

Emergency Support Function 2 Communications

ESF Coordinator: Mills County Emergency Management Agency

Primary Agencies: Mills County E911 Communications Center
Mills County Emergency Management Agency

Support Agencies: Mills County Fire / EMS / Law Agencies
Amateur Radio (ARES/RACES)
Mills County GIS/Information Technologies Department
IA Homeland Security and Emergency Management (Health Alert Network)
NOAA/National Weather Service (Emergency Alert System)

I. INTRODUCTION

A. Purpose

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

1. To serve as a basis for planning the coordination of communication assets during emergencies and disasters.
2. To provide guidance for rapid alerting and warning to local jurisdictions and the public of an impending emergency or disaster.
3. To provide guidance for organizing, establishing, and maintaining the communications and information system capabilities necessary to meet the operational requirements of local jurisdictions in responding to and recovering from emergencies and disasters.
4. To develop guidance and procedures to ensure that Incident Commanders and the EOC have access to accurate and timely information on which to base their decisions and response activities.
5. To coordinate the effective restoration of communications after a disaster with service providers and private utilities.

B. Scope

1. This ESF applies to the communications and warning resources within the county and the emergency use of these resources.
2. Communications resources include but are not limited to:
 - a. Radios (portable, mobile, amateur)
 - b. E-911
 - c. Voice and data links
 - d. Satellite, landline and cellular telephone systems
 - e. NOAA All Hazard Radio (Weather Radio)
 - f. CodeRED® Emergency Notification System
3. Additional potential resources include the National Warning System (NAWAS), the Emergency Alert System (EAS) and amateur radio.

4. This ESF is not intended to duplicate ESF 15 Public Information. There are references in this function discussing dissemination of public information but for more specific policies, procedures and responsibilities of individual agencies. See ESF 15 Public Information.

II. POLICIES

- A. ESF-2 Communications will guide county communications, information systems, and warning activities related to mitigating, preparing for, responding to, and recovering from emergencies or disasters.
- B. Communications, information systems and warning support requirements which cannot be met at the local level will be forwarded to Iowa HSEMD through the EOC.
- C. In accordance with National Incident Management System (NIMS) policy, plain language will be used in radio traffic. This rule applies primarily to multi-agency response. Coded language should only be used in confidential and strategic situations.
- D. Each primary and support agency should conduct inspections of its infrastructure after an emergency or disaster. Results of those inspections should be reported to the EOC once it is operational. The respective agency should prioritize repairs until Incident Command provides direction and control, in coordination with the EOC.
- E. Primary and support agencies will ensure that a viable continuity of operations plan is in place to maintain essential services. Refer to a respective City or County Continuity of Operations Plan.
- F. Primary and support agencies should participate in drills and exercises to test existing plans and procedures.
- G. All county and municipal agencies will maintain up-to-date contact lists with Mills County Emergency Management on essential personnel and resource typing information on their equipment. See ESF7.1 Mills County ESF Primary-Secondary Contact List.
- H. All primary and support agencies shall coordinate efforts through the Incident Command System and assist in planning activities to maintain or reestablish communication capabilities.
- I. Primary and support agencies will participate in post-disaster briefings and development of an After Action Report.

III. CONCEPT OF OPERATIONS

- A. General
 1. 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 because of existing conditions at the time of the emergency or disaster.

2. State or federal sources may provide temporary emergency communications assistance before or during an emergency or disaster.
3. Requests for external communications resources are processed through the EOC.
4. The Emergency Alert System (EAS) operates through local radio, television stations and cable systems and is intended to provide jurisdictions with the means to disseminate prompt alerting and warning information to the public. NOAA All Hazard radios can be used to augment the warning and information process. See ESF-2.e EAS Activation Procedures.
5. The E911 Communications Center will continue to receive and dispatch calls for service for life-threatening situations.
6. Generators provide backup emergency power for the E911 Communications Center and the EOC.
7. Various vendors specific to the communications services and equipment in Mills County provide maintenance and emergency repair service on 24/7 availability to the E911 Communications Center as well as for county owned or maintained communications facilities and equipment. Emergency contacts for these vendors shall be identified and updated frequently by the E911 Communications Center.
8. Mills County GIS/IT and private sector vendors provide maintenance and emergency repair for county-owned computer equipment, Internet connectivity and telephone lines.
9. The communications and warning capabilities presently available in the County are noted in ESF 2.c Primary and Backup Communications Systems

B. Organization

1. The E911 Communications Center is located within the Mills County Courthouse in Glenwood. The County Communications Center functions as the countywide Public Safety Answering Point (PSAP) and provides dispatch services for law enforcement, fire, and emergency medical services.
2. The E911 Communications Center also serves as the initial communications, alert, and warning point for the Mills County Emergency Management Agency.
3. Once activated, the EOC also provides emergency communications. The EOC is located within the Mills County Courthouse in Glenwood.
4. In the event that the Mills County Courthouse is not operational for communications and warning operations, emergency communications will be provided at the Alternate EOC, within the Glenwood Police Department.

C. Procedures

1. When emergency management officials are alerted to a hazardous event that could lead to or has resulted in an emergency or disaster, the EOC will activate at 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.
 2. Monitoring will consist of the collection, display, and evaluation of relevant information, release of appropriate public information advisories, and discussion with response agencies and organizations.
 3. When the public must take action to prepare or protect themselves, the local warning systems will activate as time and resources allow. Warning could take the form of one or more of the following:
 - a. Activation of the EAS.
 - b. Activation of the CodeRED® Emergency Notification System.
 - c. Activation of Calling Trees.
 - d. Activation of volunteer resources.
 - e. Providing local warning information to local media using the process defined in ESF-15 Public Information.
 - f. Posting of traffic signs. (If required, County Engineer's Office, local Public Works Offices and/or Iowa Department of Transportation will be notified to support this requirement using ESF-3, Public Works).
 - g. Other mechanisms as appropriate.
- D. Phases of Emergency Management
1. Mitigation Activities
 - a. Enhance communications system interoperability, redundancy, and long-term backup power capacity in public safety communications systems.
 - b. Coordinate the efforts of both the public and private sectors to harden the physical security of communications and warning infrastructure.
 2. Preparedness Activities
 - a. Develop and maintain mutual aid agreements and agreements with private and non-profit organizations which may assist in the county communications function and operation during an emergency.
 - b. Identify communications facilities, equipment, personnel, and training needs that could be made available to support response and recovery efforts.
 - c. Maintain a list of mobile communication assets available to deploy into an affected area using a resource typing process. See ESF-2.b Mobile Communications Assets.
 - d. Encourage and promote interoperability planning among all communications providers and users.
 - e. Conduct regularly scheduled communications and siren tests and drills with the county communications center and other designated

emergency communications support facilities to ensure operational readiness and procedural familiarity.

- f. Conduct regular checks of all communications, emergency power generators, and equipment and systems in the EOC and the E911 Communications Center.
 - g. Utilize EOC communications and equipment as an integral part of all communications and warning systems in exercises and in EOC participation.
3. Response Activities
- a. Receive and disseminate warning information countywide.
 - b. Coordinate communications support to primary and support agencies, other governmental agencies, private communications providers, and volunteers as required.
 - c. Determine what assets are available and currently not in use.
 - d. Incident command will evaluate communications requirements and shortfalls, and then inform the EOC. Included should also be the anticipated length of the requirement.
 - e. Prioritize the deployment of services and equipment based on available resources and critical needs.
 - f. Coordinate the acquisition and deployment of communications and warning equipment, personnel, and resources to establish temporary communications capabilities within the affected area.
 - g. Compile communication and warning system damage information obtained from assessment teams, the communications industry, emergency management and other agencies. Report this information to the EOC.
 - h. Assess the need for and obtain communications industry support as required.
 - i. Maintain a continuous communications capability at the EOC and the E911 Communications Center as the county PSAP for emergency reporting.
 - j. Coordinate with cellular companies and mobile/portable radio companies for the availability and priority use service of equipment within the impacted area.

4. Recovery Activities
 - a. 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.
 - b. Private resources may also be considered for availability and effectiveness. Availability, operational condition, and duration of need must be considered. Evaluate the logistical requirements necessary to obtain critically needed equipment.
 - c. Plan and prepare the communication systems to support the establishment of staging areas, distribution sites, a Joint Information Center (JIC), and other recovery facilities and deployment of emergency workers in the impacted area.
 - d. Coordinate with local agencies to establish recovery communications operations, as appropriate.

IV. RESPONSIBILITIES

- A. All Primary Agencies
 1. Provide liaison to the EOC as requested.
 2. Identify and coordinate the critical communication systems and report status through their communications liaison.
 3. Return activities to normal levels as soon as possible following the emergency or disaster, unless involved with recovery.
 4. Implement internal emergency operations plans.
 5. Collectively develop a disaster recovery plan that addresses the long-term restoration and continuity of communications services and facilities following an emergency or disaster.
- B. E911 Communications Center
 1. The Communications Center is operated as an independent agency under the provisions of Iowa Code 28E and in coordination with the Emergency Management Agency. It shall conduct tests and exercises of the available communications and warning systems in the county.
 2. Develop and maintain appropriate plans and procedures to ensure, to the greatest extent practicable, the integrity of emergency communications systems.
 3. Develop and maintain procedures to share disaster related information with Incident Command and the EOC.
 4. Assist with the dissemination of information and warnings from Incident Command and the EOC.

5. Disseminate information on road closures with city and county agencies and IDOT.
 6. Issue EAS messages as directed by authorized officials, when requested.
 7. During times of disaster, provide input on the restoration of key communications networks needed for response and recovery activities.
 8. Develop and maintain appropriate plans and procedures to ensure, to the greatest extent practicable, the integrity of the countywide public safety radio system.
 9. Develop and maintain procedures to share disaster related information with Incident Command and the EOC.
 10. During times of disaster, assess and provide status on county radio systems damage and provide input on the restoration of key communications networks needed for response and recovery activities.
 11. Maintain a current inventory of communication systems and facilities critical to the public safety radio systems and file inventory with the EOC.
- C. Emergency Management Agency
1. Coordinate tests and exercises of the communications and warning systems.
 2. Develop EOC procedures for gathering, displaying, and evaluating relevant information.
 3. Develop and maintain appropriate notification lists and procedures for activating information and warning systems.
 4. Coordinate public information and warnings with local jurisdictions and surrounding counties as appropriate through an assigned Public Information Officer (PIO).
 5. Maintain the EOC in a configuration that supports the warning systems and efficient and effective communications.
 6. Include communications and warning as part of countywide emergency management training.
 7. Issue local media advisories using the processes defined in ESF-15 Public Information. These will be based on knowledge of local effects, information about critical infrastructure, and information received from field personnel.
 8. Manage, implement and operate redundant communications equipment and resources (cache radios, independent systems, amateur radio resources, etc.) for use in times where appropriate.
- D. Local Public Safety Agencies (Fire / EMS / Law Enforcement)

1. Develop and maintain procedures to share disaster related information with Incident Command and the EOC.
 2. Assist with the dissemination of information and warnings as requested by Incident Command and the EOC.
 3. Develop and maintain procedures to provide warning to residents within their jurisdiction.
 4. Assist Local emergency Management and Public Health Agencies in the development of appropriate notification lists and procedures for elected officials and special populations such as the disabled, elderly and infirmed, schools, day care centers, and nursing homes per agency policy.
 5. Inform emergency management of personnel changes in command and general staff.
- E. Information Technology / Management and Support Services
(County, Municipal or Contracted)
1. Develop and maintain appropriate plans and procedures to ensure, to the greatest extent practicable, the integrity of the EOC telephone and voicemail systems, internet access, and the county local area network.
 2. Develop and maintain the means to expeditiously post warning information on the county's website when requested by the PIO or EOC.
 3. Develop and maintain procedures to share disaster related information when requested by the PIO or EOC.
 4. Assist with the dissemination of information and warnings as requested by Mills County EMA.
 5. Coordinate to participate in periodic exercises of disaster recovery business resumption plans and restoration of information systems.
 6. In coordination with Mills County EMA and the E911 Communications Center, conduct tests and participate in exercises on communications and warning services.
 7. During times of disaster, assess and provide status on computer systems, networks, paging services, voicemail, and telephone service damage and provide input to Incident Command and the County EOC on the restoration of key communications networks needed for response and recovery.
 8. Maintain an inventory of agency communication capabilities and resources, noting availability and response criteria.
- F. Amateur Radio (ARES/RACES)
1. Participate in statewide network of amateur radio operators and equipment.

2. Provide emergency communications, to the extent practicable, at the Incident Command Post, EOC, assembly areas, staging areas, and shelters when requested by the EOC.
 3. During times of disaster, verify the condition of amateur equipment and report through an activated net and the EOC.
 4. Support, as requested, through the EOC.
- G. Other Supporting Agencies
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. Provide technical support and repair/replacement of communications systems to the extent possible.
 3. Prepare and maintain respective agency's plans, SOPs, and call lists.
 4. Develop plans to establish and maintain communication links between EOC and field operations based on the respective agency's capabilities.
 5. Identify critical communications equipment and personnel to ensure the respective agency's primary responsibilities are met.
 6. Identify non-critical communications assets that could be used to support response and recovery operations.
 7. Assist in developing a countywide phased plan for the use of the respective agency's non-critical assets to allocate personnel, equipment, and duration of assistance.
 8. Work with other agencies to develop and maintain NIMS compliant resource typing and common frequencies. See ESF7.3 Mills County EMA Credentialing System and ESF2.c Primary and Back-up Communications Systems.
 9. Work with other agencies to develop common communications protocols and terminology.
 10. Provide the respective agency representation to the activated EOC when requested.

V. ATTACHMENTS

ESF 2.a	Emergency Response Checklist - Communications
ESF 2.b	Mills County EMA - Mobile Communications Assets
ESF 2.c	Primary and Back-up Communications Systems
ESF 2.d	Emergency Notification Procedures (Fire, EMS, Severe Weather)
ESF 2.e	EAS Activation Procedures
ESF 2.f	CodeRED® Information

**ESF Attachment 2.a
Emergency Response Checklist – Communications**

Emergency Response Checklist – Communications	
Emergency Management Phase	Actions
<p><u>Mitigation</u> Activities designed to prevent or lessen the effects of a hazard.</p>	<p>___ When practical, protect infrastructure against lightning strikes and electromagnetic pulse (EMP) effects.</p> <p>___ Ensure methods are in place to protect Communication’s equipment, including cyber and telecommunications resources.</p>
<p><u>Preparedness</u> Activities designed to improve Readiness capabilities.</p>	<p>___ Ensure alternate or backup communications systems are available.</p> <p>___ Coordinate common communications procedures.</p> <p>___ Develop and test emergency procedures.</p> <p>___ Develop mutual aid agreements.</p> <p>___ Develop and/or review procedures for the crisis augmentation of resources.</p> <p>___ Review departmental Standard Operating Procedures and maintain personnel call up lists.</p> <p>___ Participate in Emergency Management training and exercises.</p> <p>___ Develop and maintain a communications resource inventory.</p>
<p><u>Response</u> Activities designed to save lives, protect property and contain the effects of an event.</p>	<p>___ Maintain existing equipment and follow established procedures for communicating with organization personnel performing field operations.</p> <p>___ Implement procedure to inspect and protect communications equipment.</p>

	<p>___ Make arrangements to ensure emergency Communication’s equipment can be repaired on a 24-hour basis.</p> <p>___ Keep the EOC informed of field operations at all times and maintain a communications links with the EOC.</p>
<p style="text-align: center;"><u>Recovery</u> Activities designed to ensure continued public safety and return the community to pre-disaster levels.</p>	<p>___ Continue to perform tasks necessary to expedite restoration and recovery operations.</p> <p>___ Gradually revert assignments and personnel requirements to normal.</p> <p>___ Evaluate response, and make necessary changes in this ESF Annex to improve future operations.</p> <p>___ Phase down operations, as appropriate.</p> <p>___ Clean, repair, and perform maintenance on all equipment before returning to normal operations or storage.</p> <p>___ Participate in after action reports and meetings as requested.</p>

ESF Attachment 2.b
Mobile Communications Assets

Nomenclature (Item):	Qty:	Model #:	Location:
Radio - Mobile - VHF - Amateur - Kenwood	1	D700A	EMA Office
Radio - Mobile - VHF - Motorola	1	XPR4550	EMA Office
Radio - SAME - Radio Shack	1	12-519	EMA Office
Radio - VHF - Mobile - Motorola	1	XPR4550	Suburban
Radio - VHF - Mobile - Motorola	1	PM1500	Suburban
Radio - VHF - Mobile - Kenwood	1	D700	Suburban
Radio - Marine - Mobile - Icom	1	IC-M302	Suburban
Radio - 800Mhz - Mobile - Macom	1	M7100	Suburban
Radio - Handheld - 800 - MaCom	1	P7100	Suburban
Radio - Handheld - VHF - Motorola #01LH	1	XPR6550	Suburban
Radio - Handheld - VHF - Motorola #02LH	1	XPR6550	Suburban
Radio - Pager - Motorola	1	Minitor 5	Suburban
Radio - Handheld - VHF - Icom w/ Charger	1	IC-W32A	Suburban
Radio - Handheld - VHF - Icom w/ Charger	1	IC-W32A	Suburban
Radio - Handheld - VHF - Motorola - Full Keypad	1	HT1250	Suburban
Radio - Handheld - VHF - Motorola #06	1	XPR6550	Suburban
VHF Radio - CDM1250	1	CDM1250	MassCas V
Radio - Mobile - VHF - Motorola	1	Trbo XPR4550	Rehab Vehicle
Pager System	1	Motorola CM300 Zetron pager	SpEquipRoom
Radio - Mobile - VHF - Kenwood	1	D700	EOC-Primary
Radio - Mobile - VHF - Kenwood	1	D700	EOC-Primary
Radio - Mobile - VHF - Motorola	1	XPR4550	EOC-Primary
Radio - Mobile - 220Mhz - Kenwood	1	TM331A	EOC-Primary
Radio - Base - VHF - Motorola - Command Plus	1	L1679A	EOC-Primary
Radio - Base - 800Mhz - MaCom	1	M7100	EOC-Primary
Radio - Base - 800Mhz - MaCom	1	510M	EOC-Primary
Radio - 800 Mhz - Macom	1	M7100	EOC-Alternate
Radio - Encoder - Federal Signal	1	I-H	SpEquipRoom
Networking - Raytheon NXU-2A	1		SpEquipRoom

Radio - Mobile - Interface - ACU-M Radio Unit	1	F7KP6P22XKMZ20000F	SpEquipRoom
Radio - Mobile - VHF - Motorola on Battery Pack	1	CDM1250	SpEquipRoom
Radio - Mobile - VHF - Motorola	1	CDM1250	SpEquipRoom
Radio - Mobile - VHF - Motorola	1	CDM1250	SpEquipRoom
Radio - Mobile - VHF - Motorola	1	CDM1250	SpEquipRoom
Radio - Mobile - VHF - Motorola	1	CM300	SpEquipRoom
Radio - Mobile - VHF - Motorola	1	M1225	SpEquipRoom
Radio - Mobile - VHF - Motorola	1	M1225	SpEquipRoom
Radio - Mobile - Amateur - Kenwood	1	D700	SpEquipRoom
Radio - Mobile - Amateur	1	D700	SpEquipRoom
Radio - Mobile - Amateur	1	D700	SpEquipRoom
Radio - Mobile - Amateur - Kenwood	1	TK-6110	SpEquipRoom
Radio - Handheld - 800 - MaCom	1	P7100	SpEquipRoom
Radio - Handheld - VHF - Motorola #03	1	XPR6550	Adam W.
Radio - Handheld - VHF - Motorola #04	1	XPR6550	SpEquipRoom
Radio - Handheld - VHF - Motorola #05	1	XPR6550	SpEquipRoom
Radio - Handheld - VHF - Motorola #07	1	XPR6550	SpEquipRoom
Radio - Handheld - VHF - Motorola #08	1	XPR6550	SpEquipRoom
Radio - Handheld - VHF - Motorola #09	1	XPR6550	SpEquipRoom
Radio - Handheld - VHF - Motorola #10	1	XPR6550	SpEquipRoom
Radio - Handheld - VHF - Motorola #11	1	XPR6550	SpEquipRoom
Radio - Handheld - VHF - Motorola #12	1	XPR6550	SpEquipRoom
Radio - Handheld - VHF - Motorola #13	1	XPR6550	SpEquipRoom
Radio - Handheld - VHF - Icom w/ Charger BC144	1	IC-V8	SpEquipRoom
Radio - Handheld - VHF - Icom w/ Charger BC144	1	IC-V8	SpEquipRoom
Radio - Handheld - VHF - Icom w/ Charger BC152	1	IC-F50	SpEquipRoom
Radio - Handheld - VHF - Icom w/ Charger BC146	1	IC-V82	SpEquipRoom
Radio - Handheld - VHF - Icom w/ Charger BC146	1	IC-V82	SpEquipRoom
Radio - Handheld - VHF - Icom w/ Charger BC119N	1	IC-V82	SpEquipRoom
Radio - Handheld - VHF - Icom w/ Charger BC146	1	IC-F30GT	SpEquipRoom
Radio - Handheld - VHF - Icom w/ Charger BC144	1	IC-F30GT	SpEquipRoom
Radio - Handheld - VHF - Icom w/ Charger	1	IC-W32A	SpEquipRoom

Radio - Pager - VHF - Motorola	1	Minitor 5	SpEquipRoom
Radio - Pager - VHF - Motorola	1	Minitor 5	SpEquipRoom
Radio - Pager - VHF - Motorola	1	Minitor 5	SpEquipRoom
Radio - Pager - VHF - Motorola	1	Minitor 5	SpEquipRoom
Radio - Pager - VHF - Motorola	1	Minitor 5	SpEquipRoom
Radio - Pager - VHF - Motorola	1	Minitor 5	SpEquipRoom
Radio - Pager - VHF - Motorola	1	Minitor 5	SpEquipRoom
Radio - Pager - VHF - Motorola	1	Minitor 5	SpEquipRoom
Radio - Pager - VHF - Motorola	1	Minitor 5	SpEquipRoom

ESF Attachment 2.c Primary and Back-up Communications Systems

Primary and Backup Communication Systems

The primary communications center is located within the Mills County Courthouse. It was upgraded in 2012 when a new addition was built. It has 3 call taking stations, fully functional and identical. There is room for expansion to a 4th station if needed in the future. The Mills County Communications Center has large battery backup, with generator backup as well.

It includes a small kitchen, a restroom, and area for lockers. There are 2 entry doors, managed by key fob or unlocked via the call station. The area is rated to sustain an EF3 Tornadoic storm.

Mills County E911 has 2 landline E-911 trunk lines and 2 cell E-911 trunk lines. If Mills County were to lose 911 services, all calls would be routed to the Pottawattamie County PSAP. Mills County E911 has five 5 administrative phone lines to answer incoming non-emergency calls, 4 of those able to be 911 rollover lines.

The following channels and frequencies are monitored by the Mills County Communications Center on a 24/7 basis:

- 1) **OPS 1 Repeater:** Main operating channel for Glenwood PD and Mills County Sheriff's Department.
TX: 159.300 PL 118.8 RX: 151.295 PL 118.8
- 2) **OPS 2:** Secondary operating channel for Glenwood PD and Mills County Sheriff's Department, used mostly during emergency or high traffic situations.
TX/RX: 155.190 No PL
- 3) **INFO:** Mills County Indoor Warning System, and used by Glenwood PD and Mills County Sheriff's Office, mostly during emergency or high traffic situations.
TX: 155.910 PL 167.9 RX: 155.610 No PL
- 4) **GWD LEA:** Iowa State Patrol – Law Enforcement Agency Repeater. Monitored by Law Enforcement throughout SW Iowa for bulletins and multi-agency use.
TX: 154.890 PL 192.8 RX: 155.685 PL 192.8
- 5) **Mutual Aid:** Used for contacting outside agencies on mobile to mobile or mobile to portable.
TX/RX: 155.475 No PL
- 6) **Point-to-Point:** Used for base to base transmissions.
TX/RX: 155.370 No PL
- 7) **Mills EMA Repeater (EMA65):** Main operating channel for Emergency Management. Secondary channel for First Responders/ARES use.
TX: 155.295 PL 192.8 RX: 151.055 PL 192.8

8) Fire Simplex - Glenwood Tower:

Main operating channel for Glenwood and Pacific Junction Fire and Rescue, as well as Malvern Fire and Malvern Rescue in certain areas.

TX: 154.250 No PL RX: 154.250 No PL

9) County Fire - Hastings Tower Repeater:

Main operating channel for Emerson and Henderson Fire and Rescue, as well as Malvern Fire and Malvern Rescue in certain areas.

TX: 153.830 PL 67.0 RX: 154.250 No PL

10) County Fire - Mineola Tower Repeater:

Main operating channel for Silver City and Oak Township Fire and Rescue.

TX: 158.835 DPL 114 RX: 154.250 DPL 114

11) County Fire – Glenwood Tower Repeater:

Main operating channel for Pacific Junction and Glenwood Fire and Rescue and Malvern Fire and Rescue in certain areas

TX: 154.250 DPL 114 RX: 159.0375 DPL 114

12) Local EMS: Secondary channel for local EMS operations, and as well as Mills Fire Ground 2.

TX/RX: 155.235 No PL

14) MCOMM: Repeater for use as a backup communications system.

TX: 159.000 DPL 114 RX: 154.385 DPL 114

Other frequencies able to be monitored include:**15) Mills Fire Ground 1:** Ground Operations channel to be used for on-scene operations, regarding structure fires, Wildland fires, technical rescues, and other extended-time scenes.

TX/RX: 153.965 No PL

16) Iowa Channel: Mobile and Portable frequency used between various mutual aid response agencies throughout Iowa, including Fire / EMS / Local Law / Iowa State Patrol / DNR / DOT and other agencies.

TX/RX: 151.475 PL 167.9

17) Mills County Secondary Roads Repeater:

Main operating channel for the Mills County Engineer / Secondary Roads.

TX: 155.940 DPL 431 RX: 151.460 DPL 431

18) Glenwood Community Schools Repeater:

Main operating channel for the Glenwood Community School District.

TX: 157.665 Digital RX: 152.405 Digital

19) Nationwide VCALL 10: TX/RX: 155.7525 PL 156.7**20) Nationwide VTAC 11:** TX/RX: 151.1375 PL 156.7

- 21) **Nationwide VTAC 12:** TX/RX: 154.4525 PL 156.7
- 22) **Nationwide VTAC 13:** TX/RX: 158.7375 PL 156.7
- 23) **Fremont County Ops:** TX: 156.030 PL 136.5 RX: 158.790 PL 136.5
- 24) **Fremont County Fire:** TX/RX: 154.160 PL 136.5
- 25) **Montgomery County Ops:** TX/RX: 151.280 No PL
- 26) **Montgomery County Fire:** TX/RX: 154.310 No PL
- 27) **Iowa State Patrol – DPS 3:** RX Only: 155.655 PL 192.8

The back-up communications center is located within the Glenwood Police Department. It is equipped with an 8 channel radio base, limited phone service, and has no connection to the Iowa State Teletype System. The Mills County E911 Joint Service Board is working on a project to continue updating the back-up site. This would be utilized in short term emergency situations. A second back-up site was installed at the Mills County (Primary) Emergency Operations Center in July of 2006. This site has a twelve (12) channel radio base that can page all required public safety/defense agencies in Mills County. Cabling for E911 phone lines, CAD, and emergency recall pagers has been installed, tested and remains functional.

Other Communication Resources:

- 1) Iowa System (Teletype): Technology used to send and receive teletype messages between other agencies and receive weather information from NWS.
- 2) Emergency Alert System (EAS): Managed by the National Weather Service and NOAA, allows ability to broadcast urgent information via television, radio, All Hazards Radio Network, and the Iowa System.
- 3) Iowa Communications Network (ICN): Mills County locations include Glenwood and East Mills Schools sites. Also, capability exists at Glenwood Resource Center.
- 4) Mills County SKYWARN Network: Amateur Radio Operators trained to watch for developing weather systems and report their sightings to the EOC or through a Formal Net. Volunteers are ARES and RACES qualified to act with emergency communications during response/recovery phases of a disaster.
- 5) Mills County Indoor Warning System: One-way communication providing routine/emergency information to schools, nursing homes, towns, businesses and emergency management personnel.
- 6) Outdoor Warning Sirens: One- way communication that alerts citizens, while outside, that there is danger and to seek further information from TV/Radio/All Hazards Radio Network.
- 7) CodeRED® Emergency Notification System: Serves as an emergency notification system via telephone to the public and businesses throughout the county. Examples of use include External Disaster Event - Fire, Evacuation, Mass Casualty Event (plane

crash, train wreck, bus wreck), Hazmat / Decon Event, or Maintenance Issue (no water, no power, 911 phones inoperable, boil water alert, etc).

ESF Attachment 2.d
Emergency Notification Procedures (Fire, EMS, Severe Weather)

WEATHER SIRENS, FIRE & EMS SIREN TESTING

ISSUE DATE: April 7, 2009 REVISED DATE: April 7, 2010

UPDATED: June 22, 2010

Public Notification and Weather Siren Test

The following weather siren systems shall be tested on the **FIRST SATURDAY** of every month.

- Emerson
- Glenwood
- Hastings
- Henderson
- Malvern
- Mineola
- Pacific junction
- Silver City

The test shall begin at 10:00 AM, and be done before 10:30 AM. The County Fire channel shall be used for the testing and the **TORNWAR** button will be utilized for the siren testing. Any department that advises their siren is not working should contact their vendor directly for repairs. If you are unable to complete the test, the reason needs to communicate to the Director of Communications. Each city is in charge of their own siren maintenance. If there is a problem with a siren you will need to make contact with the following individuals:

- Glenwood - Perry Cook, on his cell phone 520-0845, if not available contact the on call city street department person. When someone is contacted they will wait approximately 10 minutes before responding to allow the siren to cycle and then quiet.

- All other towns you will contact the fire chiefs, their names and numbers can be found in the white binders under the fire and rescue tab, Mills County Key Officials.

**** CAD NOTIFICATION ****

The CAD Notification will be tested on the **FIRST SATURDAY** of every month between 10:00 AM and 10:30 AM. If the notification does not go through, send an email to the Director of Communications if there is a problem.

The Steps will be, on the **STATUS MONITOR**, located the **PAGE** Button that is located on the left side of the screen (above the Exit button), press that button and it will bring up a **SEND PAGE** Screen, in the **TO** Field, double-click and will bring up all of the Notification devices that are in there, select the **@ALL PAGER/PHONE TES**, in the **PAGE TEXT** Field, place the following:

“This is a Test of the CAD System Notification System.”

**** FIRE AND EMERGENCY MEDICAL SERVICE PAGER TESTING ****

All fire department pagers will be tested on **Tuesday, Thursday, and Saturday** between the hours of 1830 and 1900.

The Telecommunications Operator shall select proper group number, activate and broadcast that the pagers are being activated for test purposes only by stating the following:

“This is the evening test call for all Mills County Fire and Rescue personnel this is only a test WRG559 (Give time)”

In addition, the Telecommunications Operator shall relay any pertinent information at the end of the test (i.e. road closings, meetings scheduled, hospital closings and Homeland Security status). Special announcements can be on any evening that is requested by the department making the request. If test calls are not done before 1900 they will not be done.

**** INDOOR WARNING TEST PROCEDURES ****

Every Monday at 10am there will be a test of the Mills County indoor warning system. On the rotating resource you will find a clip board with the test message to be given after setting off the CD tones which reads as”**This is a test of the Mills County indoor warning system, All stations acknowledge a satisfactory test as previously briefed test complete.**” To sound the proper tones you will:

1. Go to test paging on the radio console.
2. Pull up GROUP.
3. “Highlight” CD Test.
4. Send page.
5. Once the tones have finished sounding the message will be read.
6. Initial the clip board on the appropriate date.
7. Leave for Emergency Manager.

**** NATIONAL ALERT WARNING & ATTACK SYSTEM (NAWAS) ****

SECTION 1. DEFINITION

NAWAS, a special purpose telephone system, forms a major portion of the National Civil Defense Warning System. NAWAS provides the capability for selective dissemination of warning and emergency information nationwide, within Federal Emergency Management Agency (FEMA) Regional Areas, and within State-wide areas.

SECTION 2. SEVERE WEATHER WATCHES AND WARNINGS

A. The preparation and issuance of severe weather forecasts and severe weather warnings are responsibilities of the National Weather Service. These warnings are issued for tornadoes, severe storms, damaging winds, flash floods, and hurricanes.

B. Detailed plans must be established specifying sources of forecasts and warning, points to be advised, and procedures to be followed at each point in the Warning System. Severe weather forecasts and/or warnings relayed over the Civil Defense Warning System will also be transmitted through other facilities.

The use of the Warning System is merely a service to the National Weather Service in further disseminating Official Weather Watch bulletins and/or warnings. One weather station in each state will be designated to coordinate Weather Activities with the State Warning Point. The weather station in Des Moines and Omaha shall be used for Nebraska and Iowa weather.

Our contact point is National Weather Service Omaha 800-362-2118 - **DO NOT GIVE THIS NUMBER OUT TO THE PUBLIC**

C. While it may be necessary to shorten the message, any watch and/or warning for a given area will be limited to the wording of the originating Weather Forecast Office and will be identified as a Weather Watch or a Weather Warning. No evaluation or interpretation of the message will be made. This will ensure coordination and eliminate the possibility of conflicting warnings.

**** SEVERE LOCAL STORM DEFINITIONS ******SECTION 1 - SEVERE LOCAL STORMS**

Severe local storms may include tornadoes and severe thunderstorms which are accompanied by very strong winds (exceeding 58 miles per hour) or large hail (3/4 inch or larger). Heavy rainfall and dangerous lightning may also be associated with these storms. The National Weather Service guidelines for reporting are as follows:

Hail Size Estimates Wind Speed Estimates

Pea 1/4" 30-40 mph: whole trees in motion

Penny 3/4" 40-45 mph: breaks twigs and small branches;

Quarter 1" impedes walking.

Half Dollar 1 1/4" 45-57 mph: Larger branches or weak limbs break;

Golfball 1 3/4" slight structural damage.

Tennis Ball 2 1/2" 58-72 mph: Severe T-storm Warning criteria. Peels

Baseball 2 3/4" surface off roofs, damage to garage doors;

Grapefruit 4" windows broken.

SECTION 2 - OFFICIAL SOURCE

A. National Weather Service (NWS), including the National Severe Storms Forecast Center (NSSFC) and NOAA Weather Radio.

B. Information and NWS bulletins received over the NAWAS or the Iowa System.

C. Any general area law enforcement official, officer, or deputy.

D. Other officials include, Emergency Management, Skywarn personnel and fire departments that activate for weather spotting.

E. Commercial radio stations and television channels (3-4-6-7-14) when broadcasting official bulletins from the NWS, including NSSFC.

SECTION 3 - LOCAL AREA

The local area is defined as all towns and cities located within Mills County.

This includes Silver City, Henderson, Emerson, Hastings, Malvern, Pacific Junction, Mineola, northern section of Tabor and the City of Glenwood.

SECTION 4. COUNTY DIVIDING LINES

Sirens will be blown as per the weather directive. As a result, it is important to keep in mind that Highway 34 is the North and South dividing line of Mills County and 315th Street is the East and West dividing line of Mills County.

Northern Mills County includes the towns of Glenwood, Mineola, Silver City, and Henderson.

Southern Mills County includes the towns of Pacific Junction, Malvern, Hastings, and Emerson.

Eastern Mills County includes the towns of Malvern, Hastings, Emerson and Henderson.

Western Mills County includes the towns of Glenwood, Pacific Junction, Mineola and Silver City.

**** THUNDERSTORM WATCH PROCEDURES ******CAD SYSTEM ENTRY**

1. In the CALL TAKER Screen:

LOCATION = **MILLS COUNTY**

CALL TYPE = **SVRTHWAT**

REMARK = Place the IOWA Weather Info in the Remark's

Save and then **Dispatch the call to COMM.** (This is VERY IMPORTANT, as this is the step that sends the Automatic Notification).

BROADCAST PROCEDURES

When a severe Thunderstorm Watch is received from the National Weather Service, the following actions will be taken:

1. Simulcast the Severe Thunderstorm Watch on Operations and County Fire.

**** THUNDERSTORM WARNING PROCEDURES ******CAD SYSTEM ENTRY**

1. In the CALL TAKER Screen:

LOCATION = **MILLS COUNTY**

CALL TYPE = **SVRTHWAR**

REMARK = Place the IOWA Weather Info in the Remark's

Save and then **Dispatch the call to COMM.** (This is VERY IMPORTANT, as this is the step that sends the Automatic Notification).

When a severe Thunderstorm Warning is received from the National Weather Service or other official sources which involves the entire Mills County Indoor Warning area or a portion thereof, the following actions will be taken:

BROADCAST PROCEDURES**INDOOR WARNING SYSTEM**

1. Notify the entire Mills County Indoor Warning area or appropriate district by selecting the appropriate paging groups, activate the page and broadcast the essence (type of severe weather conditions and inclusive times) of the Severe Weather bulletin.

GROUP 5

CD 51

CD 53 Glenwood Resource Center

Glenwood Community School District

Glen Haven Nursing Home

Lynnwood Estates
Glenwood City Hall
Glenwood Pollution Control
Glenwood Water Department
CD 54 Mills County Emergency Management Coordinator
East Mills School District
Glenwood Fire and Rescue Pagers
Oak Township Fire and First Responders Pagers
Pacific Junction Fire and Rescue Pagers
Malvern Fire & Rescue
Hastings Fire Pagers 8

GROUP 7

Emerson Fire and First Responders Pagers
Henderson Fire and First Responders Pagers
Silver City Fire and Rescue Pagers

** Keep in mind that each group is paged on a different channel so the information must be given once to each group

2. Notify all on-duty law enforcement officers of the weather directive.
3. Notify the Mills County Sheriff's office, GPD and Jail by intercom.
4. Notify the following by telephone:
 - a. Mills County Auditor – (during business hours only)

THUNDERSTORM WARNING MESSAGE

The following is an example of a thunderstorm warning message. The Telecommunications Operator on duty shall have the authority to broadcast the message in accordance with the situation at hand. A cancellation message is not necessary, message gives the expiration time. However if it is cancelled early a cancellation message is necessary.

“This is the Mills County Communication Center with an emergency message. A THUNDERSTORM WARNING has been issued for (location) until (time) . Repeat. A THUNDERSTORM WARNING has been issued for (location) until. (time) . Mills County Clear at (Time).

**** TORNADO WATCH PROCEDURES ****

CAD SYSTEM ENTRY

1. In the CALL TAKER Screen:

LOCATION = **MILLS COUNTY**
CALL TYPE = **TORNWATC**
REMARK = Place the IOWA Weather Info in the Remark's

Save and then **Dispatch the call to COMM.** (This is **VERY IMPORTANT**, as this is the step that sends the Automatic Notification).

When a severe Thunderstorm Warning is received from the National Weather Service or other official sources which involves the entire Mills County Indoor Warning area or a portion thereof, the following actions will be taken:

BROADCAST PROCEDURES

INDOOR WARNING SYSTEM

1. Notify the entire Mills County Indoor Warning area or appropriate district by selecting the appropriate paging groups, activate the page and broadcast the essence (type of severe weather conditions and inclusive times) of the Severe Weather bulletin.

1. Notify the entire Mills County Indoor Warning area or appropriate district by selecting the appropriate paging groups, activate the page and broadcast the essence (type of weather conditions and inclusive times) of the Weather bulletin.

GROUP 5

CD 51
 CD 52 Park Place
 CD 53 Glenwood Resource Center
 Glenwood Community School District
 Glen Haven Nursing Home
 Glenwood City Hall
 Glenwood Pollution Control
 Glenwood Water Department
 CD 54 Mills County Emergency Management Coordinator
 East Mills School District
 Glenwood Fire and Rescue Pagors
 Oak Township Fire and First Responders Pagors
 Pacific Junction Fire and Rescue Pagors
 Hastings Fire Pagors
 Malvern Fire and Rescue Pagors

GROUP 7

Emerson Fire and First Responders Pagors
 Henderson Fire and First Responders Pagors
 Silver City Fire & Rescue

** Keep in mind that each group is paged on a different channel so the information must be given once to each group

2. Notify all on-duty law enforcement officers of the weather directive.
3. Notify the Mills County Sheriff's office, GPD and Jail by intercom announcing the weather watch.
4. Notify the following by telephone:
 - a. Mills County Auditor - (during day only)

TORNADO WATCH MESSAGE

The following is an example of a tornado watch message. The Telecommunications

Operator on duty shall have the authority to broadcast the message in accordance with the situation at hand. A cancellation message is not necessary, if the watch is allowed to expire. Unless it is cancelled then a message is necessary.

“This is the Mills County Communication Center with an emergency message. A tornado watch has been issued for Mills County until (time). Repeat a Tornado Watch has been issued for Mills County until (time). Mills County Clear at (time).”

**** TORNADO WARNING PROCEDURES ****

CAD SYSTEM ENTRY

1. In the CALL TAKER Screen:

LOCATION = **MILLS COUNTY**

CALL TYPE = **TORNWARN**

REMARK = Place the IOWA Weather Info in the Remark's

Save and then **Dispatch the call to COMM.** (This is **VERY IMPORTANT**, as this is the step that sends the Automatic Notification).

BROADCAST PROCEDURE

When a Tornado Warning bulletin is received from the National Weather Service, the following actions will be taken:

OUTDOOR WARNING SYSTEM

1. Activate the sirens in the towns that are in the path or will be affected by the Tornado Warning as indicated by the IOWA System message.

INDOOR WARNING SYSTEM

2. Notify the entire Mills County Indoor Warning area or appropriate district by selecting the appropriate group, activate the page and broadcast the essence (type of weather conditions and inclusive times) of the Weather bulletin on the information channel.

GROUP 5

CD 51

CD 52 Park Place

CD 53 Glenwood Resource Center

Glenwood Community School District

Glen Haven Nursing Home

Glenwood City Hall

Glenwood Pollution Control

Glenwood Water Department

CD 54 Mills County Emergency Management Coordinator

East Mills School District 12

Glenwood Fire and Rescue Pagors

Oak Township Fire and First Responders Pagers
Pacific Junction Fire and Rescue Pagers
Malvern Fire and Rescue
Hastings Fire Pagers

GROUP 7

Emerson Fire and First Responders Pagers
Henderson Fire and First Responders Pagers
Silver City Fire & Rescue Pagers

** Keep in mind that each group is paged on a different channel so the information must be given once to each group

2. Notify all on-duty law enforcement officers of the weather directive.
3. Notify the Mills County Sheriff's office, GPD and Jail by intercom announcing the tornado warning.
4. Notify the following by telephone:
 - a. Mills County Courthouse Auditor - (during the day hours)

TORNADO WARNING MESSAGE

The following is an example of a tornado warning message. The Telecommunications Operator on duty shall have the authority to broadcast the message in accordance with the situation at hand.

“This is the Mills County Communication Center with an emergency message. A tornado warning has been issued for the (section or part) of Mills County until (time). Repeating a Tornado Warning has been issued for the (section or part) of Mills County until (time). (If applicable) A tornado has been sighted at (location) and is heading in the direction of (location). Mills County Clear at (time).”

ALL CLEAR MESSAGE

The All-Clear Message will now **only** be given on GROUP 5. The message can relate that their current warning has been allowed to expire.

**** FLOOD WATCHES AND WARNINGS ****

BROADCAST PROCEDURES

When a Flood Watch or Warning is received from the National Weather Service or other official sources which involves Mills County, the following actions will be taken:

1. Notify all on duty Law Enforcement personnel by radio.
2. Notify Emergency Management Coordinator.

ESF Attachment 2.e EAS Activation Procedures

The Federal Communications Commission (FCC) designed the Emergency Alert System (EAS) so officials can quickly send out important emergency information targeted to a specific area. After conducting extensive tests of competing technologies, the FCC ruled that the EAS would be a digital-based automated system and use coding protocols similar to NOAA Weather Radio (NWR) Specific Area Message Encoding (SAME). EAS sends out alerts not just to broadcast media but also to cable television, satellites, pagers, Direct Broadcast Satellite, High Definition Television, and Video Dial Tone. EAS also accounts for the needs of special populations such as the deaf and those with special language requirements. In 1996, EAS replaced the Emergency Broadcast System (EBS).

While NWR SAME is the National Weather Service's (NWS) primary entry into EAS, you can receive EAS messages via radio and TV stations and many other media. FCC rules also requires broadcasters to monitor at least two independent sources for emergency information, ensuring that emergency information is received and delivered to viewers and listeners.

The SAME code for Mills County is 019129. The 3 transmitter towers that broadcast information specific to Mills County include: Omaha KIH61 162.400 “Channel 1” at 1000 watts; Hancock KZZ52 162.525 “Channel 6” at 1000 watts; and Essex KZZ50 “Channel 7” at 300 watts. All Hazard Radios / Weather Radios, efficiently tuned to one of these stations, and with the correct SAME code, will alert for incidents in Mills County.

The following are Weather Related EAS Messages possible within Mills County, and are mostly triggered by current radar and forecasts from NWS staff.

Blizzard Warning
Flash Flood Watch
Flash Flood Warning
Flash Flood Statement
Flood Watch
Flood Warning
Flood Statement
High Wind Watch
High Wind Warning
Severe Thunderstorm Watch
Severe Thunderstorm Warning
Severe Weather Statement
Special Weather Statement
Tornado Watch
Tornado Warning
Winter Storm Watch
Winter Storm Warning

The following are Non-Weather Related EAS messages that either Mills County Emergency Management can request activation from NWS Omaha/Valley, or NWS staff may trigger if a respective incident has occurred near Mills County:

Emergency Action Notification
Emergency Action Termination
Child Abduction Emergency
Civil Danger Warning
Civil Emergency Message
Evacuation Immediate
Fire Warning
Hazardous Materials Warning
Law Enforcement Warning
Local Area Emergency
911 Telephone Outage Emergency
Nuclear Power Plant Warning
Radiological Hazard Warning
Shelter in Place Warning

*See ESF-2.f CodeRED for information regarding CodeRED Weather Warning.

**ESF Attachment 2.f
CodeRED® Activation Procedures**



*Mills County CodeRED
Mass Notification System
Basic Operational Summary
January 27, 2015*

Mills County Emergency Management has a subscription to a mass notification system called CodeRED. CodeRED is a high speed telephone service that delivers customized pre-recorded messages directly to landline phones, mobile phones, pagers, and smartphones of residents and visitors within Mills County. For the public to log in or create an account, go to www.millscoia.us/index.php/codered and follow prompts.

Those departments within Mills County that currently utilize the CodeRED system includes Mills County Public Health, Mills County Amateur Radio Emergency Services (ARES), Mills County E911 Communications, and Mills County Emergency Management.

Departments with a login and password can go onto the CodeRED Secure Website and set up notification preferences, create and initiate a call job, look at job statistics, and more. Some events that may necessitate this include, but are not limited to:

- External Disaster Event - Fire, Evacuation, Mass Casualty Event (plane crash, train wreck).
- Hazmat / Decon Incident
- Maintenance Issue (no water, no power, 911 phones inoperable, boil water alert, ect).
- Civil Emergency – a non-specific emergency activated by Mills County Emergency Management.
- Evacuation Templates for every Hazmat Tier II site, are located within ESF 10 Hazmat.



Mills County also subscribes to CodeRED Weather Warning. This is an opt-in only weather warning product that taps into the National Weather Service's Storm Based Warnings. CodeRED Weather Warning automatically alerts affected citizens in the forecasted path / polygon area, via the Emergency Alert System (EAS). Go to the above address to create an account or update your account.