

2015

EMERGENCY SUPPORT FUNCTION #2



COMMUNICATIONS

Emergency Support Function (ESF) 2 Communications

Primary Agency: Santa Rosa County Emergency Management

Support Agencies: Santa Rosa County Emergency Management Communications
Santa Rosa County Computer Department
AT&T Telephone Company
Santa Rosa County Amateur Radio Emergency Service
CES Motorola (Pensacola)

I. Purpose

The purpose of ESF 2 is to provide Communications coordination and support services in support of emergency events in Santa Rosa County. ESF 2 can provide personnel and resources to support prevention, preparedness, protection, response, recovery and mitigation in support of the primary emergency management objectives. The ESF 2 representatives are made up of several personnel. HR has appointed an individual to sit at the desk when needed during activations to coordinated activities as necessary. ESF 2 resources are used when individual agencies are overwhelmed and the County Emergency Response Team requests additional communications services.

The Enhanced 9-1-1 Division will coordinate ESF 2 assets (both equipment and services) that may be available from a variety of sources before and after the activation of the County EOC. The Emergency Management Communications Center (EMC) houses the communications system in the EOC.

Specific ESF 2 objectives include:

- Establish and maintain communications between and among the key facilities that are integral to efficient disaster operations.
 - Dispatch phones service goes down:
Notify Ken Bass and/or Scott Markel
 - Dispatch Radios are out:
Notify Scott Markell and/or Team one CES
 - Dispatch Computer Aid Dispatch (CAD) system out
Notify Ken Bass and/or Scott Markel
 - Wireless Phone Service goes down
Notify Ken Bass and/or the appropriate wireless carrier
 - EOC phone service VoIP goes down.
Notify Santa Rosa County Computer Department
- Ensure that the EMC is prepared to respond to emergencies, recover, and mitigate their impacts.
- Ensure that the EMC is prepared to provide the mission essential communications services required during normal operations.
- Coordinate with all PSAP's to insure they are prepared to provide the mission essential communications services required during normal operations.

Primary PSAP's are Santa Rosa County Emergency Management
Communications and Gulf Breeze Police Department
Notify Ken Bass or Scott Markell to insure operations at EMC
Notify Ken Bass to insure operations at Gulf Breeze

Secondary PSAP's are
Santa Rosa County Sheriff's Office
Milton Police Department
Notify Ken Bass to insure operations at either of these PSAP's

II. Concept of Operations

A. GENERAL

1. ESF 2 is organized consistent with State Emergency Operations Center and the requirements of the National Response Framework, the National Incident Management System, and the Incident Command System. This structure and system supports incident assessment, planning, procurement, deployment, coordination, and support operations to Santa Rosa County through the Santa Rosa County Emergency Response Team, Area Operations and State Emergency Response Teams to assure a timely and appropriate response to an emergency or situation.
2. Procedures protocols and plans for disaster response activities are developed to govern staff operations at the Santa Rosa Emergency Operations Center and in the field. These are in the form of Emergency Operations Plan (i.e., Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe Emergency Support Function 2 capabilities (based on the National Planning Scenarios, the Universal Task List and the Target Capabilities). Periodic training and exercises are also conducted to enhance effectiveness.
3. In a large event requiring local or State mutual aid assistance, ESF 2 will work with its support agency counterparts to seek and procure, plan, coordinate and direct the use of any required assets.
4. Throughout the response and recovery periods, ESF 2 will evaluate and analyze communications requests; develop and update assessments of the communications service situation and status in the impact area; and to undertake contingency planning to meet anticipated demands or needs.
5. When an event is focused in scope to a specific type or response mode, technical and subject matter expertise may be provided by an appropriate person(s) from a supporting agency with skills pertinent to the type of event, who will advise and/or direct operations within the context of the Incident Command System structure.
6. The Santa Rosa County Enhanced 9-1-1 Division reports to the Director, Division of Emergency Management. The Enhanced 9-1-1 Division is comprised of the following positions: 1) Enhanced 9-1-1 Coordinator 2) Assistant 9-1-1 Coordinator 3) Data Analyst
7. As NIMS continues to be fully implemented in Santa Rosa County, the Enhanced 9-1-1 Division will play a pivotal role in implementing the Incident Command System, focusing on: 1) communications system interoperability, and 2) providing a common operating picture for incident managers.

The Concept of Operations is guided by the following assumptions:

- Exact actions will be dictated by the extent of damage and outage.

- Each PSAP and the County Communications Center is tasked with maintaining adequate spare parts, resources, plans, and personnel to ensure operations during a disaster or emergency.
 - Each PSAP and the County Communications Center is tasked with maintaining adequate staffing. Employees are recalled as needed and scheduled appropriately.
 - Assistance is available via State EOC.
 - The Emergency Management Director will establish priorities for restoration of communications resources.
 - Lead and support agencies will coordinate their activities via their respective EOC representatives.
8. The Enhanced 9-1-1 Division will support the establishment of communications between key facilities that are listed below. These facilities have a key role in emergency response and recovery under the National Incident Management System.

a. Communications Systems

- Local EOC and local government agencies
 - Telephone and fax
 - Paging
 - Dedicated lines, when applicable
 - Radio, when applicable
 - Commercial wireless (Cellular, ESMR)
 - Commercial Satellite Phone
- Local EOC and State EOC
 - Telephone, fax, ESATCOM/EM Win, and EM Constellation
 - Commercial Satellite Phone
- Local EOC and other municipal EOC
 - Telephone and fax
 - Commercial wireless, when applicable
 - Commercial Satellite Phone
- ESF/ICS groups
 - Radio
 - Commercial wireless
 - Mobile communications vehicle
 - Commercial Satellite Phone
- Shelters and feeding sites
 - Telephone Amateur radio (ARES)
 - Commercial wireless.
 - Commercial Satellite Phone
- Distribution sites, staging areas, Disaster Resource Centers
 - Telephone
 - Amateur radio (ARES)
 - Commercial wireless
 - Commercial Satellite Phone

b Priorities for Repair and Restoration

- Emergency Communications 9-1-1 Public Safety radio
- Non-Emergency communications Telephone service Local Government radio
- Critical Facility non-emergency communication
- General population telephone communication

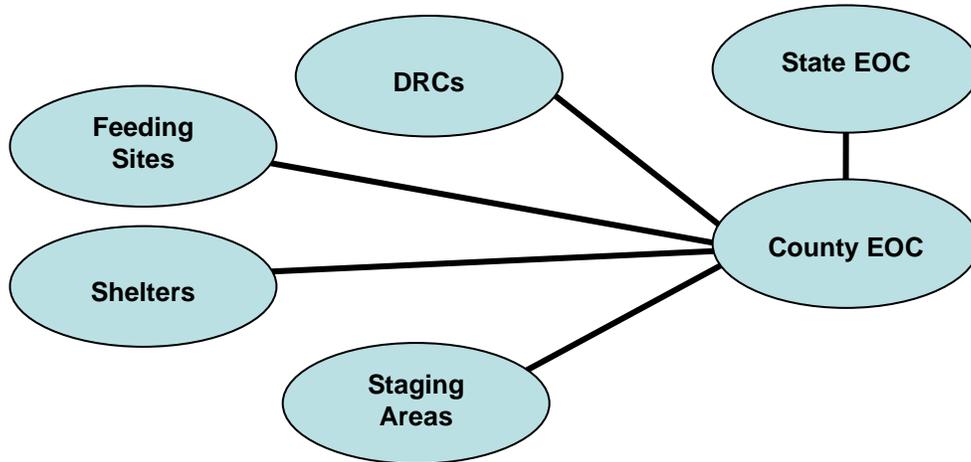


Figure – Communications Links with Key Facilities

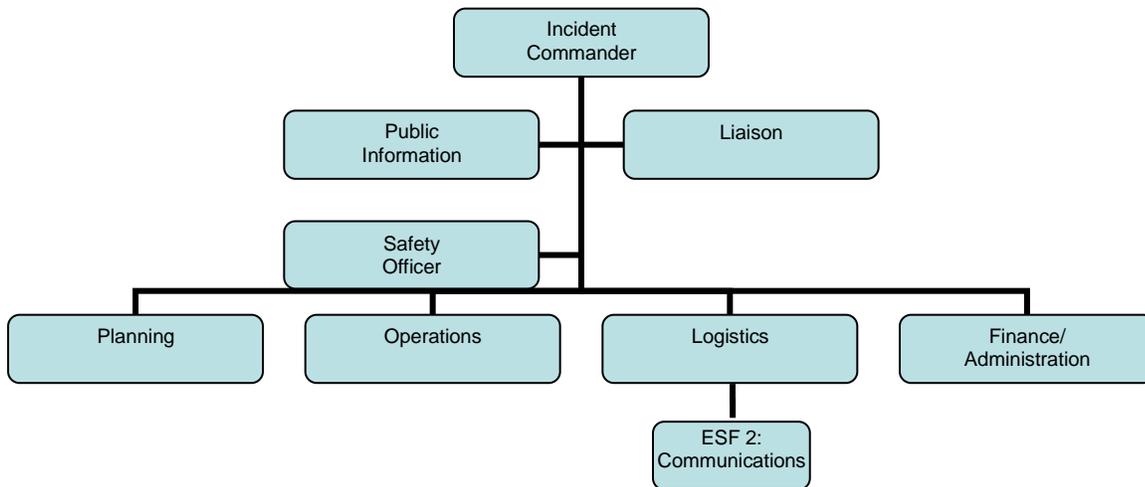


Figure – Incident Command System Structure: ESF 2 – Communications

B. ORGANIZATION

1. COUNTY

- a. During an activation of the County Emergency Operations Center, support agency staff is integrated with the Communications staff to provide support that will allow for an appropriate, coordinated and timely response.
- b. During the response phase, ESF 2 will evaluate and analyze information regarding communications services requests. Also, ESF 2 will develop and update assessments of the communications services status in the impacted area and undertake contingency planning to meet anticipated demands and needs.
- c. The Enhanced 9-1-1 Division develops and maintains the overall ESF 2 Emergency Operations Plan and accompanying Appendices, annexes and Standard Operating Guidelines that govern response actions related to emergencies. However support agencies may develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Emergency Operations Plan. All such documents will be in compliance with the National Response Plan, The National Incident Management System, the Incident Command System and the County Comprehensive Emergency Management Plan.
- d. The Enhanced 9-1-1 Division shall keep management of ESF 5 fully apprised of developing conditions as they relate to carrying out the ESF 2 mission.

2. AREA

- a. The Enhanced 9-1-1 Division Systems Coordinator, in consultation with the requesting jurisdiction, may obtain additional communications service resources via established mutual aid agreements.
- b. The Department of Management Services, State Technology Office, serves as the lead agency for communications service coordination and support and will designate a liaison to the EOC from the Regional Office and/or the Regional Domestic Security Task Force (RDSTF). The liaisons have been trained to carry out ESF 2 responsibilities and will function as coordinators, assessors, and operational personnel in support of EOC or field activities.

3. STATE

- a. During an activation of the State Emergency Operations Center, the Department of Management Services is the designated lead agency for State communications services and will provide a liaison to facilitate requests for communications service resources to local Emergency Operations Centers.
- b. During an emergency or disaster event, the primary and support agencies of ESF 2 at the State Emergency Operations Center will report to the Infrastructure Services Branch Chief who reports to the Operations Section Chief under the overall direction of the State Coordination Officer.

- c. The Department of Management Services develops and maintains the overall ESF 2 Emergency Operations Plan and accompanying Appendices, annexes and Standard Operating Guidelines that govern response actions related to emergencies. However, support agencies may develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Emergency Operations Plan. All such documents will be in compliance with the National Response Plan, the National Incident Management System, the Incident Command System and the County Comprehensive Emergency Management Plan.

C. ALERTS/NOTIFICATIONS

1. The Emergency Communications Center (EMC) is the County Warning Point. When information comes to their attention indicating that an emergency or disaster situation is developing, they will send a report to the appropriate personnel. The report will include all relevant information that is known at the time. Additional information should be reported as it becomes available.
2. The County Warning Point, will notify the "on call" Emergency Duty Officer and/or Emergency Coordinating Officer (ECO) for ESF 2 when the County or an area of the County has been threatened or impacted by an emergency or disaster event as provided in the County Warning Point procedure.
3. Upon instructions to activate ESF 2, Enhanced 9-1-1 Division will implement procedures to notify and mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

D. ACTIONS

Actions carried out by ESF 2 are grouped into phases of emergency management: prevention, preparedness, response, recovery and mitigation. Each phase requires specific skills and knowledge to accomplish and requires significant cooperation and collaboration between all supporting agencies and the intended recipients of service. ESF 2 encompasses a full range of activities from training to the provision of field services. It also functions as a coordinator and, at times, assumes direct operational control of provided services. The following services may be provided:

- Assessment of potential impacts of scenario events and communications needs.
- Input into Incident Action Plans.
- Provision of communications personnel.
- Provision of communications equipment and supplies.
- Analysis of loss of functionality of communications system.
- Determination of available communications assets.
- Accumulation of damage information from assessment teams.
- Coordination of communications support.
- Prioritization of deployment of resources based on response needs.
- Communications management, command and control of assets.
- Communications activities related to terrorist threats and/or events.
- Receive information through the CIC for assignment to appropriate ESF desks

1. PREPAREDNESS ACTIONS

- a. Actions and activities that develop Communications response capabilities may include planning, training, orientation sessions, and exercises for ESF 2 personnel (i.e., County, State, Regional, and Federal) and other emergency support functions that will respond with ESF 2. This involves the active participation on inter-agency preparedness organizations, which collaborate in such activities on a regular basis.

- b. Conduct planning with ESF 2 support agencies, Regional Domestic Security Task forces, and other emergency support functions to refine Communications operation.
- c. Conduct training and exercise for EOC and Communications Team members.
- d. Prepare and maintain emergency operating procedures, resource inventories, personnel rosters and resource mobilization information necessary for implementation of the responsibilities of the lead agency. Ensure lead agency personnel are trained in their responsibilities and duties.
- e. Develop and present training courses for ESF 2 personnel, provide information on critical facilities to the County Emergency Management and develop protocols for frequently provided services.
- f. Conduct all hazards exercises involving ESF 2.
- g. Coordinate with ESF 5 (Plans) to incorporate disaster intelligence into ESF 2 training, preparedness and planning, including the use of this analysis to scale the mission requirements for ESF 2 in a hurricane or other major disaster.
- h. Assess the vulnerability of communications equipment and systems to the effects of storm surge, hurricane force winds, blast, and other natural, technological and man-made hazards.
- i. Assess worst case scenario damage to the communications system, with emphasis on scenarios that will cause the loss of functionality of the system.
- j. Identify mission essential functions, including: 911 calls processing; emergency dispatch of Fire/Rescue and EMS; and 24-hour answer point for County.
- k. Identify alternative facilities and systems that will serve as backup communications and dispatches in the event of major emergency that prevents the EMC from assuming or maintaining its mission essential functions.
- l. Train personnel in the following: 1) Incident Command System; 2) Procedures for pre-staging communications assets for rapid deployment to affected area; 3) COOP implementation.

2. RESPONSE ACTIONS

- a. Coordinate operations at the ESF 2 office in the County Emergency Operations Center and/or at other locations as required.
- b. Establish and maintain a system to support on-scene direction and control and coordination with County EOC, regional task force and State EOC.
- c. Communications support RDSTF in the investigation of a terrorist attack.
- d. Preposition response resources when it is apparent that communications resources will be necessary. Relocate communications resources when it is apparent that they are endangered by the likely impacts of the emergency situation.
- e. Monitor and direct communications resources and response activities.
- f. Participate in EOC briefings, and meetings to prepare Incident Action Plans and Situation Reports.
- g. Obtain State resources through the State Comprehensive Emergency Management Plan (CEMP); coordinate all resources into the affected areas from designated staging areas.
- h. Coordinate with other County Emergency Support Functions to obtain resources and to facilitate an effective emergency response among all participating agencies.

- i. Determine what assets are available and nearest to the affected area(s) by each Communications (ESF-2) support agency and the time frame in deploying those assets.
- j. During situations where emergency services are temporarily suspended due to hazardous conditions, the EMC will queue and prioritize emergency services requests until winds subside.
- k. Staff the CIC with trained staff who follow the guidelines outlined in appendix 6 of this document.

3. RECOVERY ACTIONS

- a. Continue to provide support as required until response activities are concluded or until they can be managed and staffed by the primary incident agency or jurisdictions.
- b. Accumulate damage information obtained from assessment teams, the Telecommunications industry, the local county emergency operations center, and other city/ county/ state agencies.
- c. Continue to provide support as required to support the recovery phase.
- d. Deploy the Mobile Communications Systems to coordinate with local emergency response agencies in the affected area(s).
- e. Initiate financial reimbursement process for these activities when such support is available.
- f. After the initial actions are completed, assist in recovery operations of the EOC. Support agencies will continue to provide necessary emergency communications.
- g. Assess communications systems for damage, including repair of towers and repeaters.
- h. Query wireless providers and local media for damage reports.
- i. Contact other Emergency Support Functions to determine their communications requirements.
- j. Assess the need for, and obtain telecommunications industry support as required.
- k. Prioritize the deployment of services based on available resources and critical needs.
- l. Prepare and process reports using established procedures, focusing specific attention to the production of after-action reports.
- m. Coordinate communications support to all governmental, quasi-governmental and volunteer agencies as required.
 - Santa Rosa County Emergency Communications participates in the APCO Mutual Aid Plan for providing Communications personnel during disaster situations.

4. MITIGATION ACTIONS

- a. Coordinate with the LMS Steering Committee and the Emergency Management Division to identify potential hazards and their impacts, and how these impacts may impede the ESF 2 operation.

- b. Provide personnel with the appropriate expertise to participate in activities designed to reduce or minimize the impacts of future disasters on communications systems in Santa Rosa County.
- c. Maintain and improve communications infrastructure.

E. DIRECTION AND CONTROL

1. ESF 2 complies with the National Response Plan, and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the Division of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within Santa Rosa County.
2. The ESF 2 system operates at two levels: 1) County Emergency Operations Center; and 2) Field locations.
3. During emergency activations, all management decisions regarding County or regional response are made at the County Emergency Operations Center by the ESF 2 coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Section Coordinators and staff at the County Emergency Operations Center assist the commander in carrying out the overall mission. Sections, Units, Teams, staffing levels, etc. are modular and scalable, depending on the type, size, scope and complexity of the emergency or disaster event.
4. A staffing directory and the ESF 2 Emergency Operations Plan, its accompanying Appendices, Annexes and Standard Operating guidelines are maintained by the Communications Division with status of the call lists updated at least monthly and all other documents at least annually.
5. All Enhanced 9-1-1 Division field personnel are subordinate to the ESF 2 at the County Emergency Operations Center.
6. In accordance with a mission assignment from ESF 2, and further mission tasking by a Local primary agency, each support organization assisting ESF 2 assignment will retain administrative control over its own resources and personnel but will be under the operation control of ESF 2. Delegation of mission operational control may be delegated to a Management Support Unit, Multi-Agency Coordination Team or a local entity.

F. RESPONSIBILITIES

1. PRIMARY AGENCY – COMMUNICATIONS DIVISION

- a. Provide and maintain communications during an emergency.
- b. Provide ESF 5 with updates on the potential impacts of winds and storm surge on communications systems, resource shortfalls, and potential impacts on carrying out the ESF 2 mission.
- c. Maintain an inventory of personnel, equipment, and vendors, which will be used in the restoration of services.
- d. Staff the CIC with trained personnel IAW appendix 6
- e. The Enhanced 9-1-1 Director, under the direction of the Emergency Management Director is directly responsible for the activities of all the LGR radios and communications in the EOC, as well as all PSAP coordinators.

- f. Radio officers and operators from subordinate entities of the County government or other sources, while under direct control of their own office and operating their equipment in the EOC, will be responsible to:
 - Adhere to the guidance of the EMC Ops Supervisor to effect coordinated communications in an emergency
 - Comply with the procedures outlined in the County Comprehensive Emergency Management Plan and the procedures outlined in this ESF.

2. SUPPORT AGENCIES

(NOTE: Each Support Agency should review its own roles and responsibilities and revise in conjunction with the Communications Division)

- a. Amateur Radio Emergency Services (ARES) provides communications at shelters, feeding sites, staging areas, distribution centers, and DRCs as needed.
- b. Santa Rosa County Emergency Management Communications Center provides communications by telephone and radio to jurisdictional fire departments and Lifeguard Ambulance service. They also coordinate communications from mutual aid agencies and field operations as necessary to the EOC.
- c. Santa Rosa County Computer Department provides computer and network support necessary to maintain the county network and internet as an alternate means of communications.
- d. Private communications vendors (AT&T, Sprint, Verizon, and CES Motorola) provide hardware, infrastructure, and software support necessary to maintain all aspects of communications throughout the county.

G. FINANCIAL MANAGEMENT

1. ESF 2 is responsible for managing financial matters related to resources that are procured and used during an event. During a response, each agency/department is responsible for recording and tracking its own expenditures and seeking reimbursement from the appropriate resource after the event. If a federally declared disaster exists, then a reimbursement formula is established by the Federal Emergency Management Agency that may be as much as 100 percent, but usually does not exceed 75 percent.
2. Expenditures by support entities will be documented by those entities and submitted directly to the Finance/Administration Section or a designated Finance Service officer as soon as possible.

H. REFERENCES AND AUTHORITIES

- State Emergency Support Function 2 annex
- Florida Statutes 1993, Emergency Management, chap. 252 (252.31- 52.61)
- The Federal Response Plan for P.L. 93-288 (1992)
- Regional Domestic Security Task Forces, Section 943.0312, F.S.
- Florida Field operations Guide (FFOG)
- DHS Homeland Security Act (2002)
- HSPD-5, Management of Domestic Incidents
- HSPD-8, National Preparedness Goal
- DHS National Incident Management System (2004)
- DHS National Response Plan (2004)

- Public Law-288
- Training Circular 24-24, Headquarters, Department of the Army, Signal Data
References: Communications Electronics Equipment

I. APPENDIX LIST

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APPENDIX 2

DESCRIPTION OF COMMUNICATIONS EQUIPMENT IN THE EMC

A. Radio Services

1. Emergency Services

Base stations frequency on 155.160(R) and 155.160(T) Used for daily alerting of ambulances and on day-to-day operation - primary altering frequency and operational on a 24-hour basis used for emergency dispatch in all emergencies. The primary channel used for daily operations is 453.950. Med. 1 and Med. 8 are used for medical control.

2. Santa Rosa County Sheriffs Office

a. Base station on repeater frequency on 465.400/460.400. Used for two-way radio communications with the Sheriffs Office and mobile units.

b. Total area coverage (TAC on UHF frequencies (duplex).

Channel 1 465.400T/460.400R
Channel 2 460.400 Simplex (car to car)
Channel 3 465.350T/460.350R
Channel 4 460.350 Simplex (car to car)
Channel 5 453.375T/458.375R
Channel 6 453.375 Simplex (car to car)
Channel 7 453.975T/458.975R
Channel 9 465.275T/460.275R
Channel 11 453.675T/458.675R

*All of these channels utilize 203.5 PL

c. This system utilizes 10 satellite locations and is interconnected by phone lines providing portable coverage in the County.

3. Highway Maintenance

Base Station on 151.445 MHzRT and 159.255 MHzR on Channel Guard, 141.3. County Public Works and County Road and Bridge Departments keep evacuation and main supply routes open and furnish damage assessment as required.

4. Santa Rosa County Fire Departments

Base Station and encoder on three geographically divided frequencies for alerting and dispatching various departments within their districts. Mutual and automatic aid between departments, on a 24 hour basis.

North Fire	150.995 MHzRT	155.235 MHzR	Channel Guard 192.8
Central Fire	155.055 MHzRT	154.160 MHzR	Channel Guard 179.9
South Fire	156.015 MHzRT	158.925 MHzR	Channel Guard 173.8

5. Santa Rosa County Amateur Radio Emergency Service (ARES)

a. Communications on allocated amateur radio frequencies in the 160, 80, 75, 40, 10, and 2 meter bands. Available communications modes are:

HF (Voice) Upper Side Band (USB)
Lower Side Band (LSB)
Frequency Modulation (FM)

(Digital) Morse Code (CW)
Packet (APRS)
Radioteletype (RTTY)
AmTOR

VHF-FM
FM Voice
FM-Packet (APRS)

- b. ARES assigned function is to provide emergency communications support as requested by the county Emergency Management Director; and to support regional emergency communications emergencies under the guidance/direction of the county ARES Emergency Coordinator.

6. Santa Rosa County Emergency Management Local Government Radio

Base Station repeater frequency on 153.905 MHzT and 155.730 MHzR on channel guard 203.5. Assigned function for Emergency Management communications for primary direction and control in all types of emergencies.

7. Hospital Emergency Administration Radio (HEAR)

Base Station 155.280 MI-1zTR, regional frequency. Local and mobile frequency 155.340 MHzTR. provides emergency communications with all hospitals in the municipalities and the County. Santa Rosa Hospital uses 463.000MHzR and 468.000 MHzRT on Channel Guard 136.5.

8. Emergency Management Administrative Radio System (WEFA) located in the Emergency Management Office.

9. City of Gulf Breeze

- a. Remote control of Base Station on 158.955T / 155.865R with encoder for dispatch of fire and rescue personnel. Use Channel Guard 203.5 for Rx & Tx.

10. Commercial telephones, teletype, warning, and alerting

- a. Six phone positions in the EMC receive all incoming calls. All law enforcement calls are transferred to the appropriate law enforcement agency.

- b. The key phones in the EMC contain:

- (1) Four incoming lines: 983-5372, 5373, 5376, and 5377
- (2) Six 911 trunks with 911 transfer capability
- (3) Direct lines (ring down) to:
 - a. Santa Rosa County Sheriff's Department
 - b. Milton Police Department
 - c. Gulf Breeze Dispatch
 - d. Pensacola Police Department
 - e. Escambia County Fire / EMS Dispatch
 - f. Gulf Power

- g. Milton Fire Department
- h. Baptist Hospital Life Flight
- i. Florida Forestry Service
- j. Air Products

(4) Two Emergency TSP lines (alarm company/operator assist)

- c. One ESATCOM drop is located at the EOC.

This equipment is used and tested on a daily basis and any problems are directed to radio maintenance for repairs.

11. Santa Rosa county Paging System is on 155.430 MHz

APPENDIX 3

MOBILE COMMUNICATIONS SYSTEMS

Santa Rosa County Emergency Management owns and operates two Mobile Command Systems. These are equipped with VHF, UHF, and ARES - 2-meter VHF-FM radio equipment, cellular telephones, maps, and other informational resources.

COMMUNICATIONS OPERATIONS FOR PRIMARY AND SUPPORT FUNCTIONS

- A. Each County department has specific primary and Support (P&S) activities to other departments to complete the total emergency function. The communications in the EOC are delegated as follows to serve the various departments fulfilling their P&S functions during emergencies.
1. Communications and Warning
 - a. Primary Responsibility
 2. Law Enforcement
 - a. Primary Responsibility
 - SRC Sheriffs Department: Communications by telephone and radio in the EOC to mobile units. The Sheriffs Department radio is also used for mutual aid to other law enforcement services of state and local governments.
 - Municipal Police Departments: Communications by telephone and radio in the EOC to municipal police mobiles. Municipal police radio is also used for mutual aid to other law enforcement services of state and local governments.
 - b. Support Responsibility

SRC Emergency Management: Communications by telephone and radio in the EOC to the Emergency Management units.
 3. Fire
 - a. Primary
 - SRC Fire Departments: Communications by telephone and radio in the EOC to fire department units.
 - Municipal Fire Departments: Communications by telephone and radio in the EOC to units of the municipal fire departments.
 - b. Support
 - SRC Emergency Management Search and Rescue: Communications is by radio in EOC to mobile units.
 - SRC Sheriffs Department: Communications by telephone and radio in the EOC to the Sheriffs Department mobile units. Mutual aid is by intrastate radio in the EOC to law enforcement agencies of state government.

- Municipal Police Departments: Communications by telephone and radio in the EOC to municipal police mobile units. Mutual aid is by intrastate radio in the EOC to law enforcement agencies of state governments.
- SRC Emergency Management: Communications by telephone and radio in the EOC to the Emergency Management units.

4. Rescue

a. Primary

SRC Fire Departments: Communications by telephone and radio to EOC and radio to mobile units.

b. Support

- Emergency Medical Services: Communications by telephone and radio to the EOC and by radio to mobile units.
- Municipal Fire Departments: Communications by telephone and radio to EOC and by radio to mobile units.
- SRC Emergency Management: Communications by telephone and radio to EOC and by radio to mobile units,
- SRC Emergency Management Search and Rescue: Communications by radio in the EOC to mobile units.
- American Red Cross: Communications by telephone and radio in the EOC to American Red Cross units.
- SRC Sheriffs Department: Communications by telephone and radio to EOC and to the Sheriffs Department mobile units.
- Municipal Police Departments: Communications by telephone and radio to EOC and to municipal police mobile units.
- ARES: Communications by ARES radio in the EOC to state, county, and local government ARES organizations.
- REACT: Communications by telephone.
- Florida Marine Patrol: Communications by telephone to the marine dispatcher.
- U.S. Coast Guard: Communications by telephone in the EOC to U.S. Coast Guard units.
- Air Sea Rescue: Communications by telephone.
- Baptist Hospital Life Flight: Communications by telephone.

5. Engineering

a. Primary

- SRC Public Works Department: Communications by telephone and radio in the EOC to engineering maintenance units.
- Municipal Public Works Departments: Communications by telephone and radio in the EOC to engineering maintenance units.

b. Support

- SRC Sheriffs Department: Communications by telephone and radio in the EOC to the Sheriffs Department mobile units.
- ARES: Communications by ARES units.
- Florida Highway Patrol: Communications by telephone in the EOC to the State Highway Patrol.
- Municipal Police Departments: Communications by telephone and radio in the EOC to the municipal police mobile units.

6. Health and Medical

a. Primary health support

- SRC Health Department: Communication units and mutual aid to other state and local health agencies.

b. Primary medical support

- Medical Coordination of the Medical Society: Communications by telephone.

c. Primary

- Santa Rosa Medical Society: Communications by telephone in the EOC to the County Medical Association units.

d. Support

- SRC Emergency Management: Communications by telephone and radio in the EOC to the County Emergency Management units.
- SRC Sheriffs Department: Communications by telephone and radio in the EOC to the Sheriffs Department mobile units and mutual aid to state and local law enforcement agencies.
- American Red Cross: Communications by telephone and radio in the EOC to American Red Cross units.
- ARES: Communications by ARES radio, the County ARES units, and to state and local government ARES, organizations for mutual aid.

7. Health and Rehabilitative Services

a. Primary

Division of Family Services: Communications by telephone in the EOC to welfare units and mutual aid to state and local welfare departments.

b. Support

- SRC Emergency Management: Communications by telephone and radio in the EOC to County Emergency Management units.
- SRC Medical society: Communications by telephone in the EOC to County medical units.
- SRC Health Department: Communications by telephone and radio from EOC to County Health Department units.
- American Red Cross: Communications by telephone and radio in the EOC to American Red Cross units for mutual aid to other American Red Cross units.
- County Institutions: Communications by telephone and radio in the EOC to County institutions.
- ARES: Communications by ARES radio to County ARES units, and for mutual aid to state and local government ARES units.

8. Shelter Operations

a. Primary

American Red Cross: Communications by telephone and radio in the EOC to American Red Cross units and mutual aid to other American Red Cross units.

b. Support

- SRC Emergency Management: Communications by telephone and radio in the EOC to Emergency Management units in the County and for mutual aid to the state and local government.
- SRC Sheriffs Department: Communications by telephone and radio in the EOC to the Sheriffs Department mobile units and for mutual aid to state and local law enforcement agencies.
- ARES: Communications by ARES radio to local ARES units and mutual aid to state government ARES.

9. Damage Assessment

a. Primary

SRC Property Appraiser: Communications by telephone and radio in the EOC to the County Engineering Department, County Building Inspection Department, County Health Department, tax assessor, utility organizations, and the Civil Air Patrol.

b. Support

- SRC Public Works Department: Communications by radio in EOC to County Engineering Department units.
- SRC Health Department: Communications by telephone and radio from EOC to County Health Department units.
- SRC Building Inspection & Permit Department: Communications by radio in the EOC to record and data sources.
- Utility Organizations: Communications by radio in EOC to units of the utility organizations.

10. RADEF Monitoring

a. Primary

SRC Emergency Management: Communications by telephone and radio from EOC.

b. Support

- SRC Fire Departments: Communications by telephone and radio from EOC to fire department mobile units.
- SRC Public Works Department: Communications by telephone and radio from EOC to County Engineering monitors.
- ARES: Communications by ARES radio to state and local government ARES for mutual aid.
- SRC Health Department: Communications by telephone and radio from EOC to County Health Department units.
- Florida Highway Patrol: Communications by telephone from EOC to the State Patrol Dispatcher.

11. Emergency Housing

a. Primary

Florida Department of Health and Rehabilitative Services: Communications by telephone from EOC to County real estate units, and for mutual aid to state and local government housing agencies.

b. Support

- SRC Emergency Management: Communications by telephone and radio in the EOC to County Emergency Management units and for mutual aid to other state and local Emergency Management agencies.
- SRC Health Department: Communications by telephone and radio from EOC to County Health Department units.

SRC Institutions: Communications by telephone.

- ARES: Communications by ARES radio to state, county, and local government.

12. Safe Water Supply

a. Primary

SRC Health Department: Communications by telephone in the EOC to County Health Department units and for mutual aid to federal, state, and local government health agencies.

b. Support

- SRC Emergency Management: Communications by radio and telephone from the EOC to County Emergency Management units.
- Utility Organizations: Communications by telephone in the EOC to utility organization units.
- Florida Department of Health and Rehabilitative Services: Communications by telephone in the EOC to County welfare units.

APPENDIX 4

SUPPLIES

- a. The EOC will have a supply of logs, forms, message blanks, pencils, and communications materials common to the various agencies and departments required for natural disasters.
- b. The Communications Supervisor will maintain a record of all spare parts stored for the emergency systems at the EOC.

TRAINING

- a. Training drills and exercises will be conducted semi-annually for Communications divisions and support staffs to ensure plans and procedures are functional and equipment is operational.
- b. Each agency and/or department assures that all operating procedures peculiar to its system are available at the EOC operating position, and assigned personnel are familiar with its contents.
- c. Each agency and/or department assures that all necessary materials peculiar to its EOC communications operating position are on hand in the EOC during emergencies. This is accomplished either by storing in the EOC or by planned relocation; and by indicating: Items for relocation, and persons responsible for such relocation.
- d. Communications divisions and support staff will participate in drills and exercises conducted by the State over the ESATCOM system.

MAINTENANCE

The communications equipment in the EOC is maintained by the serving agency and/or department, which must insure that an adequate supply of fuel is available for the auxiliary generators that provide emergency power.

SECURITY

Each agency having emergency communications assignments in the EOC will take proper steps to insure that only personnel found to be stable and reliable under emergency conditions will be given assignments for duty at the EOC.

APPENDIX 5

Santa Rosa County Frequency List

<u>Channel</u>	<u>TX</u>	<u>RX</u>	<u>TX PL</u>	<u>RX PL</u>
North Fire	150.995	155.235	192.8	192.8
North TA	155.235	155.235	192.8	192.8
Central Fire	155.055	154.160	179.9	179.9
Central TA	154.160	154.160	179.9	179.9
South Fire	156.015	158.925	173.8	173.8
South TA	158.925	158.925	173.8	173.8
Control	153.905	155.730	203.5	203.5
Control TA	155.730	155.730	203.5	203.5
Rescue	155.160	155.160	203.5	
Red	154.265	154.265		
White	154.280	154.280		
Blue	154.295	154.295		
Pace Rep.	150.805	155.205	167.9	167.9
Pace TA	155.205	155.205	167.9	167.9
Gulf Breeze FD	158.955	155.865	203.5	203.5
Esc. Fire	154.430	154.430	118.8	118.8
Esc CD	155.145	155.145	118.8	118.8
Esc SAR	155.280	155.280	118.8	118.8
Esc TAC 1	158.880	155.820	118.8	118.8
Ferry Pass	154.190	154.190	118.8	118.8
Races Repeater	146.100	146.700	100	100
SRC PW	151.445	159.255	141.3	141.3
Milton PW	153.740	158.760	156.7	156.7
Jay City	154.980	154.980		
Ala. Mutual Aid	155.010	155.010		
Ala. SAR	155.265	155.265		
FHP	154.920	155.490	186.2	186.2
Weather		162.400		
DOF Base (1)	159.330	159.330		
DOF Mobile (2)	159.270	159.270		
Pens. Bch FD	158.775	155.835	203.5	203.5
Midway	156.060	159.075	203.5	203.5
Midway TAC	154.010	154.010		
Holley Navarre	154.130	154.130	203.5	203.5
Marine 16	156.800	156.800		
Marine 22	157.100	157.100		
Jay City	154.980	154.980		
Jay County	155.715	155.715	203.5	203.5
Okaloosa North	153.785	154.725	186.2	186.2
Okaloosa Central	158.940	154.860	186.2	186.2
Okaloosa TAC	154.415	154.415	186.2	186.2
Baker TAC	154.145	154.145	186.2	
Hear System	155.340	155.340		
EMS Main	458.950	453.950	218.1	218.1
EMS TA	453.950	453.950	218.1	218.1
Med 8	463.175	469.175	167.9	167.9

SRCSD

Channel 1	465.400	460.400	203.5	203.5
Channel 2	460.400	460.400	203.5	203.5
Channel 3	465.350	460.350	203.5	203.5
Channel 4	460.350	460.350	203.5	203.5
Channel 5	453.375	458.375	203.5	203.5
Channel 6	453.375	453.375	203.5	203.5
Channel 7	453.975	458.975	203.5	203.5
Channel 9	456.275	460.275	203.5	203.5
Channel 11	453.675	458.675	203.5	203.5

APPENDIX 6

Citizen Information Center Standard Operating Guidelines

Volunteers working in the Citizen Information Center (CIC) are critical to the timely receipt and distribution of information from citizens of Santa Rosa County.

A team leader will be selected for each shift and will be responsible for ensuring that CIC operators are responding to calls in an appropriate and timely manner. Team leaders are also responsible for coordinating breaks for operators so as to maintain adequate staffing levels at all times. Team leaders are not responsible for working the phones unless call volume is too high or a CIC member is on break.

Based on call volume, the personnel needed will decrease over time. Team leaders will notify the appropriate personnel in a timely manner that their services for a particular shift are not required.

Team leaders will obtain the latest information on available services from the PIO and ensure that correct information is disseminated to the public to avoid confusion and misinformation.

Team leaders should thoroughly brief their replacements on past events and new information which is authorized for release to the public.

Team leaders will have a phone available for administrative purposes. This number should not be released to the public.

Problems or issues not able to be handled by team leaders should be brought to the attention of ESF 2 Coordinator (Ken Bass), or his designated representative.

Volunteers selected to work the phones in the CIC will adhere to the following guidelines.

1. Attend EOC activation training to insure guidelines and duties are understood.
2. Answer the phone appropriately, i.e., "Citizen Information Center (name) speaking, how may I help you."
3. Ask for all information required for inclusion on the request form.
4. If the issue is an emergency, document name and phone number, and transfer the call to dispatch, or if this option is not available, have them call 9-1-1. Regardless of whether the call is transferred or the person is going to call 9-1-1 themselves, go next door, or advise team leader of event so she/he can go next door and make 9-1-1 dispatchers aware of potential incoming call. Document the emergency call in the tracking system as "Emergency Call". Team leader should follow up this type of call to ensure it is addressed.
5. End the call as promptly and politely as possible after you record all pertinent information so as to be prepared for follow on calls.
6. Do not release information that is not validated or provided from a valid source, i.e., PIO.
7. Personal phone calls are not authorized on CIC phones and should be made from elsewhere on breaks.
8. If you are going to be late for work, call the team leaders administrative phone to apprise them of the situation.

Appendix 7

Problem and Contact information

Dispatch phones service:

Ken Bass E-911 Coordinator: Work # 983-5350 Cell # 850-393-9809

Email: kenb@santarosa.fl.gov

Dispatch Radios:

Scott Markell ECC Supervisor: Work # 983-5249 Cell # 850-393-9810

Email: scottm@santarosa.fl.gov

Jon Luth CES Team One Motorola – Cell # 850-698-0109

Tim Butler CES Team One Motorola – Cell # 850-777-0297

Dispatch Computer Aid Dispatch (CAD) system out.

Ken Bass E-911 Coordinator: Work #983-5350 Cell # 850-393-9809

Email: kenb@santarosa.fl.gov

County Phone Service goes down:

Adrian Lowndes: Cell # 850-393-2135

Email: adrianl@santarosa.fl.gov

Brandon Knuth: Cell # 850-393-4144

Email: brandonk@santarosa.fl.gov

Amateur Radio Emergency Services:

Steve VanDenAkker; Cell # 404-725-2617

Email: steve@w4sjv.com

Other numbers

Santa Rosa County Sheriff's Dispatch: 850-983-1190

City of Milton PD: 850-983-5420

City of Gulf Breeze PD: 850-934-5121

Santa Rosa County ARES

Emergency Communications Plan



Steve VanDenAkker Emergency Coordinator
Santa Rosa County ARES

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Purpose

The purpose of this document is to establish a clear and effective operating methodology for the Amateur Radio Emergency Service in Santa Rosa County. It aligns operations of Santa Rosa County ARES with Escambia, Okaloosa, and Walton counties under the Western Panhandle District of the Northern Florida Section of ARRL ARES.

Since the predominant threat to our area is hurricanes, this Emergency Communications Plan has been specifically written towards that threat. As such, the information presented in this document will therefore focus around preparation, response, and relief for hurricane operations. However, this plan can also be used in the event of other threats. Since situations tend to develop and change rapidly, this plan should not be considered a concrete set of rules, but guidelines to be adapted to best fit the situations encountered.

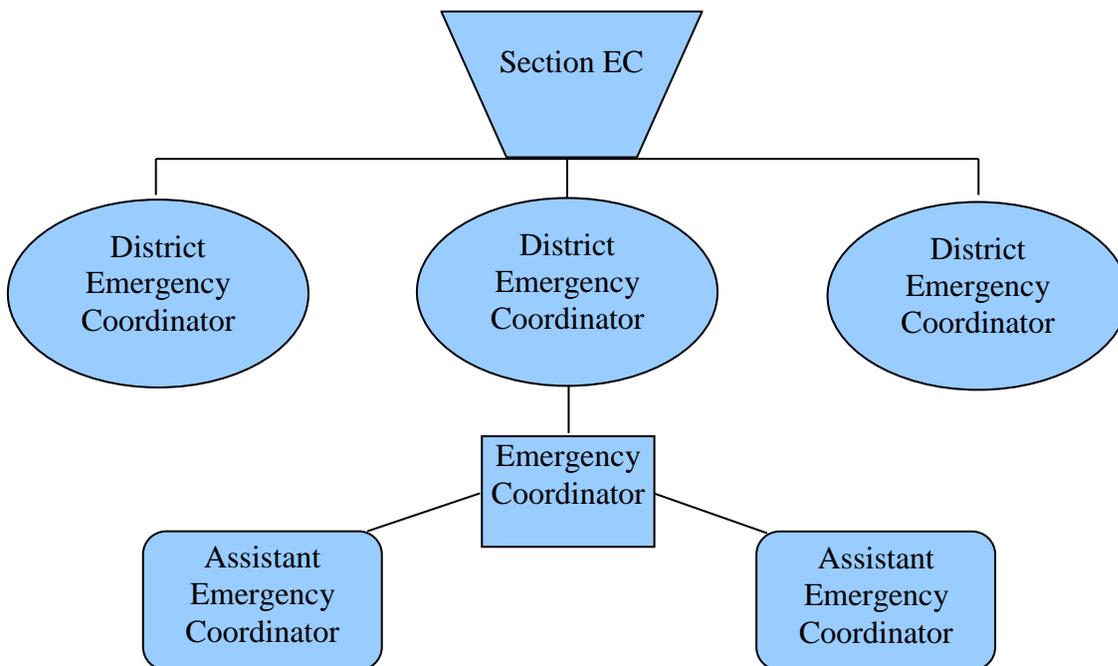
This document incorporates information from, but not limited to, the Santa Rosa County Comprehensive Emergency Management Plan (CEMP), the Amateur Radio Emergency Service (ARES) Manual, and the Northern Florida ARES Communications Plan (NFCP). Internet addresses for these documents are found in appendix E.

Administration and Organization

ARES administration and organization will generally fall under one of two situations. The first is being asked to deploy a team by the DEC on a request from the State EC. The second, more commonly for SRCARES, will be activation by the SRCEMA.

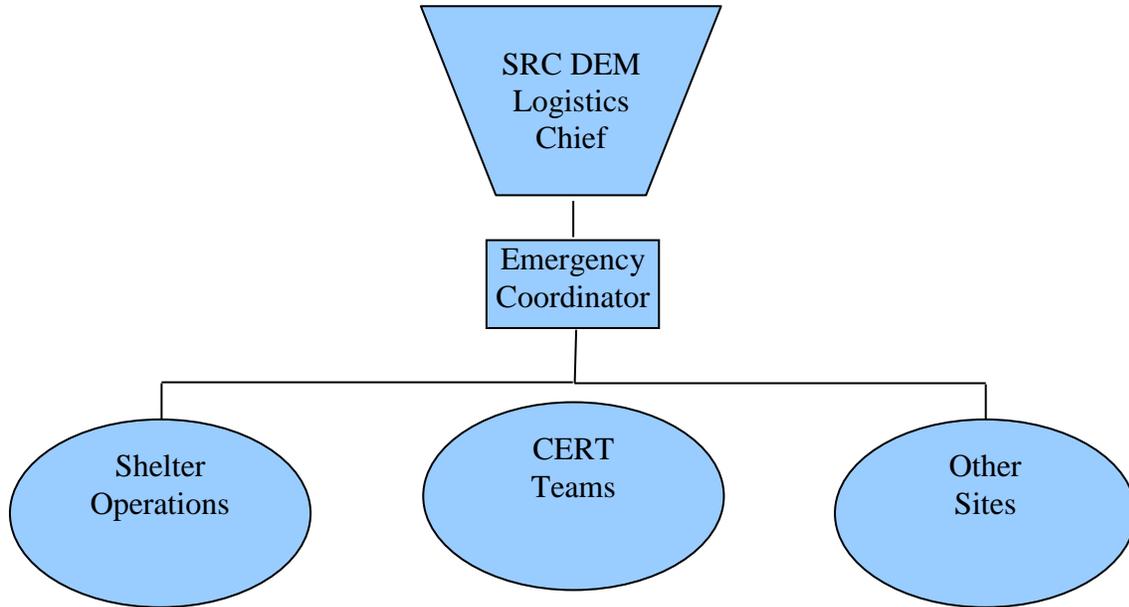
ARRL ARES Leadership and Organizational Structure

ARES is part of the American Radio Relay League, the ARRL, and as such, all ARES officials are field officials of the ARRL. The ARES chain of command goes something like this:



Santa Rosa County ARES Leadership and Organizational Structure

During a typical hurricane threat, the County EC will direct all amateur radio communications from the EMA to the appropriate deployed team(s).



Chain of Command: Santa Rosa County ARES Group

Santa Rosa County Emergency Management Agency

When ARES members operate in support of government agencies or government-managed emergency operations, the federally mandated National Incident Management System (NIMS) requires that each member have only one supervisor. This concept is known as *Unity of Command* and is required for organizations to be NIMS-compliant.

Therefore, when operating in support of Santa Rosa County government operations, the EC shall report directly to the Logistics Chief. Other Santa Rosa ARES radio operators will report to the EC. These operators might be deployed at evacuation shelters or with one of the County CERT teams.

Should the EC be unavailable, an AEC or other operator will be designated as the interface between Santa Rosa EMA and Santa Rosa ARES radio operators.

The Emergency Management Director for Santa Rosa County is ***Sheryl Bracewell***.

Other internal ARES organizational and administrative matters are addressed more completely in the North Florida Section Emergency Communications Plan (NFSECP), available online.

Emergency Coordinator

The EC is the chief Amateur Radio Emergency Communications official for the county. When the Santa Rosa County ARES group is not activated by the local EMA, he is directly responsible to the Western Panhandle DEC. The EC serves at the pleasure of the local EMA, DEC, SEC or SM, with first priority being to the local EMA. If the EC is asked to activate by the local EMA, he will report the activation up the ARRL chain of command to the DEC. Likewise, if the EC is asked to activate by the DEC, he will report the activation to the local EMA.

Since the EC for the Santa Rosa County ARES group is in charge of ARES operations in Santa Rosa County, all ARES operators in the county report to him. He is ultimately responsible for the planning, training and operations of his ARES group members.

The EC should be aware of their duties as spelled out on the ARRL website and publications, plus duties assigned by the chain of command (both local and ARES). The EC shall submit a report of the previous month's ARES activities to his DEC to be forwarded to the SEC by the 5th of the following month.

At a minimum, the EC should:

- Meet with the local served agency leadership and develop a working relationship. The EC should explain how amateur radio operators can and will assist in providing radio communications when all else fails. Radio communications encompasses all types of radios from amateur, CB, state, county, ARC and GMRS to get messages delivered.
- Be humble and only offer a solution to assist the served agencies, being careful not to over-sell the resources he has available.
- Review the Santa Rosa County Emergency Communications Plan each year to update information and, if needed, submit an updated Plan to the EMA and SEC no later than June 1st of each year.
- Immediately contact the DEC for additional manpower if the communication needs exceed his resources.

- Appoint assistants to help him in the ARES operation for the county. The EC may appoint as many AECs as needed. AEC appointments need approval by the local DEC.
- Check email at least once a day and forward any email sent by ARRL or NFL ARES to SRCARES members if requested.
- Should be a member of the Northern Florida ARES database and thus will have access to his own and his member's information.
- Maintain a database of qualifications of all SRCARES members.

If the EC cannot perform his/her duties or needs to be absent from the county, they must notify the Santa Rosa County EMA as well as DEC and advise who will be the AEC in charge.

Steve VanDenAkker, w4sjv is the current Emergency Coordinator for Santa Rosa County ARES.

Assistant Emergency Coordinators

Assistant Emergency Coordinators (AECs) are appointed by the county EC. They are assigned specific support roles within the organization.

Deployed ARES Teams

Deployed ARES teams are two or more individuals who keep the lines of communications running between the field and the EOC. For Santa Rosa County, the term "Deployed Teams" will typically refer to those teams operating at Red Cross evacuation shelters or are the communications element for a CERT team or other deployed asset that needs communications support. See Appendix B for further information on Deployed ARES Teams.

ARES Operators

The Amateur Radio Emergency Service (ARES) consists of licensed amateurs who have voluntarily registered their qualifications and equipment for communications duty in the public service when disaster strikes. Every licensed amateur, regardless of membership in ARRL or any other local or national organization or club is eligible to apply for membership in the ARES. Some training is required participate fully in ARES. Because ARES is an Amateur Radio service, only licensed radio amateurs are eligible for membership. The possession of emergency-powered equipment is desirable, but is not a requirement for membership. ARES operators serve their community in times of great need. They work long hours in conditions that are often stressful and unpleasant, with little sleep. Usually, their only reward is the knowledge of the good they have done for their community, and a few kind words. ARES operators are amateur radio operators of the highest caliber, professionalism, and dedication to their community.

Santa Rosa County ARES Membership

Santa Rosa County ARES is open to any licensed Amateur Radio operator who desires to provide communications support for Santa Rosa County. Registration for Santa Rosa ARES is accomplished by filling out an online form on the North Florida ARES website. Once registered, the EC will contact the applicant with further information about SRCARES. Prospective members must comply with the Rules of Conduct and the required certifications (both below). Regular training sessions should be held to assist interested operators in attaining their certifications. **NOTE**...Lack of certifications should not discourage any volunteer from offering to help at any time. However, all operators are ***HIGHLY ENCOURAGED*** to pursue certification as soon as possible.

Rules of Conduct

While courtesy is encouraged at all times for all amateur radio operators, it is absolutely vital during emergency operations. While the general public is not our intended audience, many non-hams listen through other means (scanners, etc). Our audience extends **far** beyond the confines of our radios. Keeping that in mind:

- Professional conduct shall be maintained at all times both on and off the air while serving in an ARES capacity.
- Confidential information, unless vital to operations, should not be passed over the air. If there is any doubt about the confidentiality of information, contact net control (via an alternative means if possible) and inquire further.
- Always keep net control advised of your status.
- During emergency nets, stress builds quickly. If any personal conflicts arise which interfere with ARES operations, conflicting individuals will be removed with prejudice from their positions until such time as the conflicts are resolved. The SRCARES EC will have complete jurisdiction in these situations.
- ***At NO time during operations will any station be operated under the influence of drugs or alcohol (or any other mind-altering substances).***

Certification

NIMS stands for the National Incident Management System. NIMS is a **FEDERALLY-MANDATED** training system that enables disparate agencies or individuals with little or no common background to operate on the same emergency scene in close conjunction with little notice or mutual training. It is designed to maintain interoperability before, during and after large events - like hurricanes.

ARES operators who wish to operate at the EOC, a Red Cross evacuation shelter, or deploy as an extension of local, state, or federal government Emergency Management, **shall be certified as required by the relevant agencies**. These requirements are passed down from the Department of Community Affairs (the parent department of the Florida Emergency Management Agency), who (in turn) got them from FEMA.

Required certifications for Santa Rosa County ARES members are as follows:

- Completion of a background check with Santa Rosa County EMA
- Completion of the following free, online FEMA independent study NIMS courses:
 - IS-100
 - IS-200
 - IS-700
 - IS-800
- Level 1 of the ARRL Emergency Communications Class

Proof of completion will be given to the Santa Rosa ARES EC.

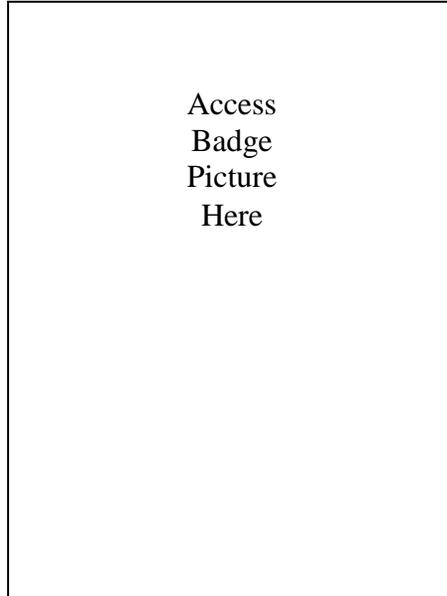
Access Badges

Access Badges serve two purposes: First, they serve to identify ARES operators as emergency volunteers. Secondly, they are keys to the door of the Santa Rosa EOC.

Santa Rosa County EOC badges will be issued to those ARES operators who have volunteered to man the radio room at the EOC. Shelter operators can expect to be asked by the Red Cross to have their badges available at shelter locations. Operators are required to keep their issued badges secure when issued. Should a badge be lost or stolen, report the loss or theft immediately to the SRCARES EC, since a stolen badge may allow access to secured areas by unauthorized persons.

In the event that access badges are unavailable, and/or ARES personnel are denied access to areas in which they are deployed, said ARES personnel shall unfinished sentence?

The access badge will look like this:



Operations

The mandate of ARES is to operate in support of any emergency operation that requires timely, accurate and failsafe communications. As outlined in the Purpose Statement, for Santa Rosa County this typically means operations during hurricanes.

Activation

SRCARES will normally be activated by the Emergency Management Director. However, SRCARES could be activated independently through an ARRL official by request of a served agency. Generally, ARES members will have advance notification of activations, but not always. In either case, members are asked to respond when called as soon as practically possible to activations, since ARES is activated for situations in which life and property depend on constant and reliable communications.

Served Agencies

ARES operators are ***NOT*** first responders, nor does ARES operate in a vacuum. So they almost always provide communications in support of another group – the local Emergency Management, American Red Cross, FEMA, or SKYWARN, to name a few. These groups are called *Served Agencies*.

The main served agency for SRCARES is the Santa Rosa County Emergency Management Agency (SRCEMA). While we are always open to opportunities to serve in as many capacities as we can, our **primary** working relationship is currently with and for SRCEMA.

Status Levels

No Alert is the normal situation for ham radio communications. This means that no state of alert or emergency exists. When a disaster threatens or strikes the area, the EC (and/or DEC), in collaboration with SRCEMA, may declare any of three levels of alert in SRCARES. These status levels are passed down from the NFSECP. Operators are strongly encouraged to review the NFSECP for further information.

- **Level III – Monitoring Phase:** This level will serve to notify ARES operators that their services may be needed on short notice anytime in the next 24-72 hours.
- **Level II – Partial Activation:** This is descriptive of operational status. This phase will activate the formal SRCARES radio net. “Go-kits” for shelters will be inspected and on stand-by for issue. The EC will call for either partial or full staffing of the EOC radio room and may include manning of evacuation shelters.
- **Level I – Full-scale Activation:** This level will include manning of evacuation shelters, and tight control of radio nets. Once SRCARES goes to this level, the DEC will be notified by the EC.
- **Stand-Down Phase:** This level may be for specified area/stations or for the entire county. The decision for this level will be made by the EC in collaboration with the SRCEMA.

Activation Methods

For an EOC activation the Santa Rosa County ARES EC will be notified by the SRC EMA Logistics Chief. The Santa Rosa County ARES EC will generally utilize Santa Rosa County's Reverse 911 notification system to activate ARES. Reverse 911 is essentially a highly efficient automated phone dialer / message delivery service. It is vital that ARES operators keep their contact information up to date. The EC may also choose to activate members via telephone or radio. Does Steve want to use reverse 911 and if so, they need to be added to the group call-out. If the possibility of activation occurs, SRCARES members should monitor e-mail and the EOC repeater, 146.70(-), as well as local news media, for further developments.

Upon activation by Reverse 911, ARES operators should contact the EC as soon as possible, by any means possible to receive operating instructions, pre-incident briefings, and any further instructions.

Logging

Logging radio traffic provides a clear picture of the event during after-action meetings. Therefore, all radio traffic will be logged. The preferred sheet is the ICS-309 form. The radio log will be turned over to the EC at the end of the event for evaluation and “lessons learned”

Radio Net Operations

ARES Radio Nets are the backbone of communication during emergencies. The Net Control Station (NCS) supervises and routes radio traffic during emergencies, allowing the smooth and orderly flow of information. Sometimes these are formal nets, where check-ins are taken, and formal traffic is passed between stations. More often, ARES Nets are simply directed nets, using tactical call-signs to delineate who is where. In any case, an active ARES Net is an emergency net, and takes precedence over all other traffic.

Santa Rosa ARES nets will operate primarily utilizing VHF frequencies. When the EOC is staffed, the operators at the EOC shall function as Net Control.

Weekly Training Radio Net

The Santa Rosa County ARES group should hold a directed weekly radio net on the 146.700(-) repeater. This will enable all county ARES members to test their equipment for proper operation. If possible, the radio equipment at the EOC (radio room and “go-kits”) will be exercised at this time.

The EC will be responsible for designating a net control station for each weekly session. The net control station should be rotated among the county ARES members to provide all members the opportunity for training in how to run a formal directed net.

HF Nets

HF nets are managed at the District and Section levels, and therefore should require little to no action from local Santa Rosa County operators. The radio room at the EOC is HF-capable and will be the central monitoring point for the county.

NOTE: Any HF-capable station is strongly encouraged to monitor calling frequencies and traffic nets, and to stand ready to offer assistance should traffic relay requests go unanswered. In the absence of a functioning net, all HF operators are encouraged to relay priority and emergency traffic to the best of their ability.

Health & Welfare Traffic

In an emergency situation, many nets, including the Santa Rosa ARES net, will not carry Health and Welfare traffic until the incident has terminated. Such traffic should be recorded as opportunity allows and relayed after the incident has terminated, at the first possible opportunity.

Message Traffic

There are two main message forms that ARES operators should become very familiar with. These are the NTS standard ARRL message format and the NIMS FS-213. While they are similar in purpose, they remain different in structure.

SRCARES operators should understand that the messages to and from the EOC will be in the NIMS FS-213 format. It is critical that these messages are not modified in any way, but delivered as it was received.

Additional guidance on message traffic can be found in the NFSECP.

Radio Net Protocol During Activation

- **How to Check In:** Give your call-sign, and location. If your location has been assigned a tactical call-sign, use it in accordance with FCC rules. When checking into an ARES net, be as exact with your location as possible, so there is no confusion or doubt.
- **Indicating Traffic:** If you have traffic to pass, indicate the number of messages you have when you check in.
- **Keep it simple:** When transmitting on the net, keep your conversation simple, straight, and to the point. Leave out any extra information unless it is absolutely necessary to help clarify your message.
- **Checking Out:** When you wish to secure your station, report to the net controller and they will grant permission unless your assistance is immediately vital. If you are going to step away from the radio please report that you are doing so, and check back in when you return to your operating position.
- **Tactical Call signs:** Operation positions generally change hands during an emergency situation of any length. To simplify things, ARES operators should use tactical call signs as they are assigned by Net Control. Consistency and speed of communication are the goals (at 3:30 in the morning, nobody will remember who's staffing what shelter). Operators still have to comply with FCC regulations regarding transmission of their own call sign. Examples of tactical call signs are a specific shelter location, or a particular Community Emergency Response Team (CERT).

Frequencies

The K4SRC repeater (146.700 MHz, minus offset, 100 Hz pl tone) is the primary repeater system that will be used for the Santa Rosa County ARES net. In the event that this repeater is unavailable, the W4VIY repeater (145.490 MHz, minus offset, 100 Hz pl tone) will be the backup.

Please see Appendix D, Local Repeaters for a more complete list of local repeaters.

Appendix A: Glossary

AEC – Assistant Emergency Coordinator
ARES – Amateur Radio Emergency Service
ARRL – American Radio Relay League
CERT – Community Emergency Response Team
DEC – District Emergency Coordinator
EC – Emergency Coordinator, usually in reference to the ARES field official.
EMA – Emergency Management Agency
EOC – Emergency Operations Center
FCC – Federal Communications Commission
FEMA – Federal Emergency Management Agency
NCS – Net Control Station
NFAREC – North Florida Amateur Radio Emergency Communications
NFSECP – North Florida Section Emergency Communications Plan
NIMS – National Incident Management System
SEC – Section Emergency Coordinator
SM – Section Manager
SRCARES – Santa Rosa County ARES
SRCEMA – Santa Rosa County Emergency Management Agency

Appendix B: Deployed Teams

Self-supporting mobile teams have been a staple of ARES operations for many years. Deployment teams can go quickly to distant locations to help in ARES operations. While they are not “first responders” per se, they are often the first communications responders where no local Amateurs are available.

For Santa Rosa County ARES, one of our main responsibilities is to provide communications capability for the Red Cross evacuation shelters during hurricanes. To do this, a number of “go-kits” have been developed for use at the various shelters. This appendix is directed towards this type of deployment.

Pre-deployment activities

Before manning a shelter, SRCARES members should have completed the following:

- SRCARES members should have completed all of their certifications.
- SRCARES members who will man the Red Cross shelters (or think they MIGHT man a Red Cross shelter) must have a completed background investigation on file, per the County CEMP
- SRCARES members who will require access to the EOC must obtain access badges

Other items that should be checked:

- “Go-Kits” should be tested at least monthly
- A listing of which members will be stationed where should be maintained by the EC.
- SRCARES members who will man shelters should be familiar with the shelter location (i.e. where the radio room is, space for antennas, etc.)

Deployment

Shelter Activation

When a Red Cross shelter is activated, the SRCARES members assigned to that shelter will be notified and requested to deploy. The EC will designate one individual as the team leader. The team leader will respond to the EOC for a briefing by the EC. After the leader is fully briefed and has picked up his “go-kit”, he will depart for the assigned shelter as quickly as possible.

Upon arrival at the shelter, the team should:

- Meet with the senior Red Cross volunteer on site and advise that person that the team will be their communications support.
- Set up the station on commercial AND emergency power.
- Test out emergency power capabilities to ensure it works.
- Verify that the station will communicate with the primary and back-up repeater system

- Check in with the County ARES net on the primary repeater and maintain radio contact with the EOC and other ARES stations as required.

Shelter De-activation

ARES operators will be notified that the shelter is being de-activated. This may come via message traffic from the EOC, or by shelter Red Cross personnel.

If notification is from the EOC, operators will be advised when to secure their station. If notification is from the shelter Red Cross personnel, ARES operators will notify the EOC. At no time will the shelter ARES operators secure their station without authorization from the EC.

After receiving authorization to secure the station, ensure all equipment is repacked into the “Go-Kit”. If at all possible, return the radio area to how it was upon arrival. Return the “Go-Kit” to the EOC.

Appendix C: Shelters

The following list is taken the Santa Rosa County Comprehensive Emergency Management Plan (CEMP).

Not all shelters may be opened immediately. Assignment for shelters will be announced with as much notice as possible prior to a shelter opening.

Shelter Name	Address	Capacity Risk	Special Needs? Y/N	Showers? Y/N
Milton Community Center	5629 Byrom Street Milton, FL	352	May serve as dual shelter	Y
Avalon Middle School (Pet Friendly)	5445 King Arthur's Way Milton, FL	1846	N	Y
S.S. Dixon Intermediate School	5540 Education Drive Pace, FL	2193	N	Y
Sims Middle School	5500 Education Drive Pace, FL	704	Y (alt)	Y
Bennett Russel Elementary	3740 Excalibur Way Milton, FL	125	Y	Y

Appendix D – Repeaters

This section is intended to provide a quick-reference section for local repeaters. Data may not be current, and should be verified at least annually. Keep in mind that in a disaster, many repeaters may be unavailable.

Repeater	Frequency / Offset	Tone	Emerg. Power	Served Area
K4SRC	146.700 (-)	100.0 Hz	Y	Santa Rosa County
W4VIY	145.490 (-)	100.0 Hz	Y	Santa Rosa County
KI4WZA	147.330		?	Santa Rosa County D-Star Port "C"
KI4WZA	444.925			Santa Rosa County D-Star Port "B"
W4ZBB	146.790 (-)	100.0 Hz	No	FWB, Navarre, Destin, Eglin Range
W4AAZ	147.360(+)	100.0 Hz	Y	Crestview, FWB, Baker Eglin Range, Niceville, Navarre
K4FWB	145.130			Okaloosa County D-Star Port "C"
K4FWB	446.000			Okaloosa County D-Star Port "B"
W4UC	146.760(-)	100.0 Hz	Y	Pensacola, S. Escambia County
WF4X	147.285(+)	100.0 Hz	Y	Defuniak Springs, Freeport, N. Walton County
KC4ERT	444.200 (+)	131.8 Hz	No	Navarre

Appendix E: Internet Links

- ARES Manual: <http://www.arri.org/ares-manual>
- Santa Rosa County Comprehensive Emergency Management Plan (CEMP):
<http://www.santarosa.fl.gov/emergency/plans.html>
- Northern Florida ARES Database: <http://www.arri-nfl.org/nfldata/register.php>
- Northern Florida ARES website: <http://www.arri-nfl.org>
- Northern Florida AREA Communications Plan: [http://www.arri-nfl.org/PDF_Files/NFL
Emcomm Plan 092910-2nd.pdf](http://www.arri-nfl.org/PDF_Files/NFL_Emcomm_Plan_092910-2nd.pdf)
- NIMS Training: <http://training.fema.gov/is/nims.asp>

Appendix F Santa Rosa County ARES Emergency Coordinator

The Santa Rosa County Amateur Radio Emergency Service (ARES®) Emergency Coordinator (EC) performs the following functions for Santa Rosa County:

A. During periods of activation/emergency situations that require manning of the SRC radio room, in addition to the duties in “B” below, the EC will:

1. Assign staff duties
2. Schedule radio operators
3. Schedule replacement staff for 24 hour coverage
4. Distribute communications equipment to incident personnel (e.g. shelter operators)
5. Ensure that all staff gets regular work breaks to prevent burn-out
6. Coordinate all other radio room functions
7. Other Amateur Radio – related communication functions as directed by the SRC Emergency Management Director

B. During periods on non-activation, the EC will:

1. GENERAL:

- a. Supervise Communications Unit activities
- b. Maintain overall supervision of the SRC Amateur Radio room and its assigned equipment
- c. Develop and at least annually review plans for the effective use of Amateur Radio communications equipment and facilities within the EOC and the CEMP
- d. Ensure all operators have completed the minimum-required NIMS courses
- e. Review Incident Radio Communications Plan ICS Form 205 at least annually
- f. Review new and emerging technologies for possible inclusion in overall Amateur Radio support of the EOC’s mission
- g. Determine Unit personnel needs
- h. Installs and tests (as required) new or repaired communications equipment
- i. Installs and tests (as required) new communications-related software
- j. Perform minor maintenance and repair of communications equipment as required
- k. Ensure an adequate supply of forms and other administrative supplies is on hand
- l. Ensure “Go Kits” are tested regularly
- m. Ensure an equipment accountability
- n. Provide technical information as required / requested:
 - (1) Adequacy of communications systems currently in operation
 - (2) Geographic limitation on communications systems
 - (3) Equipment capabilities/limitations
 - (4) Amount and types of equipment available
 - (5) Anticipated problems in the use of communications equipment
- o. Maintain records on all communications equipment as necessary
- p. Maintain Unit/Activity Log ICS Form 214
- q. Arrange training to radio operators and others as required