

ANNEX B

COMMUNICATIONS



APPROVAL & IMPLEMENTATION

Annex B

Communications

This emergency management plan is hereby approved. This plan is effective immediately and supersedes all previous editions.

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RECORD OF CHANGES

Annex B

Communications

Change #	Date of Change	Entered By	Date Entered
001 Created	03/01/2010	Peggy Morales	03/03/2010
002 Annual Review	10/11/2010	Peggy Morales	10/28/2010
003 Annual Review	7/10/2012	Chris Morris	7/10/2012
4.0 Annual Review	02/03/2014	Peggy Morales	04/21/2014
5.0 Annual Review	10/2016	Kate Parsons/ Kevin Eagan	03/10/2017

TABLE OF CONTENTS

Annex B

Communications

I.	AUTHORITY	B-1
II.	PURPOSE.....	B-1
III.	EXPLANATION OF TERMS	B-1
IV.	SITUATION & ASSUMPTIONS	B-1
V.	CONCEPT OF OPERATIONS	B-2
VI.	ORGANIZATION & ASSIGNMENT OF RESPONSIBILITIES	B-5
VII.	DIRECTION & CONTROL.....	B-6
VIII.	READINESS LEVELS	B-8
IX.	ADMINISTRATION & SUPPORT.....	B-8
X.	DEVELOPMENT & MAINTENANCE.....	B-10
XI.	REFERENCES.....	B-10

SUPPORT DOCUMENTS

Support Document 1 UTA Communications Systems.....	SD-1
Support Document 2 Arlington Communications Network	SD-3
Support Document 3 Arlington Diagram & Table.....	SD-4
Support Document 4 Arlington EOC Telephone Directory.....	SD-5
Support Document 5 UTA Radio License.....	SD-6
Support Document 6 UTA Radio Channel Assignments.....	SD-7
Support Document 7 UTA Communication Response Checklists.....	SD-8

ANNEX B

COMMUNICATIONS

I. AUTHORITY

See Basic Plan, Section I

II. PURPOSE

This annex provides information about University of Texas at Arlington (UTA) communications equipment and capabilities available during emergency operations. Additional information for the interoperability and coordination with the City of Arlington (Arlington) is referenced.

III. EXPLANATION OF TERMS

A. Acronyms

Arlington	City of Arlington
EH&S	Environmental Health & Safety
EOC	Emergency Operations Center
ICS	Incident Command System
RACES	Radio Amateur Civil Emergency Service
TLETS	Texas Law Enforcement Telecommunications System
UTA	University of Texas at Arlington
UTA Dispatch	UTA Police Communications Center

B. Definitions

1. Local computer network. A local computer network is a system that links computers and devices in a limited geographical area such as local, metropolitan, or wide-area networks.
2. State warning point. A place where warnings are either generated from or sent out from the State Operations Center.

IV. SITUATION & ASSUMPTIONS

A. Situation

1. As noted in the situation statement of the Basic Plan, UTA is at risk from a number of hazards that would threaten the campus community and property. A reliable and interoperable

communications system is essential to obtain the most complete information on emergencies, and to direct and control UTA resources responding to those situations.

2. The UTA Police Communications Center (UTA Dispatch) is located on campus, staffed on a 24-hour basis. UTA Dispatch has equipment available to provide communications for emergency operations.

B. Assumptions

1. This plan covers the following situations:
 - Situation one: UTA business systems are not working and have employees that come to work.
 - Situation two: UTA business systems are not working and have no employees that come to work.
 - Situation three: UTA business systems are working and have no employees that come to work.
2. Adequate communications are available for effective and efficient warning, response, and recovery operations.
3. Any number of hazards may neutralize communications currently in place for emergency operations.
4. Include a list of assumptions used in planning for communications during emergency situations such as:
 - Cellular telephone networks are working.
 - Private e-mail systems for employees' personal/home accounts are working and public switched telephone networks are working.

V. CONCEPT OF OPERATIONS

A. General

1. A common operating procedure within the UTA campus and across local jurisdictions provides the framework for UTA communications capabilities. Interoperable systems make this framework possible. Extensive communications networks and facilities are in existence throughout UTA and Arlington to provide coordinated capabilities for the most effective and efficient warning, response, and recovery activities. A diagram of UTA communications systems is located in Support Document 1, UTA Communications Systems and Support Document 2, Communications Network. When these capabilities are properly coordinated, response activities become more effective and efficient.

2. The existing communications network at UTA serves to perform the communications efforts for emergency operations comprised of:
 - Telephones and voice-mail systems
 - E-mail list server
 - Internet
 - Rave notification system branded at UTA as MavAlert, which allows text messaging via electronic devices, emails, and voice messages
 - Landline circuits serve as the primary means of communication with other communication systems as a backup. Secondary resources may be cell phones and other electronic devices.
3. During emergency operations, all UTA departments would maintain their existing equipment and procedures for communicating with their field units. Departments would keep UTA Dispatch and/or the Emergency Operations Center (EOC) informed of their operations and status at all times.
4. To meet the increased communications needs created by an emergency, various state and regional agencies, amateur radio operators, and other organization's radio systems may be asked to supplement communications capabilities. These resource capabilities are requested through Arlington, mutual aid agreements, or the state of Texas.

B. Activities by phases of emergency management

1. Prevention
 - a. Maintain a current technology communications system that is reliable, interoperable, and sustainable (radio hardware for dispatch).
 - b. Ensure warning communications systems meet campus needs.
 - c. Ensure integrated communications procedures used by police and other departments are appropriate to operate the existing systems.
 - d. Ensure intelligence and other vital information networks are operational.
 - e. Periodically review communications systems and formulate plans for improvement.
2. Preparedness
 - a. Review and update this annex.

- b. Develop communications procedures that are documented and implemented through communications operating instructions (include connectivity with private sector and non-governmental organizations.)
 - c. Thoroughly and continually, review existing software programs for improvement.
 - d. Ensure replacement parts (e.g., batteries) are available and that the university's maintenance contractor for communications systems is available.
 - e. Train personnel on appropriate equipment and communication procedures.
 - f. Conduct periodic communications needs assessment.
 - g. Review assignment of all personnel.
 - h. Develop pre-assigned radio channels for emergency operations, see Support Document 8, UTA Radio Channel Assignments.
 - i. Review emergency notification list of key campus officials and department heads.
 - j. Review after action reports of events, exercises, and other sources of information for lessons learned.
 - k. Ensure the integration of prevention plans and actions into all phases of emergency management.
 - l. Conduct periodic communication drills and make communications a major element during all exercises.
 - m. Acquire, test, and maintain communication equipment.
 - n. Ensure that equipment has a schedule of testing, maintenance, and repair.
3. Response
- a. Supervisors determine how many communications personnel are required during emergency operations. Staff requirements may vary according to the incident.
 - b. Arrange to ensure emergency equipment repair is available on a 24-hour basis.
 - c. Initiate warning procedures as outlined in Annex A, Warning.
 - d. Incident communications would follow the Incident Command System (ICS) standards and managed by the incident commander using a common communications plan. Depending on the incident, the EOC may be activated.

4. Recovery

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

VI. ORGANIZATION & ASSIGNMENT OF RESPONSIBILITIES

A. General

1. The UTA Police Department operates the university's emergency communications systems. Section VII.C. Which lists the departments, agencies, and groups that are part of UTA's communications system.
2. The chief of police or designee should ensure that warning information received by UTA Dispatch is disseminated to the campus community, and if necessary Arlington. The chief of police or designee is responsible for ensuring the communications system is operational and incorporates all available resources. The vice president of communications and the chief of police or designee would identify a communications coordinator to develop message dissemination, procedures, and resources as they relate to communications.

B. Task assignments

1. Vice president of communications
 - a. Be responsible for all activities listed in Section V.B., Activities by phases of emergency management of this annex.
 - b. Supervise the communications coordinator (identified as the assistant vice president of media relations).
2. Media relations
 - a. Coordinate common communications procedures.
 - b. Ensure procedures are in place for dissemination of messages.
 - c. Develop and maintain best practice guidelines to include message-handling procedures and recall rosters for essential personnel.
 - d. Monitor news media for accuracy of public information.
 - e. Upon the activation of MavAlert, begin notification of EOC participants.
3. Technical communications unit leader
 - a. Maintain responsibility for proper use of communications equipment.

- b. Ensure a communications capability exists between UTA Dispatch and the EOC. Coordinate with the telephone company for installation of dedicated telephone lines into dispatch and/or the EOC.
 - c. Develop and maintain a communications resource inventory (see Annex M, Resource Management).
 - d. Ensure communication restoration procedures are developed.
 - e. Ensure that the local telephone company has forwarded a list of circuit restoration priorities.
4. Dispatchers
- a. Proper screen and route all incoming calls.
 - b. Ensure correct message handling procedures including routing all incoming messages and logging all incoming and out-going messages.
 - c. Utilize the tabs in Support Document 9, UTA Communication Response Checklists to notify the proper individuals, groups, and organizations of an emergency affecting the campus.
5. Emergency management
- Coordinate the inclusion of business, industry, and amateur radio operators into the communications network.

VII. DIRECTION & CONTROL

A. General

1. The vice president of communications establishes general policies for emergency communications.
2. The police communications supervisor is responsible for facilities, equipment, and the operation of UTA Dispatch.
3. Communications personnel from individual departments and support agencies, while under control of their own department or office and operating their own equipment, are responsible for knowing and following the procedures outlined in this annex.
4. During emergencies involving multiple agencies and/or jurisdictions, the various code systems used for brevity (e.g., 10-codes, radio numbers, etc.) is discontinued and plain language is used to ensure comprehension. Use a 24-hour time reference during transmissions (e.g., 1400 for 2:00 p.m.).

5. During emergencies, communications is maintained between:

- a. Arlington EOC
- b. Tarrant County
- c. Disaster District Committee

B. Continuity of university communications

Each department or office with communications responsibilities would establish a line of succession for communications personnel.

C. Existing communications systems

1. Local networks

- a. UTA Police Department
- b. Office of Information Technology
- c. Network Services
- d. Office of Facilities Management (campus radio system)
- e. Arlington (Support Documents 2, Arlington Communications Systems, Support Document 3, Arlington Diagram & Table, Support Document 4, Arlington Communications Resource Inventory, Support Document 5, Arlington Repeater Locations, and Support Document 6, Arlington EOC Telephone Directory. In Arlington's Annex B, Communications, the above support documents are referenced as appendices.)

2. Other networks

- a. Texas Law Enforcement Telecommunications System (TLETS) is a statewide telecommunications network connecting the state warning point with university, county, state, federal, and military law enforcement agencies in Texas. Emergency communications between state, district, and local governments is transmitted through this system. The UTA principal TLETS terminal is located at UTA Dispatch, and falls under the responsibility of the police communications supervisor.
- b. Joint Information Center, Joint Operations Center, and the State Operations Center.
- c. Individual amateur radio operators.

- d. Radio Amateur Civil Emergency Service (RACES) is a state sponsored program composed of amateur radio operators. It supplements state and local government communications systems during emergencies or disaster operations.

VIII. READINESS LEVELS

A. Level 4 - Normal conditions

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

B. Level 3 - Increased readiness

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

C. Level 2 – High readiness

1. Alert personnel for possible emergency duty and staffing of the EOC.
2. Monitor the situation for possible issuance of warning(s) or alerts.

D. Level 1 – Maximum readiness

1. Staff the incident command post and/or the EOC.
2. Institute 24-hour operations.
3. Conduct periodic communication checks.
4. Mobilize all warning and communication personnel.

IX. ADMINISTRATION & SUPPORT

A. Facilities and equipment

The police communications supervisor maintains a complete listing of equipment, at UTA Dispatch.

B. Maintenance of records

The planning section collects all records generated during an emergency, including emergency management and finance & administration file and archive records for use in determining response costs, settling claims, and updating emergency plans and procedures.

C. Preservation of records

Protect vital records from the effects of disaster to the maximum extent feasible. Obtain professional assistance in preserving and restoring records damaged during an emergency.

D. Communications protection

1. Radio

a. Electromagnetic pulse

One of the effects of a nuclear detonation that is particularly damaging to radio equipment is an electromagnetic pulse. Disconnect radios from antennas and power sources when an “attack warning” is issued. A portable radio unit may be employed as a backup to maintain limited communications with field units. This procedure is used until an “all clear” is announced. Use telephones while operable.

b. Lightning, wind, and blast

1. Use standard lightning protection including arrestors and emergency power during severe weather.
2. Replace damaged antennas.

2. Telephone (common carrier)

a. Overloaded circuits

To avoid overloaded circuits during emergencies advise the campus community to listen to local Emergency Alert System radio stations for information, and to use telephones only if they have a genuine emergency. If overloaded circuits do become a problem, coordinate with AT&T to begin immediate restoration of priority circuits. Other venues (e.g., internet or MavAlert) may be used to advise the campus community on what to do, where to go, etc.

b. Emergency Service

During major emergencies, a direct line to AT&T may be activated in the EOC for emergency service calls.

3. Computer equipment and facilities

Maintain the physical protection of computer equipment and facilities under normal and emergency operations to help ensure continuity of communications.

E. Security

1. Measures would be in place to ensure that only authorized personnel have access to UTA Dispatch.
2. Maintain communications security in accordance with local, state, and federal requirements.

F. Training

1. Each department assigning personnel to the EOC for communications purposes is responsible for making certain those persons are familiar with the university's operating procedures.
2. The emergency management coordinator and department supervisors would provide additional training on emergency communications equipment and procedures.

G. Support

If requirements exceed the capability of local communications resources, the emergency management coordinator requests support from Arlington, the University of Texas System, Tarrant County, the Disaster District Committee, or the state.

X. DEVELOPMENT & MAINTENANCE

A. Development

The office of emergency management is responsible for maintaining this annex. Each department with assigned tasks would develop best practice guidelines to address those tasks.

B. Maintenance

Update this annex every two years in accordance with the schedule outlined in Section X., of the Basic Plan. This plan may be changed anytime due to administration changes, etc.

XI. REFERENCES

- A. Federal Emergency Management Agency, 1996. Guide For All-Hazard Emergency Operations Planning (State and Local Guide 101).
- B. Division of Emergency Management-10, *Local Emergency Management Planning Guide*).
- C. Texas Division of Emergency Management
<http://www.txdps.state.tx.us/dem/pages/index.htm>.