

**Spokane Emergency Management
Emergency Support Function (ESF) #2**
Communications, Information Systems & Warning

<i>Emergency Coordination Center</i>	
<p>Primary:</p> <ul style="list-style-type: none"> • Jurisdiction Communication Departments <p>Support:</p> <ul style="list-style-type: none"> • Departments/Agencies, All. • Spokane Emergency Management 	<p>Likely Tasks:</p> <ul style="list-style-type: none"> • Maintain a 24-hour primary warning point for the receipt of warning information. • Develop and maintain a system to disseminate emergency alerts and warnings to the public. • Develop public education programs outlining the proper use of the warning systems and the meanings of the warnings issued through those systems. • Disseminate emergency warning information from state and federal agencies. • Disseminate warnings initiated at local government level. • Warning disseminate methods can include: Mobile public address (PA) systems; Mobile sirens; Outdoor Sirens; “Runners” e.g. door to door notifications; Use of media; Emergency Alert System (EAS); City/County communication systems; Telephone; Fax; Amateur Radio.

LEAD AGENCIES:

Communication Departments

SUPPORT AGENCIES:

National Weather Service
 Department of Emergency Management
 Law Enforcement Dispatch Centers
 ARES/RACES
 Wireless/Hard Line Communications
 County Information Systems
 City Information Management Services
 Local Media
 Combined Communication Center
 HEAR Radio

INTRODUCTION:

A. Purpose:

1. Communications: To structure a communications system for the efficient flow of information during a major emergency or disaster.
2. Warning: To provide rapid alerting and warning to key officials and the public of an impending or occurring major emergency or disaster.

B. Scope:

This ESF applies to the communication and warning assets of all county organizations including radio, voice, and data links, telephone and cellular systems, text, National Warning System, Emergency Alert System, and amateur radio.

POLICIES:

- A. It is the policy of Spokane City/County Communications Departments to provide a hazard warning system, using both public and private resources, in coordination with state and federal agencies. The extent of effort depends on the nature of the hazard, timeliness of the report to emergency management officials, the quality and quantity of information available, communications and warning resources available, media attention, and other situation dependent factors and all FCC regulations are adhered to.

SITUATION:

A. Emergency/Disaster Conditions and Hazards:

See Hazard Identification and Analysis (HIVA)

B. Planning Assumptions:

1. The communications infrastructure may or may not be damaged during a disaster, but a diminished capacity is likely to exist.
2. Established modes of communication will continue to be utilized to the degree they survive the disaster.
3. Alternative means of communications may be required.
4. Local government will request state assistance when necessary through emergency management communication systems.
5. Emergency or disaster warnings may originate from any level of government.
6. Most disaster forecasting resources are located within the federal government.
7. Notification of a threatening situation may come through multiple sources.
8. Spokane Cities/County (who) will focus on coordinating lifesaving activities and reestablishing communications and control in the disaster area.
9. Initial reports of damage will provide an incomplete picture of the extent of damage to telecommunication facilities.
10. Weather, damage to roads and bridges, and other factors will restrict the entry of emergency communications into the area.
11. Tests of the EAS will be conducted periodically to familiarize the government and the public with the system.

12. In the event that the public instructions need to be translated, the provision of interpreters will be coordinated through the ECC.
13. Nighttime warnings will be difficult to impossible.
14. Reliable communication capabilities are necessary at all levels of government for day-to-day communication, warning of impending disasters, disaster response and recovery operations, search and rescue operations, and coordination between the state, local governments and response agencies.
15. Media responsibilities will be FCC compliant regarding information dissemination for the visual impaired, hard of hearing and DEAF and in accordance with the Inland Northwest Emergency Alert System Plan

CONCEPT OF OPERATIONS:

A. General

1. Communications

- a. The Spokane County Sheriff Communication Center is located in the Combined Communications building in Spokane, Washington. The center houses the countywide 9-1-1 Public Safety Answering Point (PSAP). The center includes dispatch services for various law enforcement agencies and fire departments throughout the county and serves as the initial communications, alert, and warning point for emergency operations.
 - b. The Emergency Alert System (EAS) will be used to disseminate emergency information and instructions to the public using local radio, television, and cable stations.
 - c. The Washington State Emergency Management Office operates the Washington State Warning Point 24 hours a day; Spokane City/County's NAWAS receiving point is the sheriff's office communication center, a 24-hour facility.
 - d. The County Sheriff, Deputy Director of Emergency Management or a designee may activate the EAS. (See INLAND NORTHWEST EMERGENCY ALERT SYSTEM PLAN for details.)

2. Warning:

- a. When Spokane Cities/County Emergency Management officials are alerted to the threat or occurrence of an emergency/disaster situation, the Emergency Operations Center will be activated at the appropriate level and the situation monitored.
- b. Monitoring could be a prolonged activity or result in the immediate activation of the local warning system.
- c. Relevant information will be evaluated for use in public information advisories, and for advising and alerting response agencies and organizations of the situation.
- d. The EAS will be activated when the public must take some action to prepare or protect itself
- e. Warning could take the form of one or more of the following:
 1. Activation of the Emergency Alert System to disseminate life saving information;
 2. Activation of safety advisories;
 3. Fire district and law enforcement vehicles that could provide warnings along specific routes using public address systems and sirens;
 4. Activate a call response center in the ECC;

5. Provide local warning information to regional television and radio stations, or other mechanisms, as appropriate.
 6. C.O.P.S./S.C.O.P.E Stations, Neighborhood Centers, Block Watch members, Community Emergency Response Teams and other volunteer organizations to canvas areas.
- f. Warnings will continue until the hazard had subsided or as necessary. EAS warnings will be updated at least once an hour with a termination broadcast issued at the end of the event.

B. Organization:

See Comprehensive Emergency Management Plan and ECC Guidelines.

C. Mitigation Activities:

1. Test communication and warning systems.
2. Develop interagency communications and procedures between fire, law enforcement, and other city/county agencies, to include the ECC.

D. Preparedness Activities:

1. Conduct weekly and monthly test of EAS.
2. Train city and county personnel in the proper use of EAS and other communication systems.
3. Continue to develop and improve EAS.

E. Recovery Activities:

1. Repair damaged communications or warning systems.

RESPONSIBILITIES:

A. Communications Departments:

1. Develop and continually update procedures to ensure, the integrity of appropriate communications system hardware.
2. Develop and continually update procedures to furnish disaster-related information with the ECC, when activated.
3. Assist with the dissemination of information and warnings as requested by the ECC.
4. In coordination with DEM, conduct tests and exercises of communication and warning systems.
5. Install hardware and software, train employees and conduct periodic tests of the Emergency Alert System (EAS).

B. Department of Emergency Management:

1. Collect, record, analyze, display, and distribute information.
2. Coordinate public information and warning.
3. Coordinate governmental and emergency activities.
4. Support first responders by aiding management and distribution of scarce resources and the restoration of services.

5. Conduct appropriate liaison and coordination activities with all levels of government, public utilities, volunteer and civic organizations, private industry, and the public.
6. Develop ECC procedures for activating the warning system, including appropriate notification lists. Include consideration of special populations.
7. Coordinate related public information through the ECC Public Information Officer and/or the Joint Information Center.

C. Fire Agencies:

1. In coordination with DEM, develop and maintain procedures to provide communications and warning support and services when requested from the ECC.
2. In coordination with DEM, train personnel in proper warning methods.

D. Law Enforcement Agencies:

1. In coordination with DEM, develop and maintain procedures to provide communications and warning support and services when requested from the ECC.
2. In coordination with DEM, train personnel in proper warning methods.
3. When requested, as feasible and without jeopardizing their mission, make Search and Rescue units and volunteers available to the ECC to assist in the warning effort.

E. Cities and Towns:

1. In coordination with DEM, develop and maintain procedures to provide communications and warning support and services when requested from the ECC.
2. Train personnel in proper warning methods.

F. ARES/RACES

1. Activated through Spokane City/County D.E.M. to compliment, augment, or temporarily replace existing communications systems.

RESOURCES:

See Comprehensive Emergency Management Plan

The communication capabilities presently available are:

- 9-1-1 Public Safety Answering Point (PSAP)
- Commercial Telephone (wire line, cellular, and wireless telephone)
- Two-way radio; School District radio system, Avista Corp., Ambulance, etc.
- National Warning System (NAWAS); landline voice, intrastate landline voice, located in Spokane County Sheriff Dispatch Center and National Weather Service.
- Emergency Alert System (EAS)
- CEMNET state radio direction and control
- Amateur Radio Emergency Service (ARES) and Radio Amateur Civil Emergency Service (RACES), 2-way voice and/or digital radio systems via the amateur service.
- NOAA Weather Radio
- **OSCCR mobile-to-mobile VHF interoperability channel**

- RedNet channel
- SAR channel
- Combined Communications Bldg. (C.C.B.)
- Spokane Police Department
- Washington State Patrol Communications Center
- HEAR Radio (Hospital Emergency Alert Radio)
- Red Cross
- Military Resources
- Media

REFERENCES

- A. Spokane City/County Comprehensive Emergency Management Plan
- B. Washington State Comprehensive Emergency Management Plan
- C. Federal Communications Commission Rules and Regulations, Section 97-107, Emergency Operations
- D. Spokane County Field Operations Guide (ICS-FOG)
- E. ECC Guidelines
- F. ARES/RACES Plan (Spokane County)
- G. INLAND NORTHWEST EMERGENCY ALERT SYSTEM PLAN
- H. Multi-Casualty Plan (MCI) Communication Flow chart
- I. Special Request Resource List
- J. Washington State OSCCR interoperability plan