## SEDGWICK COUNTY, KANSAS
### EMERGENCY OPERATIONS PLAN

### ESF2-Communications

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Emergency Support Function (ESF) #2 describes the systems and procedures for communicating during a disaster. It provides information and guidance concerning available communications in Sedgwick County. The ESF addresses:

- Communications interoperability among field response units
- Primary and back-up communications systems
- Communications to and from the Emergency Operations Center (EOC)
- Sources for communications augmentation such as Amateur Radio
- Other communications systems to support emergency operations

ESF #2 also addresses warning and notification, as well as information technology and telecommunications.

**SITUATION AND ASSUMPTIONS**

A. Situation

The emergency communications center is located on the second floor of the Public Safety building (714 N Main) and is staffed on a 24-hour basis. Sufficient communications, warning equipment, and personnel are available to provide communications necessary for most emergency situations. In severe emergencies augmentation may be required. This annex considers all hazards described in the Sedgwick County Hazard Analysis.

B. Assumptions

Communications and warning are vital to the effective and efficient preparedness, response, and recovery activities during emergency operations. Proper use of communications and warning will add significantly to saving lives and protection of property for the citizens of Sedgwick County.

**Scope**

This ESF Annex is designed to provide a flexible organizational structure capable of meeting the varied requirements of many emergency scenarios with the potential to require activation of the EOC and implementation of the Local Emergency Operations Plan (LEOP).

ESF #2 is a functional annex to the LEOP and to the extent possible, information contained in other sections of the LEOP will not be repeated in this document.

**Policies**

ESF #2 applies to all agencies and organizations with assigned emergency responsibilities in the LEOP.

**AUTHORITIES AND REFERENCES**

A. Authorities
As outlined in the Basic Plan.

B. References


**Concept of Operations**

**General**

The Sedgwick County Emergency Management is designated as the coordinator for ESF #2. As ESF coordinator, Sedgwick County Emergency Management coordinates meetings, plans, exercises, training, and other activities with, the private sector, and the ESF #2 support agencies.

The County has a wide variety of emergency communications equipment including: radios (fixed, mobile and hand-held), pagers, telephones (including mobile and cellular), fax machines, etc.

Communications in the field will normally be established by radio. Each department or agency having a radio system will designate personnel to operate their system and maintain communications with the County EOC.

Communications with state and federal government will be through landline telephone links, cellular telephones and/or radio contact.

Numerous county and municipal agencies have communications capabilities and field units communicate among each other and with the County EOC primarily by radio using the 800 mHz trunked system.

The Sedgwick County Radio Shop maintains a list of the radio frequencies used by response agencies in the area.

The Sedgwick County Division of Information & Operations Technology Services department provides information management support to county government departments and offices in general, and maintains the county’s wide-area network (WAN).

If electronic emergency information systems are not available, paper logs will be used to record events, communications & messages, damage assessments, situation reports, resources utilized, man-hours expended, etc.

Event logs and communications traffic records are vital for documenting emergency actions for possible post-emergency investigation or after-action reports.

Records documenting the number of people involved in communication activities, whether paid or volunteer are needed for possible reimbursement under Presidential disaster declarations.

Any lease, rental or mutual aid agreements related to the augmentation of communications equipment should be kept.
Organization

The County EOC will serve as the central location for interagency coordination and executive decision-making, including all activities associated with ESF #2.

Primary dispatching capabilities in the County exist with the Sedgwick County Emergency Communications 911 Dispatch Center. The 9-1-1 Center provides 24-hour dispatching capability for Wichita Police Department, Wichita and Sedgwick County Fire Departments, Sedgwick County Sheriff Office, Sedgwick County Emergency Management, Sedgwick County Emergency Communications, Sedgwick County Division of Public Safety, and Sedgwick County Emergency Medical Services (EMS).

The ESF #2 team members are critical members of the EOC Team and will work within the EOC structure as described in ESF #5 – Emergency Management.

The Sedgwick County Division of Information and Operations (DIO) Information Technology Department and Radio Shop are responsible for planning, installing and maintaining radio communications systems for all county-operated public safety communications centers. Redundancies in equipment, as well as alternate methods to maintain communications links render most equipment outages non-critical.

Notifications

The Emergency Management Director or representative will notify the Sedgwick County Fleet Management Director (who directs the activities of the Radio Shop) of Sedgwick County EOC activations and request that a representative report to the EOC to coordinate emergency communications activities. This is typically accomplished by radio broadcast, digital pager or telephone contact.

The Radio Shop will rapidly assess the need for communications support and identify, acquire and deploy resources to support critical emergency operations.

The Radio Shop will establish procedures to ensure field operations can maintain communications links with both each other and the EOC.

Actions

Preparedness

- Ensure alternate or backup communications systems are available.
- Coordinate common communications procedures.
- Develop and test emergency procedures.
- Develop mutual aid agreements.
- Develop and/or review procedures for the crisis augmentation of resources.
- Review departmental Standard Operating Procedures (SOPs) and maintain personnel call up lists.
- Participate in Emergency Management training and exercises.

Response

- Maintain existing equipment and follow established procedures for communicating with organization personnel performing field operations.
- Implement procedure to inspect and protect communications equipment.
- Make arrangements to ensure emergency communications equipment can be repaired on a 24-hour basis.
- Keep the EOC informed of their operations at all times and maintain a communications link with the EOC.
Recovery

● Continue to perform tasks necessary to expedite restoration and recovery operations.
● Evaluate response, and make necessary changes in this ESF Annex to improve future operations
● Phase down operations, as appropriate.
● Clean, repair, and perform maintenance on all equipment before returning to normal operations or storage.
● Participate in after action reports and meetings as requested.

Prevention

● Ensure methods are in place to protect communications equipment, including cyber and telecommunications resources.

OPERATIONAL CONCEPTS

A. General

1. Communications

Communications play a critical role in emergency operations. Extensive communications networks and facilities are in existence throughout the county. The Emergency Communications Director will coordinate use of the communications systems and will be responsible for their supervision. The Law Enforcement Training Center serves as the back-up dispatch center in the event the primary center at 714 N Main is damaged.

2. Warning

a. National Security/Terrorist Activities

An attack is possible at any time and could take the form of a nuclear, biological or conventional incident. It is possible it could be preceded by a period of international tension. This would provide adequate time to prepare the public.

b. Natural Hazards

The most common warnings are those issued for tornadoes, severe storms and water related hazards.

c. Technological Hazards

Warnings and/or specific information regarding shelter or evacuation due to Hazardous Materials involving transportation or fixed facilities will be issued.

d. Other Incidents

Warning will be issued as a result of any other incident that could create a hazard to the citizens of Sedgwick County.

B. Phases of Management

1. Mitigation

a. A warning and communications system has been developed and is in use. Future improvements have been formulated and will be implemented as funds permit.
b. A public awareness program has been developed outlining the use of the warning system.

2. Preparedness

a. The warning system and all communications equipment are kept under a constant schedule of testing, maintenance and repair.

b. Staff is trained to use the appropriate equipment as necessary.

3. Response

a. The Sedgwick County Emergency Communications (911) Center is the primary warning point for all of Sedgwick County. Upon notification of an emergency/disaster situation, the center will notify the Sedgwick County Emergency Management Director and/or the Emergency Management Duty Officer.

b. Warnings can also be received by means of the following:

(1) National Weather Service, Wichita Office.

(2) National Warning System (NAWAS) direct from the North American Air Defense Command (NORAD), located near Colorado Springs, Colorado; from the State alternate warning point at the State Defense Building in Topeka, Kansas; or from the alternate warning center near Washington, D.C.

(3) Emergency Alerting System (EAS).

(4) Telephone or facsimile.

c. Upon receipt of information, Emergency Communications will issue the appropriate warning, using all systems that are necessary. All warnings will continue until no longer required.

d. When emergency operations are initiated, the Emergency Communications Director will determine which communications personnel will be required to report to duty. Staff requirements will vary according to the incident.

4. Recovery

All emergency communications will continue until such time as they are no longer necessary.

**Direction and Control**

Communication activities will be coordinated through the County EOC that will serve as the source of all direction and control.

Sedgwick County Emergency Management provides direction and control for ESF #2 to include mission assignments, mutual aid, contracts for goods and services, radiological emergencies, and recovery and mitigation activities.

The warning process may be activated from any of several points in the system including Emergency Communications (911), Emergency Management, law enforcement, fire departments and pre-designated individuals in the cities whose outdoor warning system sirens are not activated by the Emergency Communications Supervisor. All warning activities will be coordinated through the EOC staff.
Responsibilities

All tasked agencies will:

- Develop applicable standard operating procedures, guidelines and/or checklists detailing the accomplishment of their assigned functions.
- Provide ongoing status reports as requested.
- When requested, deploy a representative to the EOC to assist with communications activities.
- Maintain updated resource inventories of supplies, equipment, and personnel resources, including possible sources of augmentation or replacement.
- Document all costs and expenses associated with response and recovery activities taking care to clearly segregate disaster related work in the event that reimbursement becomes available from the state and federal government.
- Maintain up-to-date rosters for notifying personnel and 24-hour EOC staffing capabilities.
- Perform other emergency tasks as assigned.

City of Wichita IT Department

- Provides information management support to all city government departments and offices and maintains the City’s local area network (LAN), wide-area network (WAN), and server, telephony and desktop/laptop/MDT environments. The City of Wichita IT Department will maintain and control its local resources in support of Emergency Support Function (ESF) #2.
- Will maintain connectivity among city departments and between city departments and the EOC. The City of Wichita IT Department will ensure recovery of connectivity in the event of failure.
- DOES NOT maintain emergency communications equipment, particularly radios whether fixed, mobile or hand-held.

Sedgwick County Emergency Management

- Relay severe weather warnings from the National Weather Service to emergency management volunteers.
- Provide notification of hazardous material incidents to the Kansas Division of Emergency Management.
- Develop and ensure maintenance of the outdoor warning system sirens.
- Request the media to assist in an on-going public awareness program of lifesaving measures to be taken concerning all emergency or disaster events.
- Request the media to disseminate warning messages to the general public as rapidly as possible in the event of a pending or actual emergency.
- Emergency weather information is provided to the hearing impaired via a pager system for those individuals who subscribe for the service from a private vendor.

Fire Departments and Law Enforcement Offices (LEOs)

- Provide mobile units to supplement warning coverage and/or manpower for door-to-door warning, when possible.
National Weather Service Emergency Alerting System (EAS)

- Provide warning through the Emergency Alerting System (EAS) to all radio and television stations for transmission to the listening and viewing public.

Sedgwick County Community Development

- Provide for unaccompanied children, the blind, infirm, handicapped, non-English speaking, and other persons or groups requiring specialized care in a disaster situation. The area offices will maintain a listing of all such specialized groups within its jurisdiction and will determine any requirements for specialized assistance.

Sedgwick County Emergency Communications (911)

- Provide communications necessary for the city and county governments to communicate to all governmental entities as well as higher echelons of government and to support mutual aid communications to adjacent counties.

- Coordinate the operation of city and county government(s) communication systems as needed to fulfill a total emergency communication capability in the county.

- Assign personnel for proper operation of the communications center.

Support Radio Communications – Radio Amateur Civil Emergency Service (RACES)

- Assist with providing emergency communications in disasters.

- Assist with radio traffic during routine and emergency operations. Maintain readiness at all times to function in a crisis situation.

Electronic Broadcast Media

- Provide programming on the commercial radio and television stations to inform the public as to the situation and actions to be taken.

Military Affiliate Radio System (MARS)

- Includes Army, Navy, and Air Force. MARS will provide back-up communication upon official request for handling authorized traffic. Traffic may be handled via the following modes: voice, continuous wave, and radio Teletype. (Official traffic includes Kansas Division of Emergency Management, The Adjutant General, Kansas National Guard (Air and Army), Kansas Highway Patrol, and Kansas Department of Transportation initiated out of the State Defense Building in Topeka.)

Kansas Highway Patrol

- Provide emergency communications to the Governor, the Kansas Division of Emergency Management, and law enforcement personnel in the field. (See also Motobridge below)

- Assist in early warning for communities and rural areas where no organized storm warning systems are available.
• Provide back-up emergency communications through use of a mobile van or a Command Post/Multipurpose Staging Area (CP/MSA) equipped with multiple frequency base station capabilities.

**Kansas National Guard**

• Provide support communications through aircraft radio relay to the Guard units and public address systems.

**Kansas Division of Emergency Management (KDEM)**

• Will coordinate and provide communications during emergency operations, through the Communications Center in the State Emergency Operations Center located in the State Defense Building.

• Kansas National Warning System (Kansas NAWAS) will provide support communications transmission.

**Kansas Turnpike Authority**

• Provides emergency information to KTA travelers

**Kansas Department of Transportation – MOTOBRIDGE**

• A statewide fixed-site communications interoperability gateway available to emergency responders is called MOTOBRIDGE. This system consists of 76 tower sites owned by the Kansas Department of Transportation and operated by the Kansas Highway Patrol dispatch center in Salina.

• The MOTOBRIDGE can handle VHF Low Band State channels (50-60 MHz), VHF High Band National channels (150-160 MHz), UHF National channels (450-470 MHz), 800 MHz National Channels (760-870 MHz), and the KHP Event talk groups (Kansas Digital Trunked P-25 Radio System users).

• Each tower is microwave linked and consists of one control channel and five repeaters, with generally a 20-mile footprint of local coverage. One patch station to station can handle up to five channels (party line). Methods of requesting patching through the MOTOBRIDGE are: Call channel on the radio, *47 on a cell phone, Telephone KHP Dispatch Center, and teletype via the KCJIS network. Information needed from the caller consists of: Home County/City or position, Identify basic location, waiting for acknowledgement from KHP Dispatch of patch completion.

• Currently the Northeast, Southeast, and South Central portions of Kansas have the MOTOBRIDGE towers completed, with more expected for completion for the rest of the state by 2010. Although the channels are primarily digital, the mutual aid channel will remain conventional.

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**Administration and Support**

**Support**

Requests for emergency assistance will be resolved at the lowest level direction and control facility with appropriate response resources capabilities. Unresolved assistance requests will normally flow upward from cities to the county, and/or field deployed command posts to responsible representatives in the State Emergency Operations Center (SEOC), and as required to other states or the federal government for assistance support.

**Agreements and Understandings**

All agreements and understandings entered into for the purchase, lease, or otherwise use of equipment and
services, will be in accordance with the provision of laws and procedures.

The Proclamation of a State Disaster issued by the Governor may suspend selected rules and regulations that affect support operations. The primary agency will determine the specific impact of the situation and inform the ESF group members.

**Status Reports**

The primary agency will maintain status of all outstanding assistance requests and unresolved ESF-related issues. This information will be summarized into periodic status reports and submitted in accordance with applicable operating procedures.

**Expenditures and Recordkeeping**

Each ESF agency is responsible for establishing administrative controls necessary to manage the expenditure of funds and to provide reasonable accountability and justification for federal reimbursement in accordance with the established guidelines.

The first source of funds for expenditures by agencies in response to an emergency, imminent disaster, or recovery from a catastrophic incident, is to be coordinated through the Sedgwick County Division of Finance and the Purchasing Department.

Following the conclusion of any significant emergency event/incident or exercise, the primary agency representative will conduct a critique of the group activities during the event/incident/exercise.

Support agencies will provide written and/or oral inputs for this critique and the primary agency representative will consolidate all inputs into a final report and submit it to the Sedgwick County Emergency Management Director.

**Critiques**

Following the conclusion of any significant emergency event/incident or exercise, the primary agency representative will conduct a critique of the group activities during the event/incident/exercise.

Support agencies will provide written and/or oral inputs for this critique and the primary agency representative will consolidate all inputs into a final report and submit it to the Sedgwick County Emergency Management Director.

**Attachments**

**MOTOBIDGE STANDARD OPERATING PROCEDURE**

**SEDGWICK COUNTY COMMUNICATIONS ASSESSMENT BOOK:**

- Communications Assessment Synopsis of Sedgwick County Center
- Communications Assessment Synopsis of Mulvane 911 Center
- Communications Assessment Synopsis of Sedgwick County Public Works Department
- Sedgwick County Towers
- Sedgwick County Law Enforcement Tower Range
- Sedgwick County Fire Department Tower Range
- Sedgwick County Emergency Medical Services Tower Range
- Sedgwick County Public Works Tower Range
- Mulvane Law Enforcement Tower Range
- Mulvane Fire Department Tower Range
- Mulvane Emergency Medical Services Tower Range
- Mulvane Public Works Tower Range
- Sedgwick County ECC Antenna/Tower/Frequency/Dead Spot Information
- Mulvane 911 Center Antenna/Tower/Frequency/Dead Spot Information
- Sedgwick County ECC Contact List
- Mulvane 911 Center Contact List
- Sedgwick County ECC Interoperability Assessment
- Mulvane 911 Center Interoperability Assessment
- Sedgwick County Public Works Interoperability Assessment

CHECKLIST OF ACTIONS BY TIME FRAME