

# GRAYS HARBOR COUNTY CEMP

## *Communications*

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This document serves as Emergency Support Function #2 (ESF#2) of the Grays Harbor County Comprehensive Emergency Management Plan (CEMP).

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**Primary Agencies:**

Grays Harbor Communications E 9-1-1 (E911)

Grays Harbor County Central Services Department

Grays Harbor County Emergency Management (GHC EM)

Grays Harbor County Equipment Rental and Revolving (ER&R) Radio Shop

**Support Agencies:**

Coastal Local Emergency Communications Committee (LECC)

Grays Harbor County (All Departments)

Grays Harbor County Amateur Emergency Communications (AEC)

Grays Harbor County Fire Districts

Grays Harbor County School Districts

Grays Harbor Public Utility District

Municipalities (All Departments)

National Weather Service (NWS)

Port of Grays Harbor

United States Coast Guard (USCG)

Washington State Department of Fish and Wildlife

Washington State Department of Natural Resources

Washington State Department of Transportation (WSDOT)

Washington State Emergency Management Division (EMD)

Washington State National Guard

Washington State Patrol (WSP)

# Introduction

## Purpose

Emergency Support Function (ESF) 2 is a supporting annex of the Grays Harbor County Comprehensive Emergency Management Plan (CEMP) and operates in conjunction with all its annexes. ESF 2 coordinates government and industry efforts for the reestablishment and provision of critical communications infrastructure and coordinates communications support to response efforts by ensuring the proper execution of the Operational Communications; and Infrastructure Systems Core Capabilities and supporting the following Core Capabilities based on the intersecting activities with other ESFs: Planning, Public Information and Warning; Operational Coordination; and Situational Assessment.

## Scope

ESF 2 applies to the communications and warning resources within Grays Harbor County and the emergency use of these resources. Communication resources include but are not limited to:

- Radio (portable, mobile, amateur)
- All Hazard Alert Broadcasting (AHAB) Systems
- E 911
- Voice and data links
- Satellite, landline, and cellular telephone systems
- NOAA All-Hazard Alert Weather Radios
- Grays Harbor County Emergency Notification System
- National Warning System (NAWAS)
- Emergency Alert System (EAS)
- Wireless Emergency Alerts (WEA)

## Situation

The CEMP, as described by this ESF, will guide county communication activities related to mitigating, preparing for, responding to, and recovering from emergencies or disasters. Communication requirements which cannot be met at the local level will be forwarded to the State Emergency Operations Center (SEOC). In accordance with NIMS policy, plain language will be used in radio traffic. Coded language should not be used.

The communications capabilities presently available to support emergency operations at Grays Harbor County EOC are:

- Emergency Alert System (EAS)
- Commercial telephone systems (landline and cellular)
- Two-way radios

- All-Hazard Alert Broadcasting (AHAB) Systems
- Grays Harbor County Emergency Notification System
- NOAA Weather Radios
- Grays Harbor County Auxiliary Emergency Communications (AEC)
- Internet and email
- Government Emergency Telecommunications Systems (GETS) and Wireless Priority Service (WPS)

The communications capabilities presently available to support emergency operations at Grays Harbor County Communications (E911) are:

- Emergency Alert System (EAS)
- Commercial telephone systems (landline and cellular)
- National Warning System (NAWAS)
- Two-way radios
- Internet and email
- Government Emergency Telecommunications Systems (GETS) and Wireless Priority Service (WPS)

### Planning Assumptions

It is neither implied, nor should it be inferred, that this plan guarantees a perfect emergency or disaster response will be practical or possible. No plan can shield individuals from all events. Which every reasonable effort will be made to respond to emergencies or disasters, resources and/or systems may be overwhelmed. Some events provide little or no warning to implement operations procedures and all emergency plans are dependent upon tactical execution, which may be imperfect. This plan can only be fulfilled if the situation, information exchange, extent of actual capabilities, and resources are available at the time of the incident.

## Concept of Operations

### General

Reliable communications and information system capabilities are necessary at all levels of government for day-to-day communications, warning of impending events, response and recovery operations, search and rescue operations, and coordination with other agencies. Such capabilities should be available to the county for operations from the primary or alternate EOC as well as any other location selected due to existing conditions at the time of the emergency or disaster.

The federal government may, under the Nation Response Framework (NRF), through the Federal Emergency Management Agency (FEMA), provide temporary emergency communications assistance before or during an emergency or disaster. Requests for state communications resources must be processed through the EOC.

The Emergency Alert System (EAS) operates through local radio, television stations and cable systems and is intended to provide federal, state, and local jurisdictions with the means to disseminate prompt alerting and warning information to the public. This system is coordinated and maintained through the Coastal Local Emergency Communications Committee (LECC). NOAA Weather radios augment the warning and information process.

When the Grays Harbor County Emergency Management (GHC EM) duty officer is alerted to a hazardous event that could lead to or has resulted in an emergency or disaster, the EOC will activate the appropriate level and the situation will be monitored. Monitoring could be a prolonged activity or result in the immediate activation of the local information and warning systems.

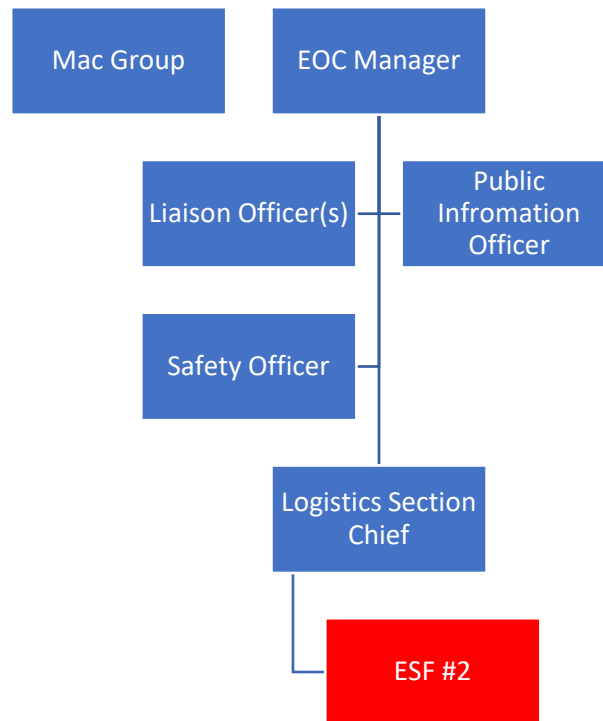
A generator provides backup emergency power for E911, the EOC, and the backup E911 center.

#### Organization

E911 is located in Aberdeen, WA. E911 functions as the countywide Public Safety Answering Point (PSAP) and provides dispatch services for law enforcement, fire, and emergency medical service agencies. E911 also serves as the initial communications, alert, and warning point for Grays Harbor County Emergency Management (GHC EM). The backup E911 facility is located in Montesano, WA.

Once activated, the EOC also provides emergency communications. The EOC is located at 310 W. Spruce Street, Montesano, WA 98563. The backup EOC facility is located at the Grays Harbor County Fairgrounds.

ESF #2 may activate for small, localized events or a widespread regional or catastrophic event. When ESF #2 is active at the EOC, it will fall under the Logistics Section unless otherwise designated by the EOC Manager. ESF #2 should be formed with subject matter experts from the various primary and support agencies identified within this plan to support their respective communications infrastructure, depending on the emergency.



## Phases of Emergency Management

### Mitigation Activities

- Enhance communication system interoperability, redundancy, and long-term backup power capacity in public safety communications systems.
- Coordinate the efforts of both the public and private sectors to harden the physical security of communications and warning infrastructure.

### Preparedness Activities

- Develop and maintain mutual aid agreements and agreements with private and non-profit organizations which may assist in county communications during an emergency.
- Identify communications facilities, equipment, personnel, and training needs that could be made available to support response and recovery efforts.
- Obtain a GETS Calling Card and WPS for emergency use when regular phone circuits are busy and priority callings is needed.
- Maintain a list of mobile communication assets available to deploy into an affected area.
- Where facilities are shared by two or more entities, develop contracts and plans between those entities to enable either party to complete emergency repairs at the remote sites.
- Assess selected sites to store pre-staged communications assets for rapid deployment into the affected area.
- Encourage and promote interoperability among all communications providers and users.

- Conduct regularly scheduled communications and siren tests and drills with other local and state communication centers and other designated emergency communications support facilities to ensure operational readiness and procedural familiarity.
- Conduct regular check of all communications, emergency power generators, and equipment and systems in the EOC, E911, and at remote radio sites.
- Utilize EOC communications and equipment as an integral part of all communications and warning systems in exercise and in EOC participation, including development, testing, and maintenance of alternate power supplies.
- All Grays Harbor County and municipal agencies will maintain at the EOC up-to-date contract lists on essential personal and NIMS compliant resource tying information on their equipment.
- Primary and support agencies will ensure that continuity of operations plan is in place to maintain essential services. Primary and support agencies will participate in drills and exercises to test existing plans and procedures.
- Develop systems to allow for communication with people with access and functional needs and limited English proficiency with coordination of ESF #15.

#### Response Activities

- Receive and disseminate warning information countywide.
- Coordinate communications support to primary and support agencies, other governmental agencies, private communications providers, and volunteers as required.
- Determine what assets are available and the period in deploying those assets to the affect area(s) by each support agency.
- Coordinate the acquisition and deployment of communications and warning equipment, personnel, and resources to establish temporary communications capabilities within the affected area.
- Compile communication and warning system damage information obtained from assessment teams, the communications industry, emergency management and other agencies and report that information through Incident Command.
- Assess the need for and obtain communications industry support as required.
- Maintain a continuous communications capability at the EOC and E911 as the county Public Safety Access Point (PSAP) for emergency reporting.
- Coordinate with cellular companies and mobile/portable radio companies for the availability and priority use service of equipment within the impacted area.
- All primary and support agencies shall coordinate efforts through the Incident Command System and assist in planning activities to maintain or re-establish communication capabilities.
- Each primary and support agency will conduct inspections of its infrastructure after an emergency or disaster. The appropriate agency will prioritize repairs unless Incident Command provides direction and control.

### Recovery Activities

- Primary and support agencies will participate in post-disaster briefings and development of an After Action Report.
- Use available public, private, and volunteer communications assets to support the recovery mission. Other volunteer and local agencies with communications assets may be requested to contribute assets to the response effort.
- Private resources may also be considered for availability and effectiveness. Availability, operational condition, and duration of need must be considered. The logistical requirements necessary to obtain critically needed equipment will also be evaluated.
- Plan and prepare the communication systems to support the establishment of staging areas, distribution sites, Joint Information Center (JIC), and other local, state, and federal recovery facilities and deployment of emergency workers in the impacted area.
- Coordinate with local agencies to establish recovery communications operations, as appropriate.

## Responsibilities

### All Primary Agencies

- Provide liaison to the EOC, as indicated.
- Identify and coordinate the critical communication systems and report status through their communications liaison.
- Return activities to normal levels as soon as possible following the emergency or disaster, unless involved with recovery.
- Implement internal emergency operations plans.
- Develop a disaster recovery plan that addresses the long-term restoration and continuity of communications services and facilities following an emergency or disaster.

### Grays Harbor County Emergency Management

- In coordination with E911, Grays Harbor County Central Services, and ER&R, conduct tests and exercises of the communications and warning systems.
- Develop EOC procedures for gathering, displaying, and evaluating relevant information.
- Develop and maintain appropriate notification lists and procedures for activating the information and warning systems.
- Coordinate public information and warning with local jurisdictions and surrounding counties as appropriate until ESF #15 is activated.
- Maintain the EOC in a configuration that supports the warning systems and efficient and effective communications.
- Include communications and warning as part of countywide emergency management training.

- Administer license requests for the On-Scene Control and Coordination Radio (OSCCR) frequency for use by local agencies.
- Issue EAS messages as directed by authorized officials.

#### Grays Harbor Communications E911

- In coordination with GHC EM and ER&R, conduct tests and exercises of the communications and warning systems.
- Develop and maintain appropriate plans and procedures to ensure, to the greatest extent practicable, the integrity of emergency communications systems.
- Develop and maintain procedures to share disaster related information with Incident Command and the EOC.
- Assist with the dissemination of information and warning as requested by Incident Command.
- Track and disseminate information to public safety agencies on road closures, when available.
- Issue EAS messages as directed by authorized officials.
- During times of disaster, provide input on the restoration of key communications networks needed for response and recovery activities, including use of amateur radio (HAM), as needed.
- E911 will continue to receive and dispatch life-threatening call for service.
- E911 will continue to maintain emergency responder status until relieved by a Planning Section Chief.

#### Grays Harbor County ER&R Division

- Develop and maintain appropriate plans and procedures to ensure, to the greatest extent practicable, the integrity of the Grays Harbor County Public Safety Radio System.
- Maintain communications capabilities to support the EOC and E911.
- Develop and maintain procedures to share disaster related information with Incident Command and the EOC.
- In coordination with GHC EM, E911, and Central Service, conduct tests and participate in exercises of communications and warning services.
- During times of disaster, assess and provide status on public safety radio, county public works radio and provide input on the restoration of key communications networks needed for response and recovery activities.
- Maintain a current inventory of communication systems and facilities critical to Grays Harbor County Public Safety Radio systems.
- The ER&R Radio Shop provides maintenance and emergency repair service on 24/7 availability to E911 as well as for county-owned or maintained communication facilities and equipment.

### Fire Departments / Districts

- Develop and maintain procedures to share disaster related information with Incident Command.
- Assist with the dissemination of information and warning as requested by Incident command.
- Develop and maintain procedures to provide warning to residents within their jurisdiction.
- Inform GHC EM of personnel changes in elected officials, and command and general staff.

### Law Enforcement

- Develop and maintain procedures to share disaster related information with Incident Command.
- Assist with the dissemination of information and warning as requested by Incident Command.
- Develop and maintain procedures to provide warning to residents within their jurisdiction.
- Inform GHC EM of personnel changes in elected officials, and command and general staff.

### Grays Harbor County Central Services Department

- Develop and maintain appropriate plans and procedures to ensure, to the greatest extent practicable, the integrity of the EOC telephone and voicemail system, internet access, and the county local area network.
- Develop and maintain the means to expeditiously post warning information on the county's website.
- Develop and maintain procedures to share disaster related information with the EOC.
- Assist with the dissemination of information and warning as requested by EOC.
- Coordinate with the departments it supports to periodically exercise disaster recovery business resumption plans and restoration of information systems.
- In coordination with GHC EM, E911, and ER&R conduct tests and participate in exercises on communications and warning services.
- During time of disaster, assess and provide status on computer systems, networks, Grays harbor County Notification and Public Warning Systems, paging services, voicemail, and telephone service damage and provide input to Incident Command on the restoration of key communications networks needed for response and recovery.
- Maintain an inventory of agency communication capabilities and resources, noting availability and response criteria.
- The Grays harbor County Central Services Department provides maintenance and emergency repair for county-owned computer equipment, Internet connectivity, and telephone systems.

### Grays Harbor County Facility Services Division

- Develop and maintain procedures to share disaster related information with GHC EM.
- Assist with the dissemination of information and warnings as requested by GHC EM.
- Coordinate with the departments it supports to periodically exercise disaster recovery business resumption plans and restoration of services.
- Maintain generators serving the EOC.
- During times of disaster check generator systems and report to EOC.

### Grays Harbor County Auxiliary Emergency Communications (AEC)

- Participate in statewide network of amateur radio operators and equipment.
- Provide emergency communications, to the extent practicable, at the ICP, EOC, assembly areas, staging areas, and shelters.
- During time of disaster, verify the condition of AEC equipment and report through the activated net.
- Personnel will be dispatched through the EOC.
- Provide radio communication to augment existing local government systems during the crisis period.
- Maintain sufficiently trained volunteers to support the EOC Radio room on a shift basis.
- Assist in maintaining amateur radio equipment in operable condition.

### Coastal Local Emergency Communications Committee (LECC)

- During times of disaster, assess and provide status on the EAS system damage and provide input on the restoration of key communications networks needed for response and recovery activities.

### Other Supporting Agencies

- Assist in planning and coordinating the emergency communications, warning and information technology systems within the county to include assistance to local jurisdictions, to develop and enhance interoperability.
- Provide technical support and repair/replacement of communications systems to the extent possible.
- Prepare and maintain the agency's plans, SOPs, and call lists.
- Develop plans to establish and maintain communications links between EOC and Field Operations based on the agency's capabilities.
- Identify non-critical communication assets that could be used to support response and recovery operations.
- Assist in developing a countywide phased plan for the use of agency's non-critical assets to allocate personnel, equipment, and duration of assistance.
- Work with other agencies to develop and maintain NIMS compliant resource typing and common frequencies.

- Work with other agencies to develop common communications protocols and terminology.
- Provide agency representative to the activated EOC, when requested.

## Appendices

[Appendix A Location of Systems and Facilities](#)

[Appendix B Comprehensive Emergency Management Network \(CEMNET\)](#)

[Appendix C NAWAS/ACCESS](#)

## References

Local:

- Coastal LECC Emergency Alert System (EAS) Plan

## Acronyms

AAR	After Action Review/Report
ACCESS	A Central Computerized Enforcement Service System
AEC	Grays Harbor Auxiliary Emergency Communications
ARC	American Red Cross
AWC	Alert and Warning Center
CAA	Clean Air Act
CAMEO	Computer Aided Management for Emergency Operations
CEMNET	Comprehensive Emergency Management Network
CEMP	Comprehensive Emergency Management Plan
CERCLA	Comprehensive Environmental Response, Compensation, and Liability Act
CHEMTREC	Chemical Transpiration Emergency Center
DMAT	Disaster Medical Assistance Team
DMCC	Disaster Medical Control Center
DMORT	Disaster Mortuary Operational Response Team
DNR	Washington State Department of Natural Resources
DOH	Washington State Department of Health
DSHS	Washington State Department of Social and Health Services
E911	Grays Harbor Emergency Communications
EAS	Emergency Alert System
ECY	Washington State Department of Ecology
EHS	Extremely Hazardous Substances
EMD	Emergency Management Division
EMPC	Emergency Management Planning Committee
EMS	Emergency Medical Services
EPCRA	Emergency Planning and Community Right-to-Know Act
ERG	Emergency Response Guide Book
ESF	Emergency Support Function

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GETS	Government Emergency Telecommunications Service
GHC EM	Grays Harbor County Emergency Management
GHC EOC	Grays Harbor County Emergency Operations Center
IC	Incident Commander
ICS	Incident Command System
ICP	Incident Command Post
JIC	Joint Information Center
JIS	Joint Information System
LECC	Local Emergency Communications Committee
LEPC	Local Emergency Planning Committee
NAWAS	National Warning System
NIMS	National Incident Management System
NOAA	National Oceanic and Atmospheric Administration
NRC	National Response Center
NRF	National Response Framework
OSCCR	On-Scene Control and Coordination Radio
OSHA	Occupational Safety and Health Administration
PIO	Public Information Officer
PSAP	Public Safety Access Point
RCW	Revised Code of Washington
SDS	Safety Data Sheet
SEOC	State Emergency Operations Center
SERC	State Emergency Response Commission
SOP	Standard Operating Procedures
TERC	Tribal Emergency Response Commission
UC	Unified Command
WAC	Washington Administrative Code
WEA	Wireless Emergency Alerts

WPS            Wireless Priority Service

## Appendix A – Location of Systems and Facilities

### 1. Grays Harbor Communications E911 Center and Backup Facility

### 2. Grays Harbor County Radio Sites

- Minot
- Neilton
- Saddle Mountain
- Aloha Ridge
- Cosmopolis Hill
- Beacon Hill
- Weatherwax
- Montesano Radio Shop
- South Montesano

### 3. Grays Harbor PUD Radio Sites

- Minot
- Cosmopolis Hill
- Neilton
- Ocean Shores
- Westport
- Satsop PDA
- Aberdeen Office
- Elma Office
- McCleary Water Tower

### 4. Grays Harbor Auxiliary Emergency Communications (AEC) Radio Sites

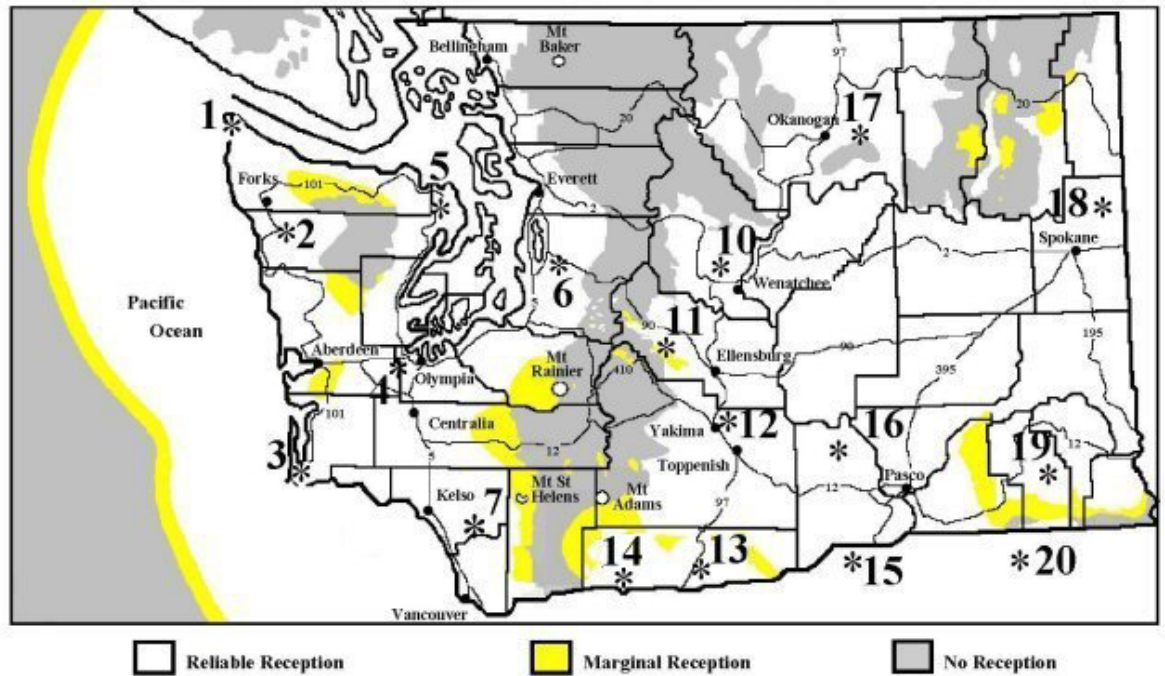
- Capital Peak
- Minot Peak
- Saddle Mountain
- North Aberdeen
- Cosmopolis Hill
- Neilton

### 7. All Hazard Alert Broadcasting (AHAB) Systems

- Aberdeen (6)
- Copalis Beach
- Cosmopolis
- Grayland (3)
- Hoquiam (4)
- Moclips
- Ocean City
- Ocean Shores (9)
- Pacific Beach
- Queets
- Seabrook
- Taholah
- Westport (6)

8. NOAA Weather Radio Transmission Locations

- Mt. Octopus (Forks) - 162.425 MHz
- Neah Bay - 162.550 MHz
- Olympia – 162.472 MHz
- Astoria, OR – 162.400MHz



## Appendix B – Comprehensive Emergency Management Network (CEMNET)

CEMNET serves as the “Primary” backup communications system for direction and control of emergency operations, statewide.

CEMNET is a low band VHF system employing twelve (12) remote mountaintop base stations. The 12 stations are operated and controlled at the State Emergency Operations Center through the Washington State Patrol microwave radio system.

The 12 base stations and call signs are:

Capitol Peak	KOM575	Skamania Mountain	WNBQ335
Mount Spokane	KOM570	Clemans Mountain	WNUD825
Joe Butte	KBI807	Galbraith Mountain	WNBQ380
Burch Mountain	KOM560	Scoggins Hill	WNUB969
Tunk Mountain	WNBW539	Octopus Mountain	WNUF654
Baw Faw	WPKE716	Squak Mountain	WPKE718

The system controls/operates three (3) channels supporting state and local government operations. Each channel has been assigned for use in one of five CEMNET operating regions. The channels are monitored on a 24-hour basis by the State Duty Officer, call sign “State EOC.”

REGION	CHANNEL	FREQUENCY
Northwest and Northeast	F1	45.20 MHz
Southwest and Southeast	F3	45.48 MHz
Central	F2	45.36 MHz

Note: Private Line (PL) tone on all channels is 127.3 Hz.

Each local jurisdiction (county/city) with CEMNET may operate on the assigned region channel for local operations. The region/channel assignment for Grays Harbor County is Southwest, F3, 45.480 MHz.

Grays Harbor County is authorized to use the assigned region channel for local operations and is licensed to operate up to five (5) mobile.

## Appendix C – NAWAS/ACCESS

This list focuses on the landline systems currently used by Grays Harbor County to support any/all emergencies and/or disaster.

### National Warning System (NAWAS)

- Consists of 31 local Primary Warning Points and 15 Duplicate Warning Points located in EOCs statewide.
- State Warning Point:
  - Primary – State Emergency Management EOC, Camp Murray
  - Alternate – Washington State Patrol (WSP) Communications Center, Yakima

In addition to supporting warning requirements will be employed as an additional direction, control and coordination capability to those jurisdictions having a NAWAS terminal.

### A Central Computerized Enforcement Service System (ACCESS)

- Consists of a data/teletype network supporting state and local law enforcement agencies. This network is managed by WSP ACCESS Operations and is supported through the WSP microwave radio system and leased circuits, statewide.
- ACCESS is employed by the state EMD for dissemination of warning, alert, and notification information to local jurisdiction emergency managers.
- ACCESS will be employed as an additional direction, control, and coordination.