

Richland County Emergency Support Function (ESF) 2

Communications

LEAD COORDINATING AGENCIES: Richland County Sheriff's Department
Richland County 9-1-1 Dispatch Center
Richland County Emergency Management

SUPPORT AGENCIES: Private Telecommunications Service Providers
Pine Valley Repeater ARES/RACES
Richland County MIS

I. INTRODUCTION

A. Purpose

The purpose of this Emergency Support Function (ESF) is:

1. To serve as a framework for planning the coordination of communication assets in Richland County in accordance with the Richland County Emergency Response Plan.
2. To provide guidance for rapid alerting and warning to key local jurisdiction officials and the general public of an impending or occurring natural or technological emergency or disaster.
3. To provide guidance for organizing, establishing, and maintaining the communication systems capabilities necessary to meet the operational requirements of the county and local jurisdictions in responding to and recovering from emergencies and disasters.
4. To develop guidance and procedures to ensure Emergency Management staff at the state, local and federal levels have accurate and timely information on which to base their decisions and response actions.
5. To coordinate the effective restoration of communications after a disaster with the service providers and private utilities.

II. POLICIES

- A. The Richland County Emergency Response Plan, as described by this ESF, will guide all county communications and warning activities related to mitigating, preparing for, responding to, and recovering from emergencies or disasters.
- B. Communications and warning support requirements, which cannot be met at the local level, will be escalated upward for resolution at the state level by Wisconsin Emergency Management (WEM) and appropriate state agencies. If needed, federal assistance will be requested.

III. CONCEPT OF OPERATIONS

A. General

1. Reliable communication systems 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 state and public safety agencies. Such capabilities must be available to the county for operations from the primary or alternate EOC, command post as well as any other location selected because of existing conditions at the time of the emergency or disaster.
2. The federal government, under the National Response Framework (NRF), may through the Federal Emergency Management Agency (FEMA), provide temporary emergency communications assistance to state and/or local jurisdictions prior to or during an emergency or disaster.
3. A request for state communications resources must be processed through the County EOC.
4. The Emergency Alert System (EAS) operates through designated 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 general public (See State EAS Map in **Attachment 3**). NOAA National Weather Service radio transmitter will augment the warning and information process (See Map in **Attachment 2**).
5. The communications and warning capabilities presently available are:
 - a. Telephone Systems
 - i. 24/7 Telephone Systems – Richland County 9-1-1 dispatch center is located in the Sheriff's Department and is staffed 24 hours per day, seven days a week.
 - ii. County NAWAS System – Richland County is a non-NAWAS county and will receive notification from the state relay warning point in Iowa County, with a local relay point in Sauk County.
 - iii. Commercial Telephones – Several companies provide telephone service to the residents of Richland County (Frontier, La Valle Telephone Coop, Richland-Grant Telephone Coop, Vernon Communications Coop).
 - iv. Cellular Telephones – Cellular telephone numbers are listed in the 24 Hour EOP phone list. Cellular providers include: Verizon, US Cellular, Bug Tussel, AT&T and FirstNet.

- v. Facsimile – A broadcast facsimile located within the Sheriff's department that is programmed for notifications to local emergency response agencies and other 9-1-1 PSAPs. The Emergency Management office and EOC have a send/receive facsimile machine as well.
 - vi. FirstNet – FirstNet is a nationwide wireless broadband network for first responders being built and deployed through a first of its kind public-private partnership between the federal government and AT&T. FirstNet offers public safety a communications network built and customized to meet their needs. Employees of the sheriff's department and emergency management have been issued cell phones that are on the FirstNet network.
 - vii. Government Emergency Telephone System (GETS) – Emergency Management, Highway, and Public Health all have GETS access.
- b. Warnings systems
- i. Outdoor Warning Systems – There are warning sirens in Cazenovia, Lone Rock, Richland Center, Viola and Yuba. Cazenovia and Richland Center's sirens are activated from the Richland County Sheriff's Dispatch Center. Lone Rock and Yuba's are activated by their respective fire departments; Viola's are activated by the village emergency manager or the Vernon County Sheriff's Department Dispatch Center.
 - ii. National Weather Service radios – National Weather Service radios are located in all government buildings, schools and healthcare facilities for early notification of severe weather conditions.
 - iii. The local commercial radio station – WRCO AM/FM, located in Richland Center, picks up and rebroadcasts EAS messages. WRCO AM/FM in partnership with emergency management has agreed to broadcast any emergency message impacting the County if authorized by the Incident Commander.
 - iv. NIXLE – Nixle provides an open communication forum that connects public safety, municipalities, schools, businesses and the communities they serve. Nixle enables real-time, two-way communication through text, email, voice messages, social media, and the Nixle mobile app.

c. Radio Systems

i. County Radio Systems – (SEE ATTACHMENT 4)

ii. Amateur Radio Systems – Richland County has RACES (Radio Amateur Civil Emergency Services), ARES (Amateur Radio Emergency Services) and PVR (Pine Valley Repeater amateur radio club) have agreed to participate in emergency response and will provide backup to other communication systems or as a supplement to local communications when activated by county emergency management, sheriff's department or the Richland Hospital. They have their own equipment room with office and planning space in conjunction with the EOC.

Amateur radio utilizes either high frequency single side-band voice devices used primarily for point-to-point, or VHF/UHF mobile and hand-held portables operated through local repeaters. High Frequency (HF) elements are tested regularly and VHF/UHF is used regularly.

iii. NWS Radio System – The National Weather Service operates and maintains a weather radio transmitter at the Ash Ridge tower site located on County Hwy A in Bloom Township. The transmit frequency is 162.475 MHz. (See **Attachment 2**)

d. Computer Systems

i. Transaction of Information for Management of Enforcement (TIME) System – This system transmits law enforcement information with a terminal located within our 9-1-1 dispatch center. It also provides automated severe weather alerts to the county.

ii. Weather Data Systems – information is received from the NWS by teletype printouts into 9-1-1 dispatch center.

iii. Mobile Data Systems – Eighteen (18) law enforcement patrol vehicles have mobile data terminals that are PC compatible.

iv. All county departments have a variety of either desktop, laptop or iPads (mobile devices) that are supported by the county's MIS department.

B. Organization

The County ESF 2, Communications consists of:

In general:

- County and Local Level Communications Organization – The County Sheriff's Department oversees both the 9-1-1 Dispatch Center and the countywide radio communication system. Emergency Management coordinates with the other entities in the county to assure information is being disseminated to the public and that any gaps are addressed as they arise.
- Locations of Systems and Facilities – (See **ATTACHMENT 4**).
- Command Structure – 9-1-1 dispatch staff report to the Sheriff. The Emergency Management Director acts as the EOC Manager when the EOC is activated.
- Mutual Aid Agreements – For the PSAP, if the system goes down, Crawford County and Iowa County PSAPs provide backup and route all 9-1-1 calls to the appropriate response agency.
- System Maintenance - Private vendors (Bay Com and General Communications) provide maintenance and programming services for mobile, portable and fixed communication sites.

C. Procedures - Manuals

1. Technical manuals, plans, handbooks for our county communications systems are stored within the Sheriff's Dispatch Center.

D. Mitigation Activities

1. Identify areas where mutual aid agreements, private organization and non-profit organization support may assist in county communications support during an emergency.
2. Enhance communication system interoperability, redundancy and long-term backup power capability in county and local communications systems.
3. Harden communications and warning infrastructure physical security.

E. Preparedness Activities

1. Pre-identify communications facilities, equipment, personnel and training needs in county and local jurisdictions that could be made available to support response and recovery efforts.
2. Assess selected sites to store pre-staged communications assets for rapid deployment into the affected area.
3. Encourage and promote interoperability among county and local jurisdictions.

4. Conduct regularly scheduled communications and siren tests and drills with NWS and other pre-designated emergency communications support facilities to ensure operational readiness and procedural familiarity.
5. Conduct regular checks of all communications and IT equipment and systems in the EOC and associated facilities.
6. Utilize EOC communications and IT equipment as an integral part of all communications and warning systems in exercises and county EOC participation.
7. Develop plans for alternate warning systems and disseminate information to the public.
8. Identify, develop and incorporate, on a case-by-case basis, as necessary
 - a. Private sector capabilities and resources.
 - b. Back-up response and recovery systems.

F. Response Activities

1. Receive and disseminate warning information countywide and to local jurisdictions.
2. Coordinate communications support to all governmental, private communications providers, and volunteer agencies as required.
3. Determine what assets are available and nearest to the affected area(s) by each ESF 2 support agency and mutual aid support entities and the time frame in deploying those assets.
4. Prioritize the deployment of services and equipment based on available resources and critical needs.
5. Coordinate the acquisition and deployment of communications and warning equipment, personnel, and resources to establish temporary communications capabilities within the affected area.
6. Identify the actual and planned actions of commercial communications companies to restore services.
7. Compile communication and warning system damage information obtained from assessment teams, the communications industry, the local/county emergency management director and other city and county/State agencies and report that information through ESF 5, Emergency Management.
8. Assess the need for and obtain communications industry support as required.

9. Maintain a continuous communications capability as the county point-of-contact for emergency reporting.

G. Recovery Activities

1. Use public, private and volunteer communications assets available to support a recovery mission. Other volunteer and local agencies with communications assets may be requested to contribute assets to the response effort.
2. Private resources may also be considered for availability and effectiveness. Furthermore, availability, operational condition, and duration of need must be considered. The logistical requirements necessary to obtain critically needed equipment will also be evaluated.
3. Plan and prepare the communication systems to support the establishment of staging areas, distribution sites, Joint Information Centers, and other local, State, and federal recovery facilities and emergency workers in the impacted area. ESF 2 describes the working relationship with State and Federal agencies to establish recovery communications operations.
4. Coordinate with local and county agencies to establish recovery communications operations, as appropriate.
5. Maintain appropriate records of work schedules and costs incurred by ESF 2 agencies during an event.
6. Generate in a timely manner, information to be included in County EOC briefings, situation reports and/or action plans.

V. RESPONSIBILITIES

A. Primary Agencies: County 9-1-1 Dispatch Center, Sheriff's Department & Richland County Emergency Management

1. Overall responsibility for planning and coordinating the emergency communications, warning and information technology programs within the county, including assistance to local jurisdictions.
2. Coordinates and maintains a countywide communications and warning capability and provides warning of impending emergencies or disasters to affected political subdivisions.
3. The 9-1-1 Dispatch Center, located within the Sheriff's Department, operates and maintains the County Communications Center on a 24/7 basis.
4. Coordinates the acquisition and deployment of additional communications equipment, personnel and resources necessary to establish temporary communications capabilities.

5. Work with commercial communications companies to restore communications capabilities and services.
6. Supplements other county and local emergency communications systems requirements within capabilities.
7. Prepare and maintain the agency's warning plans, SOPs and call lists.
8. Participate in training and exercises with local jurisdictions and the county as appropriate.
9. Develop plans to establish and maintain communications links between EOC and Field Operations based on the agency's capabilities.
10. Provide communications support as requested within the agency's capabilities.
11. Identify critical communications equipment and personnel to ensure agency primary responsibilities are met.
12. Identify non-critical communication assets that could be used to support response and recovery operations.
13. Assist in developing a phased plan for the use of the agency's non-critical assets to identify personnel, equipment and duration of assistance.
14. Work with other agencies to develop and maintain comprehensive reference with equipment type and common frequencies.
15. Work with other agencies to develop common communications protocols and terminology.

B. Support Agencies: Richland County MIS, Amateur Radio

1. 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.
2. Participate in training and exercises with local jurisdictions and the county as appropriate.
3. Provide communications support as requested within the agency's capabilities.
4. Assist in developing a phased plan for the use of the agency's communication assets to identify personnel, equipment and duration of assistance.

C. Communications Service Providers

Provide technical support and repair/replacement of communications systems to local jurisdictions.

D. Volunteer Agencies

- Amateur Radio Systems – Richland County has RACES (Radio Amateur Civil Emergency Services), ARES (Amateur Radio Emergency Services) and PVR (Pine Valley Repeater amateur radio club)
- Civil Air Patrol

VI. RESOURCE REQUIREMENTS

COMMUNICATIONS EQUIPMENT

Emergency Operations Center (EOC)

- (7) network telephones and lines
- (16) VoiP phones
- (1) conference unit
- (1) PC
- (1) laptop
- (1) facsimile machine/printer/copier/scanner
- (1) LCD projector
- WiFi/Ethernet
- office supplies
- tables and chairs

EOC/Hamshack

- (1) WISCOM base radio
- (2) UHF/VHF amateur radio
- (1) HF radio

Mobile Command Post

- (2) mobile radios with antennas
- (1) UHF/VHF amateur radio
- (2) telephones

Emergency Management Response Vehicle

- (1) VHF mobile radio
- (1) VHF mobile radio/WISCOM
- (1) UHF/VHF amateur radio

Emergency Management Office

- (1) laptop computer w/ Microsoft Office
- (3) iPads
- (1) FirstNet MiFi
- (5) portables radios
 - (2) Multi-band/WISCOM
 - (2) VHF/WISCOM
 - (1) VHF P25 Phase 2

VII. REFERENCES (located in EOC)

ERP

Two (2) copies of the Richland County Emergency Response Plan (ERP) are stored in the EOC.

DNR ZONE MAP BOOK

One (1) copy of the DNR Zone Map book of the entire county is stored in the EOC to aid with fire, evacuation and search & rescue operations.

RESOURCE BOOKS

Copies of MABAS Division 150 binder, Volunteer Management Plan, Emergency Response Guidebook, County All Hazard Mitigation Plan, Alliant / Prairie du Sac Hydroelectric Project Emergency Action Plan and numerous other reference materials are stored in the EOC.

VIII. APPENDICES

- Attachment 1 State of Wisconsin Communications System
- Attachment 2 NOAA National Weather Service Radio Transmitters
- Attachment 3 State Emergency Alert System
- Attachment 4 County Radio Systems
- Attachment 5 Agency Approval Signature Sheet

Attachment 1 – State of Wisconsin Communications System

For procedures, policies and lists, go to the Wisconsin Emergency Response Plan landing page at: <https://dma.wi.gov/DMA/wem/preparedness/response-plan>

For the Wisconsin Statewide Communication Interoperability Plan (SCIP), visit: https://dma.wi.gov/DMA/divisions/oec/programs/interop/docs/SCIP_2015.pdf

For “live” lists of resources available, log into the WebEOC website at: <https://wi.webeocasp.com/wi/>

A list of all State resources is available on WebEOC. Starting on the Home Page, go to:

Hamburger Menu (upper left)

- Menus
- Incident Boards
- 06. Resource Inventory/Equipment

Federal Agency Communications Capabilities can be found in Section 2.6 of the 2019 WERP (Page 16 of ESF 2)

Attachment 2

ESF 2 Communications (National Weather Service Network - 2019)

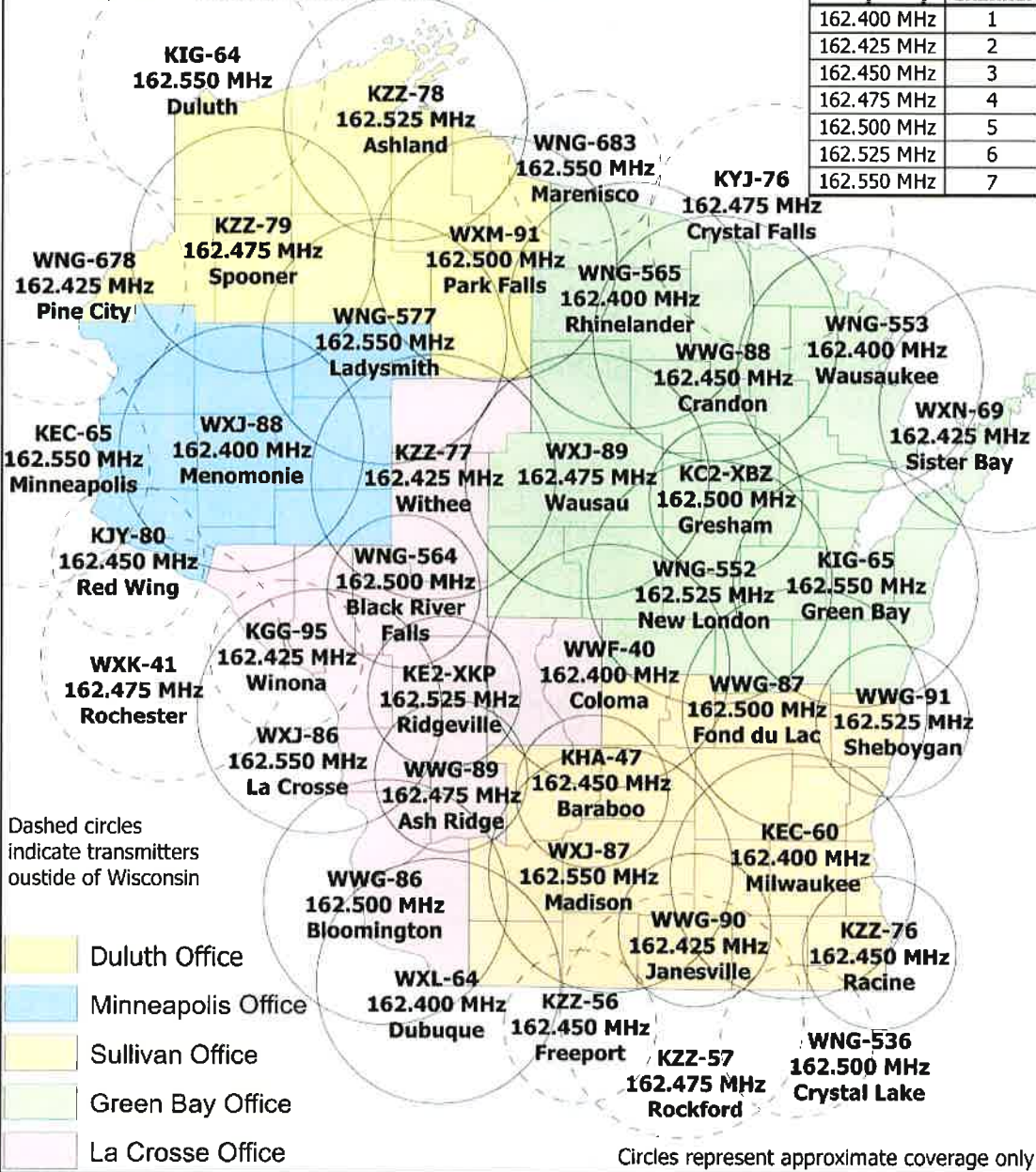


All-Hazards / NOAA Weather Radio Transmitter Locations



Data provided by the Wisconsin Educational Communications Board

| Frequency | Channel |
|-------------|---------|
| 162.400 MHz | 1 |
| 162.425 MHz | 2 |
| 162.450 MHz | 3 |
| 162.475 MHz | 4 |
| 162.500 MHz | 5 |
| 162.525 MHz | 6 |
| 162.550 MHz | 7 |



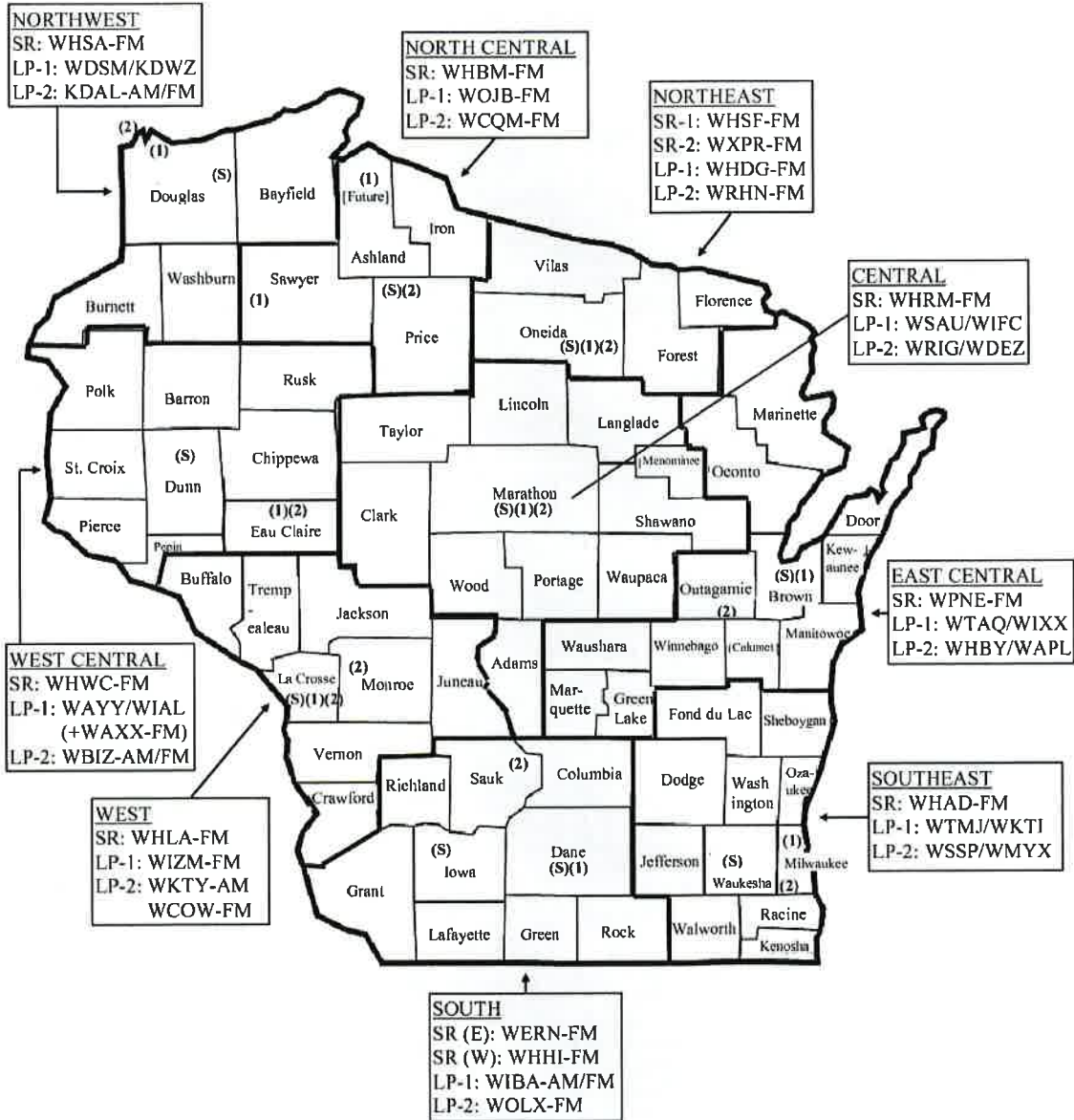
Attachment 3

State Emergency Alert System (EAS)

AUGUST, 2015

WISCONSIN EAS PLAN
APPENDIX E / Page 1

APPENDIX E: BOUNDARY MAP OF WISCONSIN EAS LOCAL AREAS



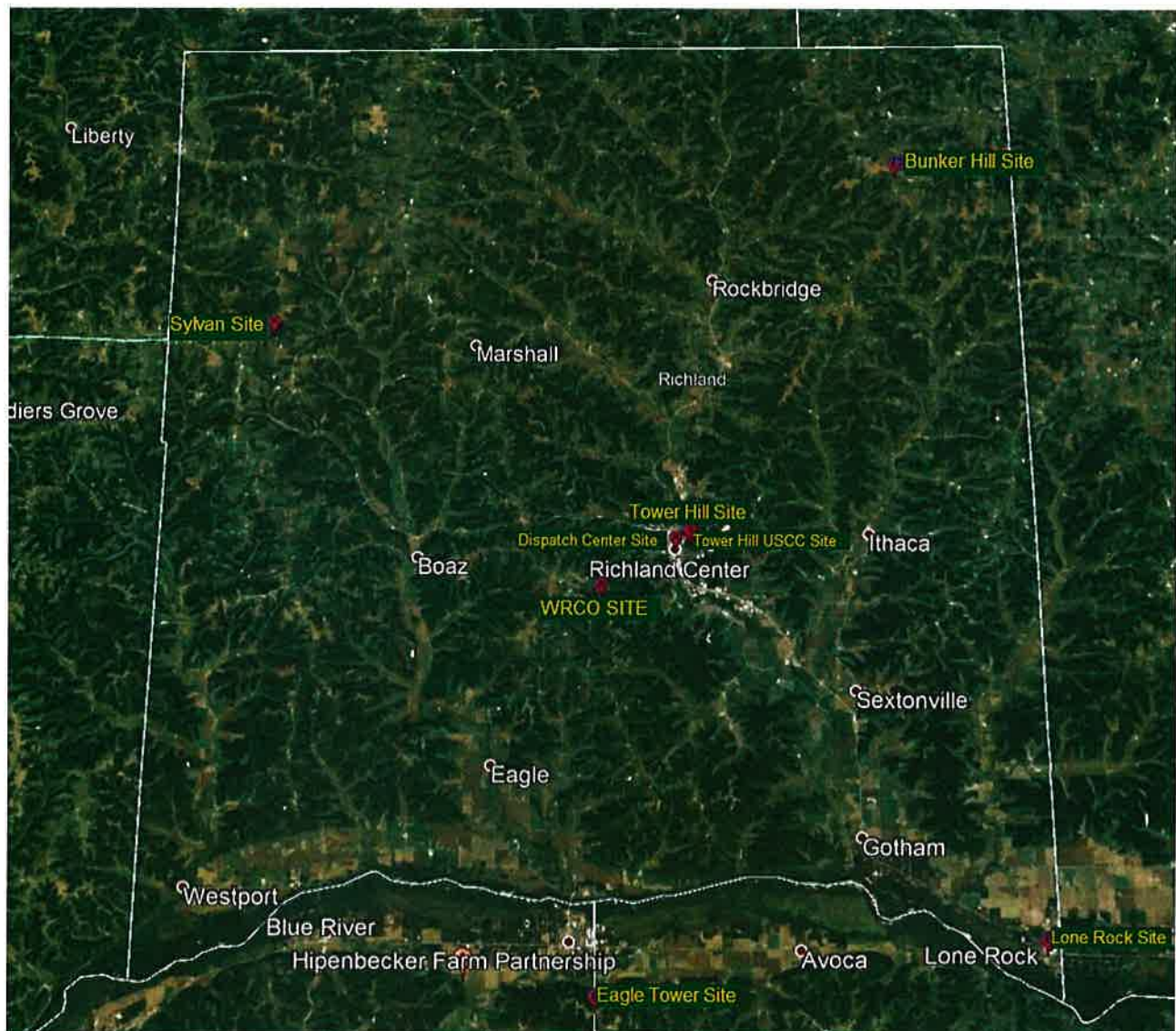
LEGEND

- (S) = SR = State Relay Station
- (1) = LP-1 = Local Primary-1 Station
- (2) = LP-2 = Local Primary-2 Station
- = EAS Local Area Boundaries

Attachment 4

County Radio Systems

- System Listing: [Analog VHF systems (no simulcast, store-&-forward in Cazenovia and Lone Rock), 6 towers (Bunker, Sylvan, Eagle, Lone Rock, Richland, WRCO); and 5 repeater frequencies: IFERN, MARC, Law Enforcement, Fire, Highway], and a 2-station dispatch console.
- Map of Locations



Attachment 5

Agency Approval Signature Sheet

The undersigned have hereby reviewed and approved the Emergency Support Function 2 of the County Emergency Response Plan.


Sheriff

6/8/2022
Date


County Administrator

24 June 2022
Date


Emergency Management Director

6/8/2022
Date


Amateur Radio EC Kc9CmD

6-9-2022
Date

