

EMERGENCY SUPPORT FUNCTION #2 COMMUNICATIONS



2019

Emergency Support Function (ESF) 2 Communications

Primary Agency: Santa Rosa County Emergency Communications Center

Support Agencies: Santa Rosa County Division of Emergency Management
Santa Rosa County Computer Department
AT&T Telephone Company
Santa Rosa County Amateur Radio Emergency Service
CES Motorola (Pensacola)
West Safety Services
Venture Technologies

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 coordinate 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 Communications Center (ECC) 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 Kevin Sowell
 - Dispatch Radios are out:
Notify Scott Markel and/or Team one CES
 - Dispatch Computer Aid Dispatch (CAD) system out
Notify Ken Bass, Kevin Sowell or Scott Markel
 - Wireless Phone Service goes down
Notify Ken Bass, Kevin Sowell and/or the appropriate wireless carrier
 - EOC phone service VoIP goes down.
Notify Ken Bass and/or SRC Computer Department
- Ensure that the ECC is prepared to respond to emergencies, recover, and mitigate their impacts.
- Ensure that the ECC 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 Communications and Gulf Breeze Police Department
Notify Kevin Sowell or Ken Bass to ensure operations at ECC and Gulf Breeze

Secondary PSAP's are
Santa Rosa County Sheriff's Office and Milton Police Department
Notify Kevin Sowell or 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 support 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 Communications Chief – Emergency Communications. The Enhanced 9-1-1 Division is comprised of the following positions: 1) Enhanced 9-1-1/QA Coordinator 2) 9-1-1 IT Tech 3) Data Analyst
7. As NIMS continues to be fully implemented in Santa Rosa County, the Emergency Communications 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 ECC is tasked with maintaining adequate spare parts, resources, plans, and personnel to ensure operations during a disaster or emergency.
 - Each PSAP and the ECC is tasked with maintaining adequate staffing. Employees are recalled as needed and scheduled appropriately.
 - Assistance is available via State EOC.
 - The Division of Emergency Management or Public Safety 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 NAWAS
 - Commercial Satellite Phone
 - Amateur Radio (ARES)
- Local EOC and other municipal EOC
 - Telephone and fax
 - Commercial wireless, when applicable
 - Commercial Satellite Phone
 - Amateur Radio (ARES)
- 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 and 9-1-1
- Public Safety radio
- Non-Emergency communications, Telephone Service, Local Government radio
- Critical Facility non-emergency communication
- General population telephone communication

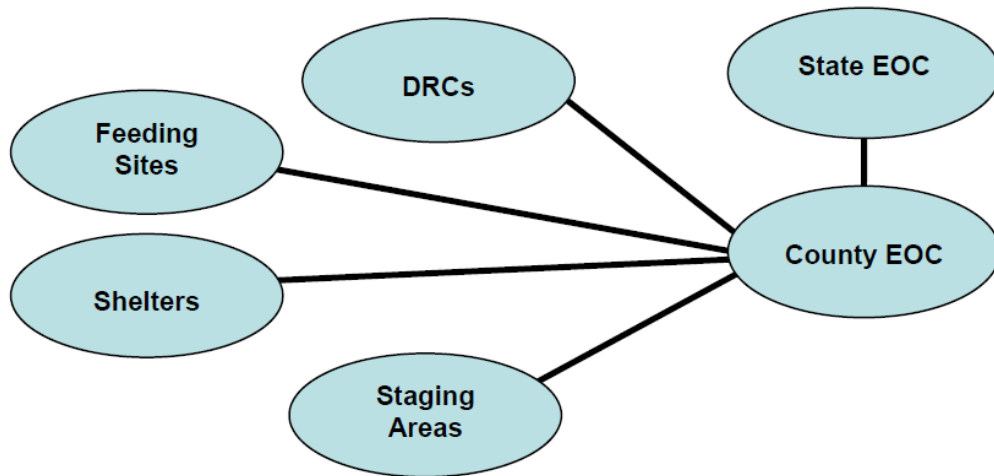


Figure – Communications Links with Key Facilities

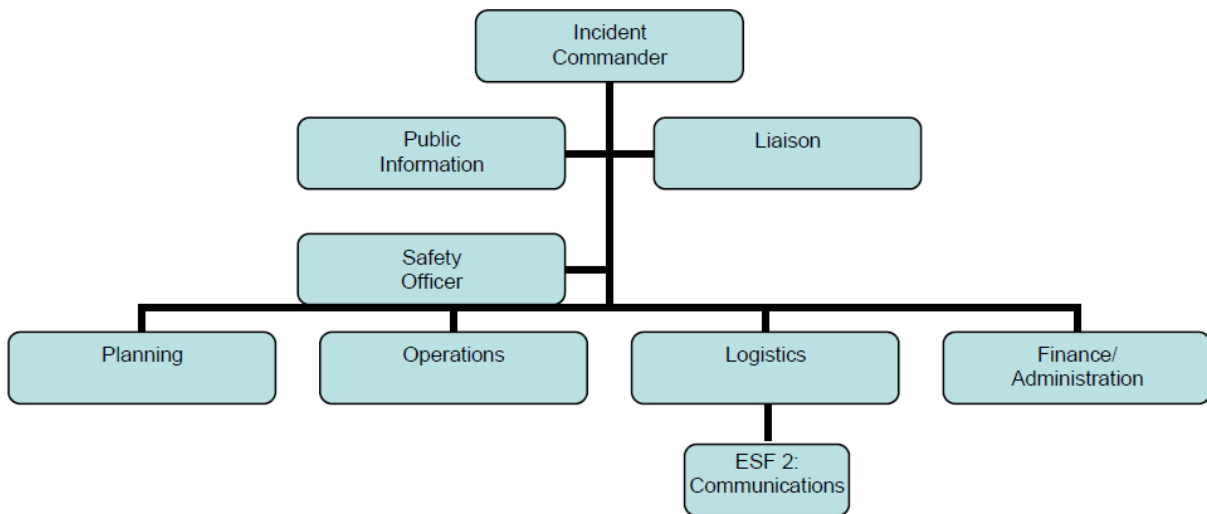


Figure – Incident Command System Structure: ESF 2 – Communications

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 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 (ECC) 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 call 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 ECC 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.
- 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 suspended due to hazardous conditions, the ECC will queue and prioritize emergency services requests until winds subside.

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 ECC participates in the APCO Mutual Aid Plan (TERT) 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. The Enhanced 9-1-1 Director, under the direction of the Division of Emergency Management or Public Safety Director is directly responsible for the activities of all LGR radios and communications in the EOC, as well as all PSAP coordinators.
- e. 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 ECC 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, comfort stations, Volunteer Reception Centers, staging areas, Points of Distribution(s) (PODs) and Disaster Recovery Center(s) DRC(s) as needed. Monitor Radio traffic and keep ESF 2 desk apprised of any situations. Assist with Initial Damage assessment teams by providing pictures and/or video back to the EOC in real time
- b. Santa Rosa County ECC 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. APPENDIX LIST

APPENDIX 1	DESCRIPTION OF COMMUNICATIONS EQUIPMENT IN THE ECC
APPENDIX 2	MOBILE COMMUNICATIONS SYSTEMS AND COMMUNICATIONS OPERATIONS FOR PRIMARY AND SUPPORT FUNCTIONS
APPENDIX 3	SUPPLIES, TRAINING, MAINTENANCE AND SECURITY
APPENDIX 4	CONTACT LIST

APPENDIX 1

DESCRIPTION OF COMMUNICATIONS EQUIPMENT IN THE ECC

A. Radio Services

1. All Public Safety & Animal Services

System Frequencies

Red (c) are primary control channels | **Blue (a)** are alternate control channels | Site Map(s): [FCC Callsigns RR Locations](#)

RFS S	Site	Name	County	Freqs						
1 (1)	001 (1)	Jay	Santa Rosa	771.66875	772.46875	772.74375a	773.74375c			
1 (1)	002 (2)	Munson	Santa Rosa	851.73750	852.88750a	857.26250a	857.43750c			
1 (1)	003 (3)	Molino	Escambia	770.04375	771.06875	772.11875	773.66875a	774.89375c		
1 (1)	004 (4)	Milton	Santa Rosa	851.71250	852.03750	852.66250	853.21250a	854.96250c		
1 (1)	005 (5)	East Milton	Santa Rosa	852.06250	852.91250	855.21250	855.46250	856.76250c		
1 (1)	006 (6)	Gulf Breeze	Santa Rosa	770.35625	771.65625	772.45625	772.73125a	773.73125c		
1 (1)	007 (7)	Pensacola	Escambia	854.56250	854.98750	855.98750	856.21250	856.73750c	856.98750a	857.08750a
				857.21250a						

(Med. 1 and Med. 8 are used for medical control).

2. Highway Maintenance

Base Station on 151.445 MHz RT and 159.255 MHz R 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.

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

a. Communications on allocated amateur radio frequencies in the 80, 75, 40, 20, and UHF and VHF. Available communications modes are:

- HF (Voice) Upper Side Band (USB)
Lower Side Band (LSB)
Frequency Modulation (FM)
- (Digital) WINLINK HF
VHF/UHF
- VHF/UHF (Voice) VHF/UHF (FM)
D-STAR
YAESU FUSION (C4FM)

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

- 4. Hospital Radio
 - Med 8 channel: Rx:463.175 Tx: 468.175
 - Sacred Heart Hospital 156.340

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

- 6. City of Gulf Breeze
 - a. See #1

- 7. Commercial telephones, teletype, warning, and alerting
 - a. Six phone positions in the ECC receive all incoming calls. All law enforcement calls are transferred to the appropriate law enforcement agency.

 - b. The key phones in the ECC 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. 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 daily with any problems reported to the Communications Chief.

- 8. Santa Rosa county Paging System is on 155.430 MHz

APPENDIX 2

MOBILE COMMUNICATIONS SYSTEMS

Santa Rosa County Emergency Management owns and operates one Mobile Command System. These are equipped with VHF, UHF, Santa Rosa County Trunked radios, State 800 and ARES - 2-meter 70 cm 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 Sheriff's Department: Communications by telephone and radio in the EOC to mobile units. The Sheriff's 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 CERT.
 - SRC Sheriff's Department: Communications by telephone and radio in the EOC to the Sheriff's 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 CERT.
- American Red Cross: Communications by telephone and radio in the EOC to American Red Cross units.
- SRC Sheriff's Department: Communications by telephone and radio to EOC and to the Sheriff's 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 Fish and Wildlife: Communications by telephone to the regional dispatch center.
- U.S. Coast Guard: Communications by telephone in the EOC to U.S. Coast Guard units.
- Medevac Resources: 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 Sheriff's Department: Communications by telephone and radio in the EOC to the Sheriff's 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 Sheriff's Department: Communications by telephone and radio in the EOC to the Sheriff's 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 Sheriff's Department: Communications by telephone and radio in the EOC to the Sheriff's 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 3

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 Chief 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 ensure 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 ensure that only personnel found to be stable and reliable under emergency conditions will be given assignments for duty at the EOC.

Appendix 4

Problem and Contact information

Dispatch phones service:

Kevin Sowell E-911 Coordinator: Work # 983-5355 Cell # 850-450-9342

Email: kevins@santarosa.fl.gov

Ken Bass E-911 IT Technician: Work # 983.5350 Cell # 850-393-9809

Email: kenb@santarosa.fl.gov

Dispatch Radios:

Scott Markel ECC Comms. Chief: Work # 850-983-5249 Cell # 850-393-9810

Email: scottm@santarosa.fl.gov

Jon Luth CES Team One Motorola: Work # 850-432-7787 Cell # 850-698-0109

Dispatch Computer Aid Dispatch (CAD) system out.

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

Email: kenb@santarosa.fl.gov

Kevin Sowell E-911 Coordinator: Work # 850-983-5355 Cell # 850-450-9342

Email: kevins@santarosa.fl.gov

County Phone Service goes down:

Adrian Lowndes: Cell # 850-393-2135

Email: adrianl@santarosa.fl.gov

Jesse Williams-Houchin: Office# 850-983-1854

Email: brandonk@santarosa.fl.gov

Amateur Radio Emergency Services:

Ray Crepeau; Cell # 407-256-0408

Email: thecrepeaus@att.net

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