

ALBUQUERQUE EMERGENCY OPERATIONS PLAN

ANNEX 2

COMMUNICATIONS, WARNING & EMERGENCY ALERT

Primary Responsibility:

Emergency Manager, CABQ
CABQ Mayor's Public Information Officer

Secondary Responsibility:

Public Information Officer, AFD
Public Information Officer, APD

I. Purpose

A. Objectives

The purpose of this annex is three fold.

1. Centralize and coordinate response activities and resources to best protect residents and property of the county on a twenty-four basis so that emergency response forces can concentrate on essential, on-scene activities.
2. Facilitate the receipt and dissemination of timely warnings to the appropriate EOC officials and the general public concerning actual or potential emergency situations.
3. Provide support of recovery operations.

B. Scope

The scope of this Annex covers actions after activation, during response, and in support of recovery.

II. Situation & Assumptions

A. Situation

The County of Bernalillo/City of Albuquerque warning point Emergency Alert System (EAS) is located at the associated Communications Centers. Both centers are manned around the clock and have the capability to disseminate emergency information by radio communications and EAS. In addition, The EAS shall serve as the median for the notification of emergency responders.

B. Assumptions

1. Communications
 - a. Albuquerque's primary means of communication is by radio and telephone, to include both land line, cellular and TTY.

- b. Radio communications to the EOC are available from all field emergency response units. Alternate site and mobile or backup radio communications are also available.
 - c. Telephone communications should be available except in major natural disaster, war-related emergencies, or specific terrorist actions.
 - d. Large-scale emergencies or disasters usually expend communications capabilities and require the activation of emergency communication systems to support response efforts.
 - e. Electronic dissemination systems are subject to loss of power and equipment failure.
 - f. Large scale incidents or disasters require additional resources above and beyond standard resource capabilities.
 - g. Emergency generators are available to provide 72 hours of back-up power in the event of a major power failure. Extended hours of operation are possible with a refueling effort. Refer to the AFD Emergency generator refueling procedures.
 - h. Internet and remote communication systems within the county and city, which are tied together, may continue to function because of dedicated line and microwave abilities, even when most of the public telephone/data network provider is down.
 - i. Citizen band and amateur radio networks are operated by the local Radio Amateur Civil Emergency Services (RACES) and could be utilized to serve as a back up to existing networks in an emergency situation. Refer to RACES member's Bernalillo County call out document.
 - j. Radio and telephone communications may be disrupted by an electromagnetic pulse (EMP) unless appropriate measures are taken.
 - k. The PI dissemination system is highly dependant on local media resources.
 - l. Local entities shall be receptive to State and Federal emergency response agencies.
2. Warning
- a. Additional warnings, such as door-to-door, shall be accomplished per the associated agencies' SOP.
 - b. Law Enforcement agencies shall be responsible for the evacuation of non-complying members of the general public in accordance to the associated SOP.
 - c. Various types of warning systems may be utilized in the event of an emergency/disaster including but not limited to the state microwave radio network, news media via the Emergency Alert System (EAS), National warning System (NAWAS), and amateur radio operators.
 - d. Large areas of the county will not have direct access to an audible warning system and will have to depend on commercial radio or television for warning information.

- e. Albuquerque Police Department and Bernalillo County Sheriff's Department will provide warnings house to house in localized disaster incidents.

III. Concept Of Operations

This section addresses the methods that are used to communicate between the Emergency Operations Center and the incident command personnel.

A. COMMUNICATIONS SYSTEM (See Attachment B for Radio Frequencies)**

1. The EOC shall communicate with field personnel, field command post, Mass Care facilities, and ambulance through proprietary internal radio systems.
2. The designated Public Information Officers (PIOs) shall communicate with Radio/TV stations through an established Multi Agency Critical Communications (MACC) line, and EAS. Refer to PNM MACC Operational and EAS script guides. A Joint Information Center (JIC) shall be established to develop all communications prior to release of the incident information.
3. Hospital shall use the City's proprietary radio system and telephone public network when appropriate.
4. RACES shall communication via the amateur communications networks.
5. Adjacent jurisdictions shall communicate through the City's proprietary radio system pre-configured conventional interfaces (patches).
6. The State EOC shall communicate through the City's proprietary radio system and Public Telephone Network (PTN).
7. Department of Homeland Security (DHS) jurisdictions shall communicate through the City's proprietary radio system pre-configured conventional interfaces (patches). All other Federal agency communications shall be established as they are identified.
8. Private sector organizations shall communicate through the PTN and EAS. The EAS system includes oral and printed text in multiple languages.
9. A prime requirement of all emergency organizations engaged in disaster and emergency operations is the requirement for an effective comprehensive telecommunications with all of involved and potentially involved elements. The magnitude of a particular situation determines the extent of the emergency response and the need for communications. The degree to which and the type of telecommunications systems that are utilized is directly related to the scope of the incident.
10. Primary radio communications system is fully redundant system and self-maintained with City personnel. Dispatch operations use the Bernalillo County Dispatch facility as the secondary. These facilities are self-maintained by City personnel.

11. Each agency is responsible for the operation of their associated equipment. Maintenance of system is the responsibility of the associated maintenance operation.
12. Communications requirements for agencies are addressed in the department's SOP.
13. Rumor control and public inquiries will be handled in the first instance by COA 3-11 (Citizen's Contact Center). They will refer both detailed inquiries and recurring rumors to EOC PIO for response, clarification, or attention through news media and press releases.

B. EPI Organization Activation

1. EPI activation is initiated from the associated dispatch center.
2. Notification is accomplished using internal radio communication systems
3. EPI personnel shall report to scene, command post and JIC.
4. Refer to JIC protocol
5. Existing City and departmental PIO policies govern EPI policies.
6. Designated incident commander shall develop actions and messages for all activities.
7. Authentication of information is the responsibility of the associated agency's PIO and on-scene Incident Commander.
8. On-scene incident commander or designee shall identify a staging area for all media.
9. All inter jurisdictional coordination efforts shall comply with agency policies and procedures.

IV. Organization and Responsibilities

A. Organization

See Attachment 1 for organizational list.

B. Responsibilities

1. Special facilities such as schools, hospitals, nursing homes, and places of public assembly will be notified of emergency situations by telephone.
2. The handicapped, elderly, and non-English speaking persons would be notified through radio and television broadcasts and by door-to-door or block-to-block warning using public address systems on emergency vehicles. All broadcasts will be given in English and repeated in Spanish utilizing bilingual personnel.

3. Where possible, the “crawl” message on the television screen will be used in warning the hearing impaired. Radio and television broadcasts will ask those persons knowing persons who are hearing impaired to make individual contact.
4. Emergency communications capabilities have been established and will be maintained at all times. This will include the manning of communications centers on a twenty-four hour basis, periodically test and exercise the system.
5. Telephone rosters, pagers, and two-way radio communications will be used to notify emergency response agencies and key officials in emergency situations.
6. The National Warning Center may disseminate information regarding peace time disasters, but their main purpose is the dissemination of information regarding war related or terrorist situations.
7. APD Communications Commander or his or her designate and/or the AFD Alarm Captain or his or her designate shall be authorized to approve all communication-related activities. They will refer to APD SOP and AFD SOG documents. Definitions of warning signals are in compliance with the Homeland Security alert status protocols:
 - a. Activate the public warning system to receive and communicate timely warnings to appropriate officials and to the public concerning actual or potential emergency or disaster conditions.
 - b. Provide & maintain primary communications, county and city wide, and for the EOC on a 24-hour basis using all available public and private communications systems.
 - c. Coordinate communications and warnings radio frequencies.
 - d. Activate public warning systems to include Emergency Alert System (EAS).
 - e. Alert/warn the emergency response agencies and public in neighboring jurisdictions.
 - f. Coordinate secondary warnings, if primary warning systems fail to work.
 - g. Use call down rosters to alert emergency responders or provide situation updates.
 - h. Manage the emergency communications section in the EOC.
 - i. Coordinate warning frequencies and procedures with EOC at higher levels of government and with adjacent communities.
 - j. Supervise EOC personnel (radio, telephone and teletype operators, repair crews, runners, etc.).
 - k. Support media center communications operations as needed.
 - l. Ensure the Emergency PIO provides pertinent warning information to the media for distribution to the public.
 - m. Inform local warning receiving and disseminating agencies that the EOC is activated.

C. Notification, Warning, and Communications Protocols.

1. It is the responsibility of the PIO on scene to disseminate warnings to the general public until a JIC is established.
2. Communications responsibilities have been established in the associated agencies SOP and shall continue in accordance to that protocol.
3. Dissemination of emergency information to county, city and school warning points will be triggered by one of the following circumstances:
 - a. Threat or occurrence of a natural or man-made disaster.
 - b. Accidental missile launch
 - c. War-related incident.
 - d. Increased alert readiness
 - e. Attack warning
 - f. All clear signal dissemination.

D. Phases of the Warning System

1. The watch phase occurs when notification is received of a potential emergency or disaster. When notification of a watch phase is received by the EOC, the Bernalillo County Sheriff's Department, the Albuquerque Police Department, and fire departments will be notified by telephone, pager, or radio.
2. The warning phase is when the incident actually occurs. During the Warning Phase, the Emergency Alerting System (EAS) will be activated and mobile siren units will be dispatched to assigned areas throughout the affected area to warn residents. Local radio and television stations will be called to assist in disseminating watches or warnings.

V. Administration and Logistics

Administrative assistance will be coordinated between Bernalillo County Commission, the county clerk, the Mayor of Albuquerque, the Albuquerque City Council, and local government officials of incorporated areas. Logistical support will be provided as needed depending on the scope of the emergency and its requirements.

A. Tasks and Functions.

The involved agencies respective administrative officers and managers shall perform all administrative tasks and functions:

1. The Emergency Operations Manager shall maintain the primary contact list and their successors. Each of the first responding Departments shall maintain the call-in list within their agencies. Reference APD's Call out list; AFD emergency contact list (Telestaff™); and EOC activation plan documents.

2. Adjacent jurisdiction contact lists are established in Mutual Aide Agreements (Automatic Aide) between Albuquerque and the adjacent agencies and KKOB. KKOB is designated by the State of New Mexico as the primary media outlet.
3. The EOC notification system leverages the EAS system. Refer to KKOB coverage maps for area of notification.
4. System tests are conducted on a weekly basis. Failure logs are maintained in the AFD Alarm room and APD control. Failures are reported to the Radio Communications Section for service.

B. General Support

1. General support requirements are established based on incident.
2. Procurement document are maintained in the individual agencies Fiscal and Purchasing Departments.

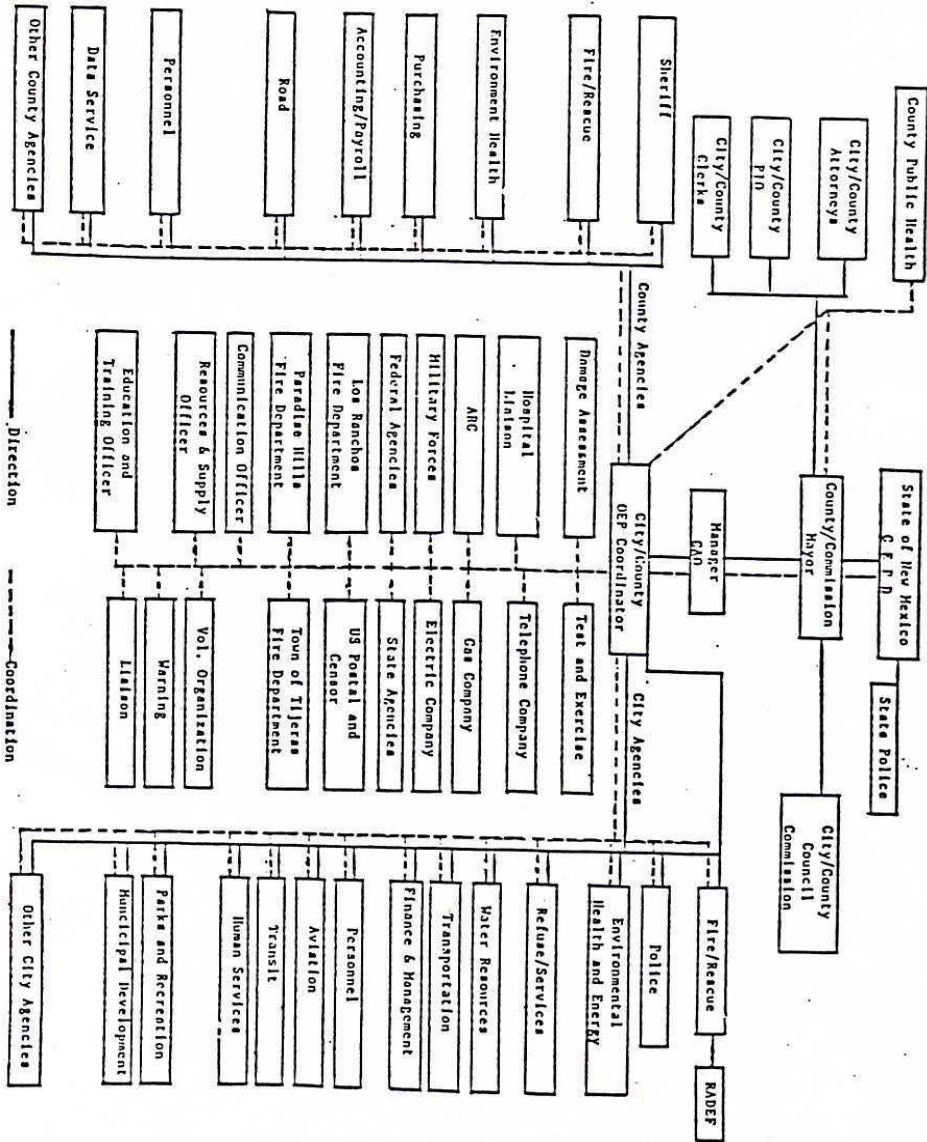
C. Plan Development Maintenance and Distribution

1. This annex will be updated and maintained on a regular basis, but at least annually and changes will be distributed as outlined in the Basic Plan.
2. The Emergency Operations Manager shall ensure that all revisions of the communications annex are current and its appendences are updated.
3. The Emergency Operations Manager is responsible for ensuring that implementation instructions are developed.
4. Agency PIOs are responsible for the development and maintenance of agency and the EOP EPI plan.

D. Authorities & References

N/A

Annex 2 Communications, Warning & Emergency Alert Attachment -1 Organization

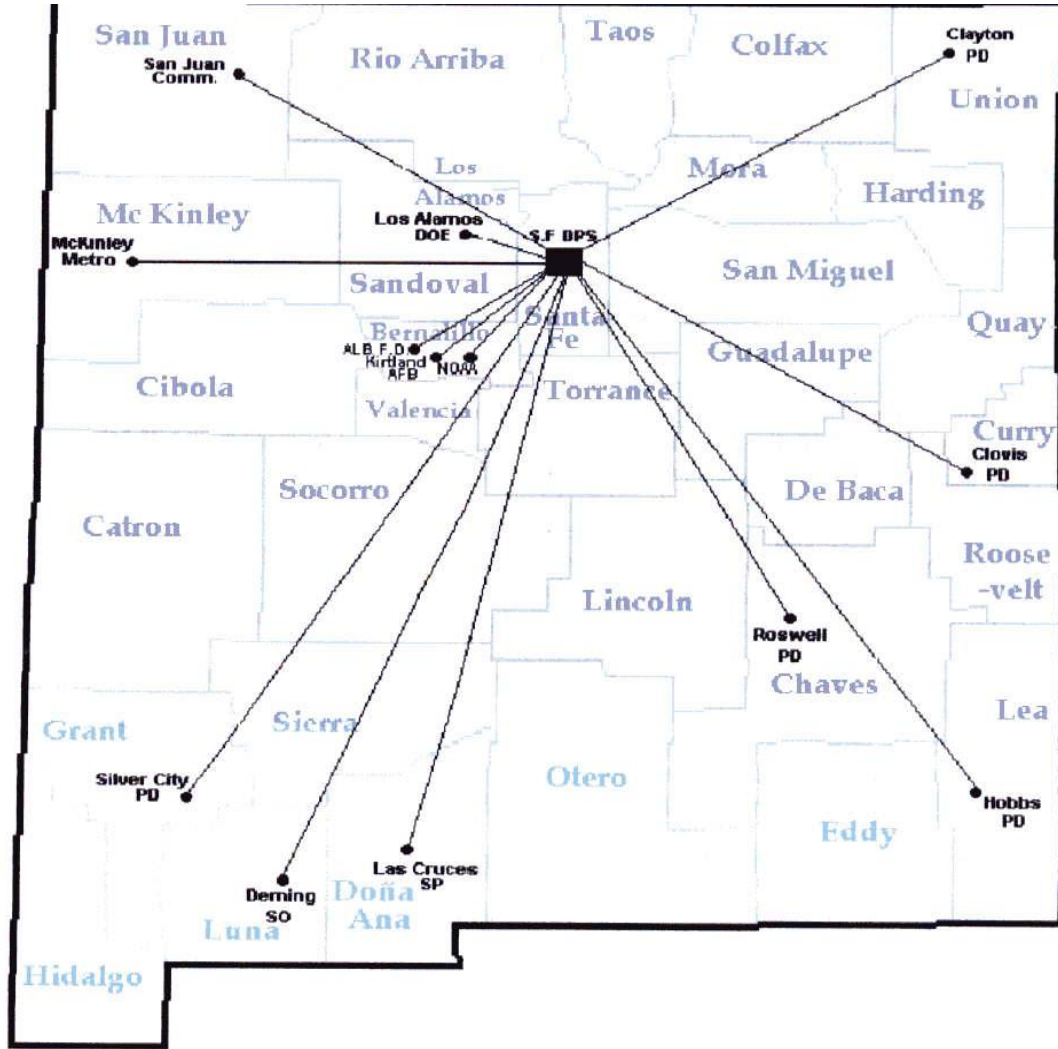


ANNEX B
ATTACHMENT B-1

ALBUQUERQUE/BERNALILLO COUNTY EMERGENCY ORGANIZATION

Revised, September

**Annex 2 Communications, Warning & Emergency Alert
Attachment -2
National Warning System (NAWAS)**

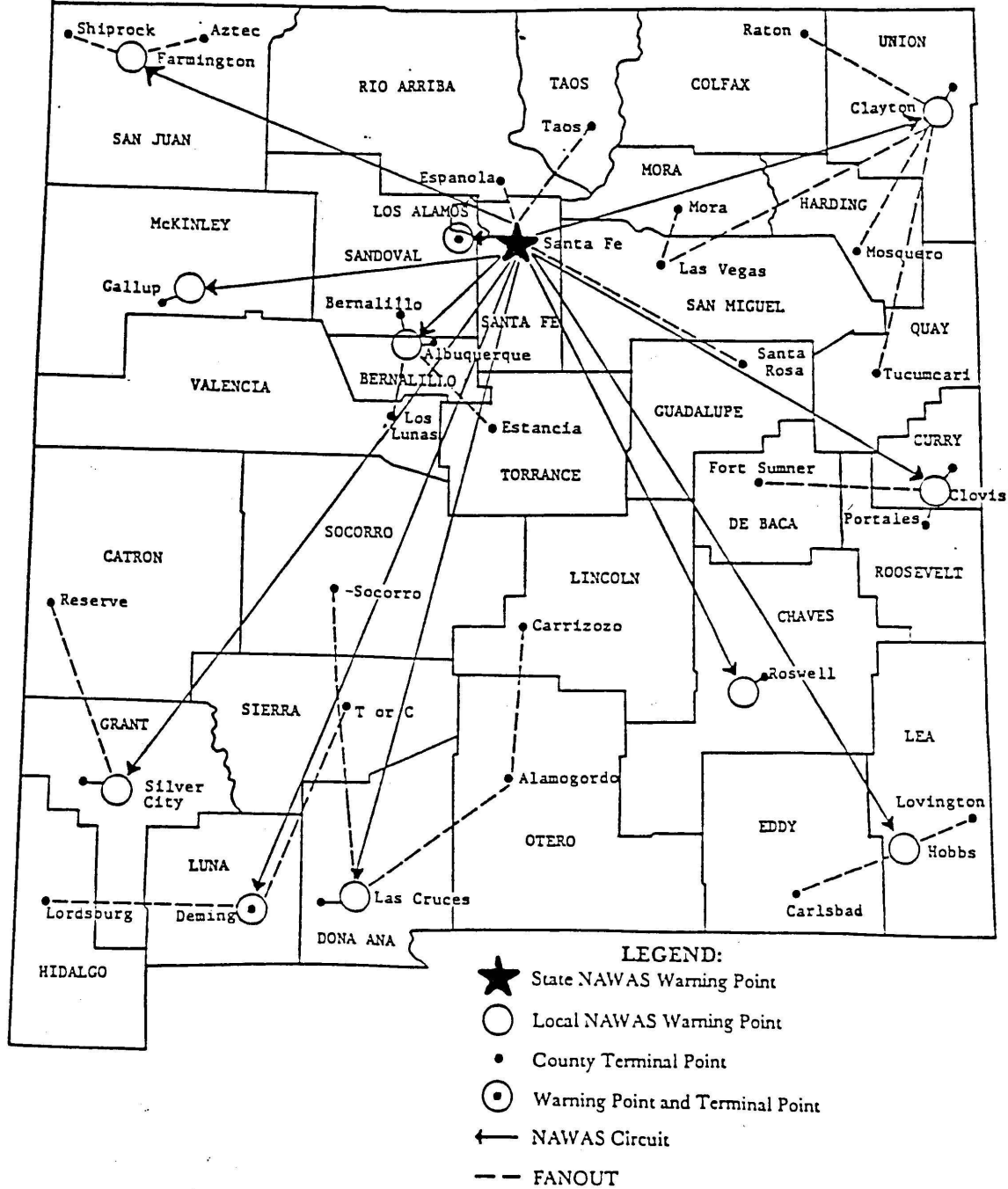


Annex 2 Communications, Warning & Emergency Alert

Attachment 3

State Warning Network

STATE WARNING NETWORK



**Annex 2 Communications, Warning & Emergency Alert
Attachment 4
New Mexico TV stations**

ABC network

Albuquerque: KOAT (Ch. 7)

CBS network

Albuquerque: KROE (Ch. 13)

Roswell: KBIM (Ch. 6)

Fox network

Albuquerque: KASA (Ch. 2)

NBC network

Albuquerque: KOB (Ch. 4)

Farmington: KOBF (Ch. 12)

PBS network

Albuquerque: KNME (Ch. 5)

Las Cruces: KRWG (Ch. 22)

Portales: KENW (Ch. 3)

NOTE: USE THE NEW MEXICO BROADCASTER'S ASSOCIATION MEDIA GUIDE TO GET THE APPROPRIATE PHONE NUMBERS.

**Annex 2 Communications, Warning & Emergency Alert
Attachment -5
Albuquerque Radio Stations**

Albuquerque Radio Stations Guide

FM Radio Stations

88.3 KLYT
89.1 KANW
89.9 KUNM
94 KZRR Rock
93.3 KKOB
94.1 KZRR
96.3 KHFM
97.3 KKSS
98.1 KBAC
101.7 KZKL
102.5 KIOT
103.3 KTBL
104.1 KLSK
107.9 KTEG

AM Radio Stations

770 KKOB

NOTE: USE THE NEW MEXICO BROADCASTER'S ASSOCIATION MEDIA GUIDE TO GET THE APPROPRIATE PHONE NUMBERS.

Annex 2 Communications, Warning & Emergency Alert Attachment -6 Checklist for EOC Coordinator

This checklist is a guide for emergency response coordination of Communications & Warning. This checklist will be collected at the end of the emergency for record-keeping purposes.

Mobilization Phase:

1. Install EOC telephones. Ensure telephone books are available at all stations.
2. Begin a Log of Actions Taken to hand record anything not covered in this checklist.
3. Contact RACES operators for two-way radio support, if needed.
4. Establish two-way radio communications with the Incident Commander.
5. Determine the nature and scope of the disaster or incident by consulting with the EOC Director.
6. Activate the Emergency Alert System (EAS).
7. Issue any public warnings immediately necessary (log time and date of each warning), including any warnings to other jurisdictions.
8. If primary warning systems fail to work, coordinate secondary warnings.
9. Remind all EOC staff to provide situation updates for potential warnings.
10. Report communications status & potential problems and solution options to the EOC Director.
11. Coordinate warning frequencies and procedures with EOCs at higher levels of government and with adjacent communities.
12. Anticipate potential warning needs or problems and begin alerting appropriate warning resources.
13. Notify secretarial/clerical staff to serve in the EOC as messengers during emergencies.

Emergency Action Phase:

14. Check staffing often and if needed personnel are still absent, begin calling successors.
15. If more than one shift of coordinators is needed, prepare a shift schedule and post it.
16. If the scope of the incident is beyond the capabilities of the jurisdiction resources, notify the EOC Director and log time and date.
17. Prepare an oral increased readiness report for the first meeting with the EOC Director.
18. Check the status of emergency power for the EOC.
19. If relocating to the alternate EOC, ensure that all current communications are established and tested at the new location before disconnecting current systems, if possible, especially with field personnel, affected jurisdictions and higher levels of government.

Recovery Phase:

20. Plan communications & warning recovery, reconstitution, mitigation and other long-term actions.
21. Plan for the gradual shut down of emergency communications & warning operations.
22. Prepare communications & warning After Action Report.

**Annex 2 Communications, Warning & Emergency Alert
Attachment -7
Population Warning Agencies Inside the Jurisdiction**

Law Enforcement, Fire & Rescue Agencies

City/Town	Agency & Contact Person	Phone Number
Bernalillo County	Sheriff's Department	798-7000
	Fire Department	798-7014
Village of Los Ranchos de Albuquerque	Sheriff's Department	798-7000
	Fire Department	798-7014/345-9148
	Sheriff's Department	798-7000/281-3877
Village of Tijeras	Fire Department	798-7014/281-3511
City of Albuquerque	Police Department	833-7398
	Fire Department	833-7396
Albuquerque District	State Police	841-9273

**Annex 2 Communications, Warning & Emergency Alert
Attachment -8
Radio Frequencies**

The total list of radio frequencies for all public and private agencies is deemed privileged, and is not published in this plan. The list is maintained at the communications centers and at the Emergency Operations Center.

Persons believing that they have a right and need to see that list may apply, in writing to the City Attorney's Office to arrange a viewing.