

ANNEX B

COMMUNICATIONS

City of Beaumont



APPROVAL & IMPLEMENTATION

Annex B

COMMUNICATIONS

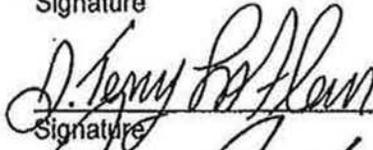


Signature

911/311 Operations Center Manager

Date

4/8/14

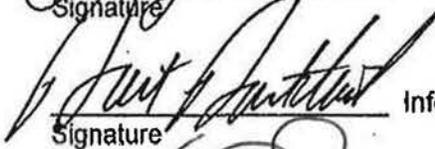


Signature

Communication Systems Manager

Date

4/8/14

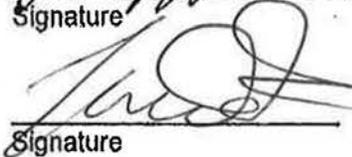


Signature

Information Technology Director

Date

4/10/14



Signature

EMC

Date

4/11/14

NOTE: The signature(s) will be based upon local administrative practices. Typically, the individual having primary responsibility for this emergency function signs the annex in the first block and the second signature block is used by the Emergency Management Coordinator, Mayor, or County Judge. Alternatively, each department head assigned tasks within the annex may sign the annex.

ANNEX B

COMMUNICATIONS

I. AUTHORITY

See Basic Plan, Section I.

II. PURPOSE

This annex provides information about our communications equipment and capabilities available during emergency operations. Our entire communications system is discussed and procedures for its use are outlined.

III. EXPLANATION OF TERMS

A. Acronyms

CATV	Cable TV
COG	Council of Government
DDC	Disaster District Committee
EAS	Emergency Alert System
EMC	Emergency Management Coordinator
EMP	Electromagnetic Pulse
EOC	Emergency Operations Center
FEMA	Federal Emergency Management Agency
IC	Incident Commander
JIC	Joint Information Center
LWP	Local Warning Point
NIMS	National Incident Management System
NRF	National Response Framework
PSAP	Public Safety Answering Point
SOC	State Operations Center
SOP	Standard Operating Procedures
RACES	Radio Amateur Civil Emergency Service
TLETS	Texas Law Enforcement Telecommunications System
TRCIP	Texas Radio Communications Interoperability Plan

B. Definitions

1. Local Computer Network: Local, Metropolitan, or Wide-Area Networks.
2. State Warning Point: Warning Point for the state operated by the SOC.

IV. SITUATION AND ASSUMPTIONS

A. Situation

1. As noted in the general situation statement in the basic plan, we are at risk from a number of hazards that could threaten public health and safety and personal and government property. A reliable and interoperable communications system is essential to obtain the most complete information during emergency situations and to direct and control our resources responding to those situations.
2. The 911/311 Operations Center is located at 700 Orleans, Beaumont, Texas and serves as the 911 PSAP for the City of Beaumont. It is staffed on a 24-hour basis. The alternate PSAP site is the Beaumont Fire Department located at 400 Walnut, Beaumont. Equipment is available to provide communications necessary for emergency operations at both locations.

B. Assumptions

1. Adequate communications are available for effective and efficient warning, response and recovery operations.
2. Any number of natural or manmade hazards may neutralize or severely reduce the effectiveness of communications currently in place for emergency operations.
3. Additional communications equipment required for emergency operations will be made available from citizens, business, volunteer organizations, and/or other governmental agencies.

V. CONCEPT OF OPERATIONS

A. General

1. A common operating picture within our jurisdiction and across other jurisdictions provides the framework of our communications capabilities. This framework is made possible by interoperable systems. Extensive communications networks and facilities are in existence throughout the City of Beaumont to provide coordinated capabilities for the most effective and efficient response and recovery activities. A diagram of the communications network is in Appendix 1.
2. Our existing communications network consisting of telephone, computer, and radio facilities will serve to perform the initial and basic communications effort for emergency operations. Landline circuits, when available, will serve as the primary means of communication with other communication systems as back up.
3. During emergency operations, all city departments will maintain their existing equipment and procedures for communicating with their field operations units. They will keep the EOC informed of their operations and status at all times.

4. To meet the increased communications needs created by an emergency, various state and regional agencies, amateur radio operators, and business/industry/volunteer group radio systems will be asked to supplement communications capabilities. These resource capabilities will be requested through local and regional mutual-aid agreements and/or the Disaster District, as required.

B. Activities by Phases of Emergency Management

1. Prevention

- a. Maintain a current technology based, reliable, interoperable, and sustainable communications system.
- b. Ensure warning communications systems meet jurisdictional needs.
- c. Ensure intelligence and other vital information networks are operational.
- d. Ensure integrated communications procedures are in place to meet the needs and requirements of the City of Beaumont.

2. Preparedness

- a. Review and update this communications annex.
- b. Develop communications procedures that are documented and implemented through communications operating instructions and include connectivity with private-sector and nongovernmental organizations.
- c. Thoroughly and continually, review the system for improvement including the implementation and institutionalized use of information management technologies.
- d. Ensure communications requirements for Emergency Operations Center and potential Joint Information Center (JIC) are regularly reviewed.
- e. Review After Action Reports of actual occurrences and exercises and other sources of information for lessons learned.
- f. Ensure the integration of mitigation plans and actions into all phases of emergency management as applicable.
- g. Acquire, test, and maintain communications equipment.
- h. Ensure replacement parts for communications systems are available and arrange for rapid resupply in the event of an emergency.
- i. Train personnel on appropriate equipment and communication procedures as necessary.

- j. Conduct periodic communications drills and make communications a major element during all exercises.
- k. Review assignment of all personnel.
- l. Review emergency notification list of key officials and department heads.
- m. Provide the vendors with a list of circuit restoration priorities for essential governmental systems.

3. Response

- a. Select communications personnel required for emergency operations according to the incident.
- b. Incident communications will follow ICS standards and will be managed by the IC using a common communications plan and an incident-based communications center.
- c. All incident management entities will make use of common language during emergency communications. This will reduce confusion when multiple agencies or entities are involved in an incident.
- d. Ensure emergency equipment repair on a 24-hour basis.
- e. Initiate warning procedures as outlined in Annex A, Warning, if required.

4. Recovery

All activities in the emergency phase will continue until emergency communications are no longer required.

VI. ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES

A. General

- 1. Our emergency communications system is operated by the City of Beaumont and includes a variety of government-owned and operated equipment as well as equipment operated by certain volunteer groups. The departments, agencies, and groups that are part of our communications system are listed in Section VII.C.
- 2. The 911/311 Operations Center Manager and/or the EMC will ensure that warning information received at our warning point, the 911/311 Operations Center, is disseminated to City officials and, where appropriate, to the public. The responsibility of ensuring the communications system is operational and incorporates all available resources rests with the 911/311 Operations Center Manager, who may appoint an Assistant Manager to carry out this task.

B. Task Assignments

1. The Information Technology Director will:
 - a. Be responsible for all communications related activities enumerated in this annex in Section V.B, Activities by Phases of Emergency Management.
 - b. Supervise the 911/311 Operations Center Manager and the Communications Systems Manager.
2. 911/311 Operations Center Manager will:
 - a. Coordinate common communications procedures and protocols.
 - b. Ensure procedures are in place for dissemination of message traffic.
3. Communications Systems Manager will:
 - a. Develop and maintain a communications resource inventory (See Annex M, Resource Management).
 - b. Ensure communications capability exists between the 911/311 Operations Center and the Emergency Operations Center to include coordination with the vendor for installation of dedicated circuits into the Dispatch/Communications Center and/or EOC.
 - c. Ensure that the vendors are forwarded a list of circuit restoration priorities.
 - d. Ensure communication restoration procedures are developed.
4. Radio Operators will be:

Responsible for proper use and maintenance of the equipment and for correct message handling procedures, including routing of all incoming messages and logging all incoming and out-going messages.
5. Public Information Officer will be:

Responsible for monitoring commercial radio and telephone broadcasts for accuracy of public information.
6. 911/311 Operations Center will be responsible for proper screening and routing of incoming telephone calls.
7. EMC is responsible for:
 - a. All non-communications related activities enumerated in this annex in Section V.B, Activities by Phases of Emergency Management.

- b. Coordinate the inclusion of business/industry and amateur radio operators into the emergency communications network.
- c. Develop and maintain SOPs to include message-handling procedures and recall rosters for essential personnel.

VII. DIRECTION AND CONTROL

A. General

1. The Mayor or designee establishes general policies for emergency communications.
2. The 911/311 Operations Center Manager is under the supervision of the Chief Technology Officer and is directly responsible for facilities, equipment, and operation of the LWP.
3. Communications personnel from individual departments and support agencies, while under control of their own department or agency and operating their own equipment, are responsible for knowing and following the procedures outlined in this annex.
4. During emergency situations involving multiple agencies and/or jurisdictions, the various code systems used for brevity will be discontinued and normal speech will be used to insure comprehension. In addition, local time will be used during transmissions.
5. During emergency situations, communications will be maintained between the Disaster District and the City of Beaumont EOC.

B. Continuity of Government

Each department or agency with communications responsibilities shall establish a line of succession for communications personnel.

C. Existing Communications Systems

1. Local Networks
 - a. 911/311 Operations Center
 - b. City of Beaumont Fire Department
 - c. City of Beaumont Public Works Department
 - d. City of Beaumont Water Department
 - e. Southeast Texas Alerting Network
 - f. Emergency Alerting System

- g. Phone notification via contracted company
- h. Communications on Wheels
- i. EOC

2. Other Networks

- a. Texas Law Enforcement Telecommunications System (TLETS) is a statewide telecommunications network connecting the State Warning Point (the SOC), with approximately 1,292, city, county, state, federal, and military law enforcement agencies in Texas. Emergency communications between state, district, and local governments will be transmitted through this system. The City of Beaumont's principal terminal is located at 700 Orleans, in the 911/311 Operations Center.
- b. Joint Information Center (JIC), Joint Operations Center (JOC), and SOC.
- c. Individual Amateur Radio Operators
- d. Radio Amateur Civil Emergency Service (RACES) is a state sponsored program composed of amateur radio operators. It is used to supplement state and local government communications systems in emergencies or disaster operations.
- e. Business/Industry/Volunteer Group Radio Systems

VIII. READINESS LEVELS

A. Readiness Level IV - Normal Conditions

See the prevention and preparedness activities in paragraphs V.B.1 and V.B.2 above.

B. Readiness Level III - Increased Readiness

- 1. Alert key personnel.
- 2. Check readiness of all equipment and facilities and correct any deficiencies.

C. Readiness Level II – High Readiness

- 1. Alert personnel for emergency duty and staff operations as applicable.
- 2. Monitor situation of possible issuance of warning or alerts.

D. Readiness Level 1 – Maximum Readiness

- 1. Institute and/or maintain 24-hour operations.
- 2. Conduct periodic communication checks.

IX. ADMINISTRATION AND SUPPORT

A. Facilities and Equipment

A complete listing of equipment is included in Appendix 1 of Annex M.

B. Maintenance of Records.

All records generated during an emergency will be collected and filed in an orderly manner so a record of events is preserved for use in determining response costs, settling claims, and updating emergency plans and procedures.

C. Preservation of Records

Vital records should be protected from the effects of disaster to the maximum extent feasible. Should records be damaged during an emergency situation, professional assistance in preserving and restoring those records should be obtained as soon as possible.

D. Communications Protection

1. Radio

a. Electromagnetic Pulse (EMP)

One of the effects of a nuclear detonation that is particularly damaging to radio equipment is EMP. Plans call for the disconnection of radios from antennas and power source when an Attack Warning is issued. A portable radio unit will then be employed as a backup to maintain limited communications with field units. This procedure will be used until an All Clear is announced. Telephones will also be used while operable.

b. Lightning, Wind, and Blast

- 1) Standard lightning protection is used including arrestors and the use of emergency power during severe weather.
- 2) Damaged antennas can be quickly replaced with spare units kept at the communication facility.
- 3) Mobile repeaters kept at the communication vendor and/or communication facility can be quickly positioned at predetermined locations to resume radio communications in the event of damage to radio towers.

2. Telephone (Common Carrier)

a. Overloaded Circuits

To avoid overloaded circuits during emergencies, citizens will be advised to listen to EAS for information and to use telephones only if they have a genuine emergency.

If overloaded circuits do become a problem, coordinate with the vendors to begin immediate restoration of priority circuits.

b. Emergency Service

During major emergencies, contact points are available for the vendors to support EOC and 911/311 Operations Center.

3. Computer Equipment and Facilities

The physical protection of computer equipment and facilities will be maintained under normal and emergency operations to help ensure continuity of communications.

E. Security

1. Measures will be taken to ensure that only authorized personnel will have access to the Dispatch/Communications Center.
2. Communications security will be maintained in accordance with national, state, and local requirements.

F. Training

1. Each organization assigning personnel to the EOC for communications purposes is responsible for making certain those persons are familiar with the agency's operating procedures.
2. The Communications Systems Manager will provide additional training on emergency communications equipment and procedures as necessary.

G. Support

If requirements exceed the capability of local communications resources, the Mayor and/or designee will request support from nearby jurisdictions or state resources from the Disaster District in Beaumont.

X. ANNEX DEVELOPMENT AND MAINTENANCE

- A. The 911/311 Operations Center Manager, in coordination with the EMC, will be responsible for maintaining this annex. Each agency will develop SOPs that address assigned tasks.
- B. This annex will be updated in accordance with the schedule outlined in Section X of the Basic Plan.

XI. REFERENCES

- A. Federal Emergency Management Agency (FEMA), 1996. Guide For All-Hazard Emergency Operations Planning. (SLG-101)

B. Division Of Emergency Management *Local Emergency Management Planning Guide.*
(DEM-10)

APPENDICES

Appendix 1 Communications Diagram & Table

SUPPORTING DOCUMENTS

- 1. Common Communications SOP
- 2. Communications Restoration Guide
- 3. Amateur Radio Support Agreement

LEGEND:

FACILITY	COMMUNICATIONS									
	Cable TV Or Satellite	Phone/ Fax	TLETS	RACES	Radio VHF/UHF	Radio HF 800 MHz trunked	Cell Phones	Satellite Phones	Local Computer Network	Internet E-mail
Airport T845.3625 R809.3625 Talkgroup ID (800339) (AIRPORT)	X	X				X	X		X	X
Department of Public Safety T154.7025 R155.4525	X	X	X			X	X	X	X	X
EOC	X	X	X	X	X	X	X	X	X	X
External Customers , Private Industry) Available by Beaumont Fire Radios Valero (VAL F1) Chevron (CHEV F2) Motiva (MOT EM1) Exxon Mobil (EM FIRE1)	X	X		X	X	X	X		X	X

Appendix 1 to Annex B

Fire Department & Mobile Units T854.3625 R809.3625 Talkgroup ID (801001) (BFR Main)	X	X				X	X	X	X	X
Hospital Texas Med 1 (155.340)	X	X			X		X		X	X
Municipal Utilities T854.3625 R809.3625 Water: Talkgroup ID (800411) (Water1)	X	X				X			X	X
National Weather Service	X	X	X LETS				X		X	X
Police Department & Mobile Units T854.3625 R809.3625 Talkgroup ID(800761) (Patrol1)	X	X	X			X	X	X	X	X
Port of Beaumont T854.3625 R809.3625 Talkgroup ID (802167) (POB Patrol1)	X	X	X			X	X		X	X
Private Utilities	X	X			X		X	X	X	X

Appendix 1 to Annex B

City of Beaumont Services T854.3625 R809.3625 Animal Control: Talkgroup ID(800787)(Animal) Fleet: Talkgroup ID (800425)(Fleet) Traffic: Talkgroup ID (800445) (Traffic Comm) Streets: Talkgroup ID (800437) (Streets Comm) Parks: Talkgroup ID (800441) (Park Comm) Transit: Talkgroup ID(800611) (Transit)	X	X				X	X		X	X
Red Cross (47.420 T&R)		X			X		X			X
Shelters		X			X		X			
Sheriff's Office T854.3625 R809.3625 (JC Pat 1) (EMG MGT)	X	X	X			X	X	X	X	X
Texas Dept. of Transportation (151.025 T 156.135 R)	X	X				X	X		X	X
Texas General Land Office T854.3625 R809.3625 Talkgroup ID (800343) (TGLO)	X	X					X		X	X

Appendix 1 to Annex B

USCG T854.3625 R809.3625 Talkgroup ID (800345) (USCG)	X	X				X	X	X	X	X
911/311 Operations Center	X	X	X	X		X	X	X	X	X

Planning Team Meeting Agenda

Date: 01/30/2014

Time: 10:00a

Location: EOC Conference Room

Topics:

1. Introductions

- a.** Team introductions
- b.** Plans for 2014
 - i. Tentative Dates for planning meetings
- c.** Goals
 - i. SOP/SOG

2. Annexes Under Review

- a.** Annex A
 - i. Team Review/Change Suggestions
 - ii. SOP-SOG Suggestions
- b.** Annex B
 - i. Team Review/Change Suggestions
 - ii. SOP/SOG Suggestions

3. Additional Comments:

- a.** Next Meeting