

HAMILTON COUNTY EMERGENCY OPERATIONS PLAN

ANNEX B - EMERGENCY SUPPORT FUNCTION #2 — COMMUNICATIONS

COORDINATING AGENCY: Hamilton County Emergency Communications Center (PSAP)

SUPPORT AGENCIES: Cincinnati Emergency Communications Center (PSAP)
Norwood Communications (PSAP)
Amberley Village Communications (PSAP)
Northeast Communications
Hamilton County Radio Amateur Civil Emergency Services (RACES)
Hamilton County Amateur Radio Emergency Service (ARES)
SKYWARN
Cincinnati Fire Department (Including IT Section)
Hamilton County Emergency Management/Homeland Security
Cincinnati Area Television Stations
Cincinnati Area Radio Stations
Cincinnati Area Commercial Phone Providers
Cincinnati Area Cable Providers
Ohio Multi Agency Radio Communications System (MARCS)

I. INTRODUCTION

- A. Emergency Support Function (ESF) #2 — Communications ensures the provision of communications to support county, state, and federal communications efforts. This ESF coordinates with communications assets available from county agencies, non-governmental organizations (NGO), the telecommunications industry, state agencies, and the federal government.
- B. Each PSAP and/or Communications Agency is responsible for providing primary communications support to their primary jurisdictions. This service is provided by each of these agencies 24 hours a day, 7 days a week. Each ESF representative is responsible for the dissemination of information that may be of value to other ESF representatives located in the EOC. This information sharing contributes to the response and recovery during an emergency/disaster of any type.

II. SITUATION AND ASSUMPTIONS

- A. Situation
 - 1. Disasters affect the ability to communicate by damaging and overloading systems and equipment, overwhelming staff and creating conditions that prevent the expedient repair of existing communications systems or transport of new equipment into the affected area. Local and County-level communications are vital in order to protect life and property and restore the affected area to pre-disaster conditions.
 - 2. Overview of Primary Capabilities
 - a. The Regional Operations Center (ROC) provides a fixed site capable of accommodating the agencies and officials needed to coordinate the county's disaster response and recovery efforts.
 - b. Communications needs are coordinated through designated communications personnel from County support entities to ensure the security and integrity of regional emergency communications

- c. The communications assets found within the County are redundant and designed to back up other systems if they fail.
 - d. Dispatch centers are protected by generators and uninterruptible power supplies in the event of power outages, in order to prevent system failure during an emergency event
3. Telephone Capabilities
- a. Telephone capabilities for the Regional Operations Center include trunk lines, digital and analog phones, satellite telephone capability, digital cellular phones, and fax machines.
 - b. The telephone switch, which supports the ROC telephone system, as configured, serves multiple independent telephone instruments.
 - c. The ROC telephone system provides 24-hour communications for the Hamilton County Emergency Management/Homeland Security and the ROC.
 - d. If telephone circuits are overwhelmed various personnel in Hamilton County are assigned Government Emergency Telecommunications Service (GETS) cards. These cards are part of the Telecommunications Priority Service. The purpose of this service is to give priority service, on phone lines, to emergency management and first response agencies.
4. Wireless/Radio Capabilities
- a. Hamilton County and the City of Cincinnati provide a joint communications network on the 800mhz band which is P25 compliant. UHF (ultra high frequency), VHF (very high frequency) and Ohio Multi-Agency Radio Communications System (MARCS) two-way radio systems are also available. These systems provide clear-voice capabilities, linking local, state, federal and non-governmental organizations (NGO).
 - b. Hamilton County and the City of Cincinnati provide a network template for each radio in each department depending upon their needs, and can adapt the template as needs change
 - c. The hospitals within this region have their own radio network which is called the Disaster Radio Network or Surgenet, which is part of the county 800mhz network, above, and is regulated by the **Tri-State Region Hospital Emergency Response Plan**, which is used to facilitate the allocation of victims to the various regional hospitals.
 - d. The regional Tactical Interoperable Communications Committee is charged with the coordination of all of the systems mentioned above within the Southwest Ohio, Southeast Indiana, and Northern Kentucky (SOSINK) region, as well as numerous VHF, UHF, and 800mhz systems which are in use regionally, and has developed a **Tactical Interoperable Communications (TIC) Plan** which is a living document, and it is updated as needed
 - e. Satellite communications systems and satellite links for the receipt of video, telephonic voice, and weather radar and forecast information are also available.
 - f. Numerous common carriers provide cellular telephone service and paging services within Hamilton County.

- g. An amateur radio station is located in the Regional Operations Center. In the event of a complete system failure, select members of ARES and RACES will operate from the Amateur Radio Room of the Regional Operations Center, and will set up an emergency network within the City, County, State and National Amateur Radio networks, based on identified needs

5. Data

- a. Facility data communications include dedicated T1 data links, the National Weather Service (Wilmington office), Emergency Alert System (EAS), and telephone-based Emergency Notification Systems capability.
 - b. Internal data service is provided through servers that provide for the routing and distribution of information for day-to-day and emergency activities. This includes the capability for county agencies to access their servers from the ROC during emergencies.
6. Other types of Regional Operations Center communications capabilities include pagers, public address system, smart phones, e-mail, voice mail, various computer based information monitoring systems, information collection and distribution procedures, and warning dissemination to include Emergency Alert System (EAS) activation and telephone-based Emergency Notification Systems.
 7. The Hamilton County Emergency Management/Homeland Security Agency will coordinate with other county, state and federal agencies, as well as, private vendors for additional capabilities when needed.
 8. Policies for activation of ESF #2 can be found in the EOC Standard Operating Guidelines (SOG) (Future).

B. Assumptions

1. ESF #2 will assist local emergency organizations with setting up and operating temporary emergency communications capabilities as needed
2. The Regional Operations Center will be operational during large scale emergencies and will support countywide communications operations.
3. State and Local governments, in coordination with the telecommunications industry, will assist the county in accomplishing as much restoration and reconstruction of telecommunications facilities as conditions permit.
4. The City of Cincinnati and Hamilton County cooperate by providing back up communication on each other's 800 MHz system. If one system were to fail the other system would provide capabilities until the system that is down can be placed back on line.

III. CONCEPT OF OPERATIONS

A. Overview

1. The Hamilton County Office of Emergency Management is responsible for activating ESF #2 for assessment, response, and recovery activities during emergencies. In addition, ESF #2 is responsible for the coordination of emergency communications.

2. The primary agency for ESF #2 is the PSAP responsible for the affected area.
3. The Ohio National Guard is a state asset that, if activated, can:
 - a. Deploy communication resources for assigned emergency missions when requested.
 - b. Deploy military communications representatives to the Regional Operations Center when requested.
 - c. Assist in the transportation of emergency communications equipment, satellite systems and portable telephone systems.
 - d. Provide reconnaissance/survey platforms, global positioning systems for accurate pinpointing of locations, the establishment of SAR grids, transportation of victims and rescuers and serve as a communications link (UHF, VHF, and AM). ONG aviation resources include both fixed and rotary winged aircraft.
 - e. Deploy "Crisis Action Response Vehicles" (CARV). These mobile communications packages provide multi-means communications in the area(s) of operations or to other CARVs. Included is the ability for the CARVs to communicate with the Hamilton County Emergency Management/Homeland Security, Ohio EMA, ODNR, ODOT, and OSHP through the Ohio MARCS system.

B. Relationships between Levels of Government

1. Federal
 - a. Coordination with federal ESF #2 may occur in the Regional Operations Center, Ohio EOC, at the site of the emergency and/or in the Disaster Field Office (DFO).
 - b. The state ESF #2 will interface with the federal ESF #2 during assessment, response and recovery operations in order to ensure coordinated activities between the state and federal teams with telecommunications-related missions.
2. State
 - a. Ohio EMA coordinates state-level communications support between the agencies of state, federal and local government.
 - b. Coordination may be internal within ESF #2 member organizations and it may include coordination with governmental and NGO external to the team.
3. County/Local
 - a. ESF #2, when activated, coordinates county-level communications support in the affected area.
 - b. Specifics related to communications problems in Hamilton County may be addressed directly between ESF #2 and local responders at the site of the incident.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITY

All ESF #2 organizations are responsible for development of internal Standard Operating Guidelines (SOG) that support ESF #2 and ROC operations.

- A. Each individual PSAP acts as the lead Agency for ESF #2 for their respective jurisdictions, and accepts and coordinates communications missions from local governments during emergencies and assigns missions as appropriate. Internal management and supervisory practices of the agencies that make up ESF #2 are maintained throughout emergency operations.

- B. Assignment of Responsibility
 - 1. Each Individual PSAP and/or Communications Center for its corresponding jurisdiction (Including County, Cincinnati, Norwood, Amberley and Northeast) will:
 - a. Lead and coordinate ESF #2 within their respective jurisdictions 24/7.
 - b. Coordinate requests for mobile communications as needed during emergencies to include requests for the Buckeye State Sheriff's Association Regional Interoperability Vehicle and/or the Command Vehicles within the SOSINK inventory.
 - c. Assess communications infrastructure following a disaster.
 - d. Prioritize assistance based on assessments.
 - e. Evaluate, prioritize and assign emergency missions as required.
 - f. Provide technical assistance and advice to local, state, and federal organizations.
 - g. Provide ongoing maintenance and restoration of locally owned systems.
 - h. Deploy and install transportable communications systems to include radio base stations, satellite links and portable communications equipment.
 - i. Coordinate the establishment of video conferencing links as needed.
 - j. Coordinate 24-hour ESF #2 staffing for the Regional Operations Center during emergencies.
 - k. Coordinate data communications to all appropriate agencies.
 - l. Provide technical support for system restorations.
 - m. Coordinate use of supplemental radio units to state and local agencies if required.
 - 2. Hamilton County Emergency Management/Homeland Security will:
 - a. Manage and maintain communications capabilities within the Regional Operations Center, in coordination with the individual PSAP's and their corresponding jurisdictions.
 - b. Assist in collecting telecommunications-specific information through the use of ESF #5 — Emergency Management during county-level assessment, response, and recovery activities.
 - c. Assist in coordination of communications capabilities to fill unmet communication requirements.

- d. Provide EAS activation as needed for emergency notification.
 - e. Coordinate with Ohio EMA for support as needed.
 - f. Prioritize assistance based on assessments.
3. Hamilton County Emergency Communications will:
- a. Provide telecommunications technical support to the ROC.
 - b. Provide technical assistance for the restoration of communications support systems.
4. Cincinnati Fire Data Processing will:
- a. Establish and maintain the automated computer system needed for the Regional Operations Center.
 - b. Provide computer technical support to the ROC, Command Room, Joint Information Center, and Hamilton County Emergency Management/Homeland Security offices.
 - c. Provide personnel and equipment as required to support ROC operations.
 - d. Coordinate data communication links for county agency computers as needed in the ROC during emergencies.
 - e. Assist with the establishment of video conferencing in the ROC as needed.
5. Local Public Telecommunications Companies (Television, Radio, Telephone, Cable) will:
- a. Provide detailed information on local telecommunications availability and their status to the ROC.
 - b. Establish and maintain internal Emergency Operations Plans for the restoration of critical infrastructure during disasters and/or peak use.
 - c. Assist in the dissemination of critical information to the public.
8. SKYWARN – W8NWS
- a. Is activated by the National Weather Service.
 - b. Provides weather spotter reports from (NWS) trained ham radio operators during severe weather events relaying information by ham radio to the National Weather Service in Wilmington.
 - c. Cincinnati SKYWARN operates on 146.880.
9. Hamilton County Amateur Radio Communications
- Amateur radio operators assist local, state and federal agencies and relief organizations with radio communications by providing the ability and means to transmit messages and information in and out of a disaster area when needed.

The Director of the Hamilton County Emergency Management/Homeland Security Agency will appoint a County Emergency Communications Coordinator (ECC) to coordinate amateur radio support for disaster operations within the county. The Emergency Communications Coordinator will, with the assistance of amateur radio operators:

- a. Establish a County Control Station (CCS) from which amateur operations will be controlled and administered.
- b. Assign each served agency and/or individual area a Control Station (CS) to communicate with the CCS and serve as a control for local operations.
- c. Designate Official Traffic Stations (OTS) as required for the handling of formal radio traffic.
- d. Coordinate amateur radio frequencies used in the county.
- e. Provide a communications network operated by qualified and licensed radio amateurs in accordance with established plans.
- f. Radio Amateur Civil Emergency Service (RACES) is an amateur radio system regulated by the Federal Communications Commission (FCC). Under certain conditions, RACES may be the only communications traffic allowed on amateur radio.

RESOURCE REQUIREMENTS FOR ESF #2 — COMMUNICATIONS

- A. ESF #2 — Communications organizations are responsible for the maintenance of their own agreements, SOPs, SOGs, MOUs and Resource Listings that document the equipment, supplies, and services available to them during emergencies. Additional support needs during an emergency may be requested through the Hamilton County EOC to ESF #7 — Resource Support (Future)

Emergency Support Function 2 – Tab A
Hamilton County Communications Dispatch System Description

Cincinnati Emergency Communications – PSAP

2000 Radcliff Dr., Cincinnati, OH 45204
(513) 263-8119
Police Communications Fax: (513) 263-8116

Hamilton County Communications Center – PSAP

2377 Civic Center Dr., Cincinnati, OH 45231
(513) 825-2170
Police Non Emergency 513-825-2280
Fire Non Emergency 513-825-2260
Fax: (513) 595-8457

Note: The Hamilton County PSAP receives 911 calls for all of the following departments. In most cases, Hamilton County Dispatch receives the 911 call and dispatches the individual departments (Departments in normal type, below).

However, Hamilton County transfers 911 calls to some individual departments (***italicized and in bold, below***) as indicated, so that the actual dispatch comes from the department indicated, and not from Hamilton County Dispatch. In addition, the **italicized departments** publish their local numbers and receive direct calls to their local number. Please note that there may be differences between police dispatch and fire dispatch within the same jurisdiction.

Addyston
Anderson Twp.
Arlington Heights
Blue Ash
Cheviot
Cleves
Colerain Twp.
Columbia Twp.
Crosby Twp.
Deer Park/Silverton Fire/EMS
Deer Park PD – Police 911 calls are transferred from Hamilton County to Deer Park PD
Delhi Twp.
Elmwood Place
Evendale
Fairfax
Forest Park
Glendale
Golf Manor
Greenhills
Green Twp.
City of Harrison
Harrison Twp.
Indian Hill PD – Police 911 calls are transferred from Hamilton County to Indian Hill PD
Lincoln Heights
Lockland
Loveland PD and FD – Police, Fire and EMS 911 calls are transferred from Hamilton County to Northeast Communications
Madeira/Indian Hill FD
Mariemont

Miami Twp.

Milford

Montgomery

Mt. Healthy

Newtown

North Bend

North College Hill

Reading Fire/EMS

Reading PD – Police 911 calls are transferred from Hamilton County to Reading PD

St. Bernard Fire/EMS

St. Bernard PD – Police 911 calls are transferred from Hamilton County to St. Bernard PD

Sharonville

Silverton PD – Police 911 calls are transferred from Hamilton County to Silverton PD

Springdale

Springfield Twp.

Sycamore Twp.

Symmes FD. – Fire & EMS 911 calls are transferred from Hamilton- County to Northeast

Communications

Terrace Park Whitewater Twp.

Woodlawn

Wyoming

Northeast Communications, (NOT A PSAP)

(Receives direct line calls from citizens, and receives 911 calls after they are transferred from Hamilton County Dispatch, above)

126 S. Lebanon Rd., Loveland, OH 45140,

(513) 677-7000

Fax: (513) 677-7007

Norwood Communications PSAP

4645 Montgomery Rd., Norwood, OH 45212,

(513) 458-4520

Fax: (513) 458-4519

Amberley Village Communications PSAP

7149 Ridge Road, Cincinnati, Ohio 45237

(513) 531 2040

Fax: 531 8154