency Communications Center (ECC)

SUPPORT AGENCIES: Office of Emergency Management (OEM)
Public Information Office (PIO)
Radio Amateur Civil Emergency Service (RACES)

I. PURPOSE

The ability of Springfield/Greene County and other County municipalities to direct emergency forces through adequate communications is essential to effective operations in an emergency/disaster. Since emergencies/disasters can threaten life and property, Springfield/Greene County must also have an effective method of alerting key personnel and warning the public. Although communications and warning systems designed to meet day-to-day needs of government are already in existence in Springfield/Greene County, it is necessary to plan for the effective use of these resources in the event of a disaster. This ESF is developed to provide information and guidance concerning available, or potentially available, communications and warning capabilities of Springfield/Greene County (and other County municipalities) and how they can be augmented.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. Springfield/Greene County could find itself subjected to many hazards (**see Hazard Mitigation Plan**) that would require activating emergency communications and warning operations.
2. Springfield/Greene County receives initial warning of emergencies and disasters from many sources such as private citizens, the Missouri State Highway Patrol Troop D, Greene County Sheriff or the Springfield Police, through city and rural fire departments, through the Emergency Communications Center, the Office of Emergency Management or the National Weather Service. The information is then relayed to other departments / agencies through the use of the "Emergency Services Advisory". Information to the public will be made in accordance with the SOPs and SOGs that are in place. Area warning methods include:
 - a. Emergency Alert System (EAS)
 - b. Cable Over-ride
 - c. Warning Siren System (Springfield and urban areas only.)
 - d. NOAA Weather Radio
3. Primary communications during times of emergency or disaster will be done through the use of normal day-to-day agencies/departments. Communications functions will be maintained in the EOC on a 24-hour a day basis, as required by the event. Volunteer personnel, unassigned communications personnel, or amateur radio operators, may be utilized to augment EOC communications.
4. Springfield has 52 outdoor warning sirens located throughout the city (**Appendix 5 and 7**). These sirens are activated from the Springfield /Greene County Office of Emergency Management (primary), Springfield/Greene County Emergency Communications Center (ECC), (secondary) or the Springfield Public Works Department. The person having the authority to activate these sirens is the Communications Director, Emergency Management Director, Public Works Director or other designated representative. During a severe weather situation, storm sirens can be activated upon a report of a threatening weather condition by a trained weather spotter and/or emergency responder.

There are currently 27 sirens located within Greene County Urban Service Area, Ash Grove - 1, Battlefield - 4, Willard - 6, Fair Grove - 4, Republic - 6, Walnut Grove - 1, and Bradford - 1. The Greene County Sheriff's Office is responsible for the sirens. The sirens are established in accordance with current SOP's or SOG's. The Urban Service Area can be activated from the Emergency Communications Center, the Office of Emergency Management, the Springfield Public Works Department, the city of Springfield or Greene County will be the responsibility of the Springfield/Greene County Emergency Communication Center.

5.

Upon receipt of notification of a mass casualty disaster the communication center will make hospital notification in accordance with the following procedure:

The ECC will call Cox Health Systems, North Emergency Room, 417-269-3193.

Cox Health Systems, North Emergency Room, will then notify the following hospital switchboards:

Cox Health Systems -	269-3000
St. John's Medical Center -	820-2000
Doctors Hospital -	837-4000
Lakeland Hospital -	865-5581

Each hospital will then notify their medical personnel and emergency rooms.

- 6. The Springfield/Greene County has trained volunteer weather spotters through the SKYWARN network. Among these are HAM operators who can provide weather information to the National Weather Service Office and the OEM during severe weather. Also trained are public safety law enforcement and fire personal who report severe weather information through the county-wide trunked 800 MHz. radio system.
- 7. This system is adequate to deal with most emergency/disaster situations in Springfield/Greene County, but in a severe emergency/disaster, augmentation may be required.
- 8. A list containing names, addresses, and telephone numbers of residents on life-support units in their homes is kept on file by the City Utilities of Springfield.
- 9. The following agencies have Telephone Device for the Deaf (TDD) capability:

Emergency Communications Center	-	-	-	911
City of Springfield-City Hall	-	-	-	864-1555
Greene County Court House	-	-	-	862-6725
Greene County Sheriff's Department, Records	-	-	-	863-6360
Mercy/St. John's Paramedics	-	-	-	820-3636
Cox Health Systems	-	-	-	269-8116
Cox Health Systems, Walnut Lawn	-	-	-	269-1779
Doctors Hospital	-	-	-	837-4111
Lakeland Hospital	-	-	-	865-5223
Relay Missouri, Voice Line	-	-	-	711
				800 735-2466
TDD Line	-	-	-	711
				800 735-2966

B. Assumptions

- 1. Due to built in redundancies, the existing communications and warning systems in Greene County and its municipalities should survive and remain functional during a disaster/emergency event.

2. If the situation is such that local systems are overtaxed, the State will be able to augment local resources during the response and recovery phases.
3. HAM radio operators with equipment and skills are available in the area and will assist during disaster situations. Refer to **Appendix 3** for the local RACES Plan.
4. A HAM radio antenna is permanently mounted in the Springfield-Greene County Emergency Communications Center. The Office of Emergency Management will supply a RACES operator and radio should the need arise at the center.
5. Regardless of how well developed a warning system is, some citizens will ignore, not hear, or not understand warnings of impending disasters broadcast over radio or television, or sounded by local siren systems. Mobile public address and even door-to-door operations may be required in some disaster situations.
6. In most cases, the incident commander on the scene, through the communications center (dispatching personnel) will make the initial determination that a classified emergency has occurred or is developing (**ESF-1, Appendix 2**).
7. There will be sufficient time after notification from the State that crisis relocation is imminent to deploy and test the communications systems.

III. CONCEPT OF OPERATIONS

A. General

1. Ultimate responsibility for developing and maintaining an emergency communications and warning capability rests with local government.
2. Communications and warning operations for the city of Springfield and Greene County will be controlled by the Springfield/Greene County Emergency Communications Center and the EOC. It will be necessary that these organizations closely monitor and coordinate communications and warning.
3. During declared emergencies, curtailment of routine action may be necessary. The degree of this curtailment will be determined by the chief executive officer and will depend upon the severity of the situation.
4. During emergency operations, all departments will maintain their existing equipment and procedures for communicating with their field operations. Departments will keep the EOC informed of their operations and will maintain communications liaison with the EOC.
5. Communications between the State and local EOC will be through Operations Secure Net, landline telephone and internet links.
6. Although most warning alerts come from outside sources (i.e., State, National Weather Service, etc.), Springfield/Greene County and its municipalities will develop and maintain the capability to identify potential hazards, such as tornados, floods, etc., and ensure a timely warning to its population.
7. In response to an emergency/disaster situation, designated officials may request activation of the Emergency Alert System (EAS). The primary EAS radio station for Springfield/Greene County is KTTS 94.7FM in Springfield. KTTS is also the Relay between Jefferson City and Joplin. KWTO 560 AM in Springfield is the secondary. Requests are to be made in writing (see ESF-3, Appendix 8).

8. When warnings are issued, all applicable systems will be utilized, such as television, radio and NOAA radio, sirens, EAS, and Cable TV audio override to alert private residences and/or schools (this function is a backup to siren malfunction), nursing homes, hospitals, etc.
9. Tests and educational programs will be conducted regularly to ensure the public understands the various warnings. The City of Springfield tests its sirens on the second Wednesday of every month at 10:00 am. If unable to test on that day, the following Wednesday will be used to test the sirens. However, if both days are unsuitable, the test will be canceled for the month.

B. Actions to be Taken by Operating Time Frames

1. Mitigation

- a. Revise and update this ESF and its appendices at least yearly.
- b. Formulate long-range plans for improvements and follow through with them.
- c. Conduct training for all personnel (full-time, part-time, and supplementary) in:
 - (1) Weather spotting
 - (2) Message flow when the EOC is activated
 - (3) Emergency classification
 - (4) Damage assessment
 - (5) Warning systems activation procedures
 - (6) Other subjects as required to support other functions, i.e., communications procedures and problems particular to weapons of mass destruction.
- d. Participate in a regular schedule of tests and exercises.
- e. Inspect and maintain all equipment on a regular basis.
- f. Identify private sector resources that can augment local capabilities to include resource and supply.
- g. Analyze equipment locations with regard to possible destruction from hazards.
- h. Coordinate communications and warning capabilities with neighboring jurisdictions.
- i. Ensure that a repair capability exists under emergency conditions.
- j. Develop procedures to provide coverage should any equipment become disabled.
- k. Work with PIO to distribute information to the media and public for educational purposes.
- l. Determine, as much as possible, locations of handicapped, hearing-impaired, elderly, non-English speaking, etc. who may have difficulty in hearing or understanding warning information, and develop procedures for notifying them.

2. Preparedness

- a. Initiate personnel call-up as necessary, depending upon the potential of the situation.
- b. Activate appropriate warning systems.
- c. Run equipment readiness checks to include emergency power.
- d. Activate alternate systems and procedures if necessary.
- e. Provide adequate communication support to the EOC staff.
- f. Check communication links with state and federal agencies. During crisis relocation, establish communications links to monitor the progress of evacuees en route from other counties.
- g. Prepare to move to an alternate EOC or to the nearest safe location if necessary.

3. Response

- a. Activate warning system as needed.
- b. Activate all necessary personnel to meet communications needs.
- c. Provide communication for agencies in the field.
- d. Make the emergency classification if necessary.
- e. Maintain and provide information to decision-makers.
- f. Report on communications and warning systems status to the EOC staff.
- g. Make necessary repairs or switch to alternate systems as breakdowns occur.

4. Recovery

- a. Continue response level operations until stand down orders are received.
- b. Provide communication support to damage assessment.
- c. Make repairs and inventory equipment and supplies. Report status to the EOC staff.
- d. Participate in after action reports and critiques.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Primary Agency: Springfield/Greene County Emergency Communications Center

- 1. Once the EOC has been officially activated for overall coordination of communications and warning for the emergency or disaster will become the responsibility of the EOC staff utilizing the ECC as a base for public safety communications.
- 2. These communications center(s) will coordinate the various types of communications within the City/County, including landline telephones, cellular telephones, HAM, HF, VHF, and 800 MHZ.
- 3. Assess the need for, and obtain telecommunications industry support as required.
- 4. Prioritize the deployment of services based on available resources and critical needs.
- 5. Coordinate communications support to all governmental, quasi-governmental, and volunteer agencies as required.
- 6. Once activated, the EOC should be kept informed of Department/Agency operations.
- 7. Maintain records of the cost of supplies, resources and staff-hours needed to respond to the disaster event.

B. Support Agencies:

Office of Emergency Management (OEM)

- 1. Coordinate communication and information transfer with the communications center(s).
- 2. Coordinate, communicate and assign duties to RACES as required.
- 3. Provide warning information to the communications centers, PIO and through utilization of the Emergency Alert System (EAS) as necessary.

Public Information Office (PIO)

Coordinate release of warning and instructional information to the media and public as needed.

Radio Amateur Civil Emergency Service (RACES)

- 1. Coordinate and provide amateur radio communications for Springfield and Greene County.
- 2. The Director of the OEM or his/her designee will activate RACES (**Appendix 3**).

C. State Primary Agency

State Emergency Management Agency

SEMA will coordinate with local government agencies on potential or actual disasters and emergencies during all four phases of emergency management. SEMA can provide access to additional communications assets as needed.

D. Federal Primary Agency

National Communications System

Ensure the provision of adequate telecommunications support to Federal response operations.

V. DIRECTION AND CONTROL

- A. For incidents that have reached an emergency classification (**ESF-1, Appendix 2**), overall direction and control will be from the EOC.
- B. Department heads will continue to maintain operational control of their own communications systems and will coordinate with the EOC during emergency operations. All departments shall become familiar with the procedures outlined in this ESF.
- C. When a classified emergency occurs, normal operating procedures can be altered as necessary to ensure adequate direction and control.
- D. Outside communications and warning resources used to support emergency/disaster operations will remain under the direct control of the sponsoring organization, but will be assigned by the EOC to respond as necessary.

VI. CONTINUITY OF GOVERNMENT

- A. Lines of succession to each department head and other key personnel positions shall be according to the procedures and normal lines of succession established in the respective departments SOPs and SOGs.
- B. In the event the primary EOC's communications and warning facility becomes inoperable, mobile communications will provide backup communications and warning support.
- C. All records vital to the continued functioning of the communications and warning section should be duplicated and maintained at another location. If this is not possible, plans should be developed to move documents to an alternate site.

VII. ADMINISTRATION AND LOGISTICS

A. Administration

- 1. Lists needed:
 - a. Mutual Aid Agreements (all departments).
 - b. Memorandums of Understanding (private organizations).
 - c. Notification lists for all departments to include each individual in the chain of command.
 - d. Phone numbers and radio frequencies of bordering jurisdictions and state agencies.
- 2. Training requirements.
- 3. Record keeping and accounting procedures in accordance with local guidelines.

B. Logistics

- 1. Facilities and equipment -- a list of the EOC's communications equipment is maintained as Appendix 1, as well as other communications equipment that may become available during an emergency/disaster.

2. Security and protection of equipment:
 - a. Protection
 - (1) Lightning
 - (2) Wind
 - b. Overload (telephone)
 - (1) Line-load control
 - (2) Priority of service restoration
3. Requisition and Supply (**ESF-5**)

VIII. ESF DEVELOPMENT AND MAINTENANCE

The Office of Emergency Management will be responsible for the maintenance and improvement of this ESF. It will be reviewed, updated, and modified as necessary, but not less than annually.

IX. REFERENCES

- A. Springfield/Greene County Office of Emergency Management SOGs:
 1. SOG 9: Monthly Storm Siren Test
 2. SOG 10: County Employee Alert System
 3. SOG 11: Severe Weather Monitoring and Response
 4. SOG 12: Weekly HF Operations Secure Radio Checks
 5. SOG 13: Emergency Alert System (EAS)
- B. Springfield/Greene County Emergency Communications Center SOGs:
 1. SOG 425: Reports of a Tornado/Funnel Cloud
 2. SOG 426: Cable Override Procedures
 3. SOG 840: Fire Department Responses During Severe Weather
 4. SOG 705: Use of Law Enforcement Alert Tones
 5. SOG 850: NAWAS Operation
 6. Memorandum: Procedures and Information for Operation of 800 MHz. Control Stations on Greene County TRS.
- C. FEMA CPG 1-15 March 1991: Guidance for Radio Amateur Civil Emergency Service
- D. FCC CFR 47 Part 97 Subpart A: General Provisions and Subpart E: Providing Emergency Communications