

Auxiliary Emergency Communications (AEC)

Training Course

Unit 6: Incident Communications Center (ICC)



Homeland Security

OEC/ICTAP

Office of Emergency Communications / Interoperable Communications Technical Assistance Program

Terminal Learning Objective Enabling Learning Objectives

- TLO:** At the conclusion of the unit, the student will identify Auxiliary Emergency Communicator's responsibilities in assisting the COML to establish an Incident Communication Center (ICC).
- ELO A:** Describe Auxiliary Emergency Communicator's responsibilities at the ICC.



Homeland Security

OEC/ICTAP

Office of Emergency Communications / Interoperable Communications Technical Assistance Program

2

AEC UNIT 6 - THE INCIDENT COMMUNICATIONS CENTER

Location of an ICC

Considerations:

- Coordinate the incident from the dispatch center or an ICC
- Locate away from noise and high traffic areas
- Locate away from electronic and radio frequency interference
- Locate close to Incident Command Post



Homeland Security

OEC/ICTAP

Office of Emergency Communications / Interoperable Communications Technical Assistance Program

3

AEC UNIT 6 - THE INCIDENT COMMUNICATIONS CENTER

Fixed Location Emergency Operations Facilities

Multi-Agency Coordination Centers (MACCs)

Emergency Operations Center



Regional Response Center



State Coordination Center



Office of Emergency Communications / Interoperable Communications Technical Assistance Program

4

AEC UNIT 6 - THE INCIDENT COMMUNICATIONS CENTER

Mobile Communication Centers

- Technical and Operational Resources
- Mobile Communications Centers (FEMA Types Shown)



Type I



Type II



Type III



Type IV



Office of Emergency Communications / Interoperable Communications Technical Assistance Program

5

AEC UNIT 6 - THE INCIDENT COMMUNICATIONS CENTER

Mobile Communications Center Voice and Data Capabilities

Basic:

- Voice – Cell Phones, Interoperability Channels, Radios

Medium:

- Voice – Gateways, Phones, Interoperability Channels, Radios, Radio Caches
- Data – Printer/FAX, Wireless Data
- Other – Auxiliary Power, External Antenna Mast



Office of Emergency Communications / Interoperable Communications Technical Assistance Program

6

AEC UNIT 6 - THE INCIDENT COMMUNICATIONS CENTER

Mobile Communications Center Voice and Data Capabilities (Cont)

High:

- Voice – Dispatch, Gateways, Interoperability Channels, Phones, Radios, Radio Caches
- Data – Computer Aided Dispatch (CAD), Printer/FAX, Satellite Communications, Wireless Data, Workstations
- Other – AC & Heat, Auxiliary Power, External Antenna Mast



Office of Emergency Communications / Interoperable Communications Technical Assistance Program

7

AEC UNIT 6 – THE INCIDENT COMMUNICATIONS CENTER

AEC Mobile Communications

AEC Mobile Communications Examples:



Office of Emergency Communications / Interoperable Communications Technical Assistance Program

8

AEC UNIT 6 – THE INCIDENT COMMUNICATIONS CENTER

Determine Personnel Needs

Ensure adequate personnel:

- Communication Technicians (COMT)
- Message Runners
- Net Control Operators
- Radio Operators (RADO)
- Scribes
- Technical Specialists (THSP)



Office of Emergency Communications / Interoperable Communications Technical Assistance Program

9

AEC UNIT 6 – THE INCIDENT COMMUNICATIONS CENTER

ICC Operations

- Ensure auxiliary radio traffic is monitored continuously and calls to the ICC are answered promptly
- Document radio/telephone activities on appropriate forms. Include significant events/transmissions
- Consider audio/data recording of all AEC radio traffic



Office of Emergency Communications / Interoperable Communications Technical Assistance Program

10

AEC UNIT 6 - THE INCIDENT COMMUNICATIONS CENTER

ICS Form 309: Communications Log

| | | | |
|---------------------------------|--------------|----------------|-----------------------|
| COMMUNICATIONS LOG | | TASK # | DATE PREPARED: |
| FOR OPERATIONAL PERIOD # | | TIME PREPARED: | |
| RADIO OPERATOR NAME (LOGISTICS) | | STATION I.D. | |
| LOG | | | |
| TIME | STATION I.D. | SUBJECT | |
| FROM | TO | | |
| | | | |
| | | | |
| | | | |



Office of Emergency Communications / Interoperable Communications Technical Assistance Program

11

AEC UNIT 6 - THE INCIDENT COMMUNICATIONS CENTER

ICS Form 213: General Message Form

GENERAL MESSAGE (ICS 213)

| | | |
|------------------------------|-----------------|-----------------|
| 1. Incident Name (Optional): | | |
| 2. To (Name and Position): | | |
| 3. From (Name and Position): | | |
| 4. Subject: | 5. Date: | 6. Time: |
| 7. Message: | | |
| 8. Approved by: Name: | Signature: | Position/Title: |
| 9. Reply: | | |
| 10. Replied by: Name: | Position/Title: | Signature: |
| ICS 213 | Date/Time: | |



Office of Emergency Communications / Interoperable Communications Technical Assistance Program

12

AEC UNIT 6 - THE INCIDENT COMMUNICATIONS CENTER

Incident within the Incident

- Failure of primary communications systems
 - Be prepared to move a remote unit at a moment's notice
 - Have back-up options ready to activate rapidly
- Dignitaries' (un)scheduled site visit
- Responder(s) hurt or killed



Office of Emergency Communications / Interoperable Communications Technical Assistance Program

13

AEC UNIT 6 - THE INCIDENT COMMUNICATIONS CENTER

Exercise 6-1: Power Outage

Purpose

- The purpose of this exercise is to identify the AEC responsibilities in assisting the COML to establish an Incident Communication Center (ICC)

Objective

- Describe the AEC's responsibilities at the ICC

Instructions

- Review exercise 6-1 background, scenario, tasking, resources, and organization chart



Office of Emergency Communications / Interoperable Communications Technical Assistance Program

14

AEC UNIT 6 - THE INCIDENT COMMUNICATIONS CENTER

Exercise 6-1: Power Outage (Cont)

Outputs

- Describe how the AEC can assist the COML in establishing an ICC
- Describe the AEC's responsibilities in the ICC
- Describe security requirements for the ICC
- AEC Organization Chart
- Create an ICS Form 205

Exercise Duration: 1 hour



Office of Emergency Communications / Interoperable Communications Technical Assistance Program

15

AEC UNIT 6 - THE INCIDENT COMMUNICATIONS CENTER

Background

- Central City is a rural community of 5,000 covering 2 square miles
- Central City is bisected by High Hill that runs east-west through the town
- Central City's main public safety repeaters share a cell tower site on the east end of High Hill



Office of Emergency Communications / Interoperable Communications Technical Assistance Program

16

AEC UNIT 6 - THE INCIDENT COMMUNICATIONS CENTER

Background (Cont)

- Fire and police are on VHF repeaters
- Public Works is on a UHF repeater
- EMS is provided by a private company and uses UHF-MED channels for dispatch/hospital.
- AEC repeaters are on the west end of High Hill



Office of Emergency Communications / Interoperable Communications Technical Assistance Program

17

AEC UNIT 6 - THE INCIDENT COMMUNICATIONS CENTER

Scenario

- A failure at Central City's utility substation has caused an explosion disrupting the station and sending a power surge to part of the town
- The 48vdc chargers for the battery banks that support all equipment at the cell/public safety site are "fried" and can't be replaced for 48 hours



Office of Emergency Communications / Interoperable Communications Technical Assistance Program

18

AEC UNIT 6 - THE INCIDENT COMMUNICATIONS CENTER

Scenario (Cont)

- All Central City's cellular and public safety repeaters have enough battery backup for 4-6 hours
- AEC repeaters on the west end of High Hill are not disrupted, with battery backup plus a standby generator



Office of Emergency Communications / Interoperable Communications Technical Assistance Program

19

AEC UNIT 6 - THE INCIDENT COMMUNICATIONS CENTER

Tasking

- The Emergency Manager (EM) has opened the town's EOC located adjacent to Central City's 9-1-1 Public Safety Answering Point (PSAP)/Dispatch Center



Office of Emergency Communications / Interoperable Communications Technical Assistance Program

20

AEC UNIT 6 - THE INCIDENT COMMUNICATIONS CENTER

Tasking (Cont)

- With communications failure imminent, the EM has called the AEC Manager for the Central City's Emergency Response Team (CERT), asking for the following support:
 - Place someone in the Dispatch Center/EOC to relay traffic to Central City's public safety and public works field units until power to public safety repeaters is restored



Office of Emergency Communications / Interoperable Communications Technical Assistance Program

21

AEC UNIT 6 - THE INCIDENT COMMUNICATIONS CENTER

Tasking (Cont)

- Emergency Manager's request (Cont)
 - Central City has 5 police officers. Shadow the one on duty at all times, and provide a method for notifying the Chief of any emergencies
 - It would be ideal if all 5 officers could monitor police traffic as they normally do on the police channel when off-duty



Office of Emergency Communications / Interoperable Communications Technical Assistance Program

22

AEC UNIT 6 - THE INCIDENT COMMUNICATIONS CENTER

Tasking (Cont)

- Emergency Manager's request (Cont)
 - Provide communications alerting support for the 6 primary volunteer fire fighters in case of a fire. Once at a fire, they will use simplex public safety channel VFIRE22 for fire-ground
 - Firefighters normally also carry a pager and are "toned out" by the dispatcher for fire calls. This support request would be a temporary, one-way replacement for that function



Office of Emergency Communications / Interoperable Communications Technical Assistance Program

23

AEC UNIT 6 - THE INCIDENT COMMUNICATIONS CENTER

Tasking (Cont)

- Emergency Manager's request (Cont)
 - Shadow the two public works employees on duty during the day
 - Elderly and disabled have been evacuated to a school that is one block from the EOC (both on the south side of town) and equipped with air conditioning, backup generator, cots and a kitchen
 - Provide emergency communications link between the EOC and shelter



Office of Emergency Communications / Interoperable Communications Technical Assistance Program

24

AEC UNIT 6 - THE INCIDENT COMMUNICATIONS CENTER

Resources

- 15 CERT members serving the Central City area who are licensed Amateur Radio operators. Ten will have dual band (VHF/UHF) radios and five will have no radios
- Central City's Central City's EOC is equipped with two VHF and one UHF Amateur radio station, plus two extra antennas/feed-line for both bands



Office of Emergency Communications / Interoperable Communications Technical Assistance Program

25

AEC UNIT 6 - THE INCIDENT COMMUNICATIONS CENTER

Resources (Cont)

- Central City provides take-home front keypad-programmable portable radios to each of its personnel, all also equipped with National Interoperability channels in the appropriate band
- These radios are front-panel programmable and cover the frequency range of 138 to 174 MHz. Each has a rechargeable battery plus AA battery clamshell for backup



Office of Emergency Communications / Interoperable Communications Technical Assistance Program

26

AEC UNIT 6 - THE INCIDENT COMMUNICATIONS CENTER

Resources (Cont)

- Fire and police each have a single VHF repeater channel and Public Works has a UHF repeater channel, all on High Hill
- Central City has a cache of 5 VHF portables of the same model used by fire and police, normally used for special events

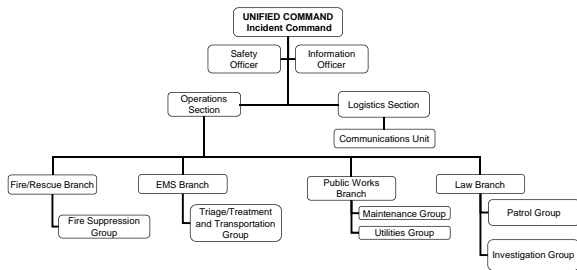


Office of Emergency Communications / Interoperable Communications Technical Assistance Program

27

AEC UNIT 6 - THE INCIDENT COMMUNICATIONS CENTER

Exercise 6-1: Power Outage Organization Chart



Use this org chart as reference to support the incident

28

AEC UNIT 6 - THE INCIDENT COMMUNICATIONS CENTER

Unit 6: Summary

- 1) Described the Auxiliary Emergency Communicator's responsibilities in assisting the COML to establish an ICC.
- 2) Described Auxiliary Emergency Communicator's responsibilities at the ICC.



29

AEC UNIT 6 - THE INCIDENT COMMUNICATIONS CENTER



Homeland Security

OEC/ICTAP

Office of Emergency Communications / Interoperable Communications Technical Assistance Program
