

**CABARRUS COUNTY EMERGENCY OPERATIONS PLAN
ANNEX B
COMMUNICATIONS**

Primary Agencies

- Sheriff's Department-Communications Lieutenant
- Communications & Outreach

Support Agencies

- Sheriff' Department
- Emergency Management
- Fire Marshal
- Amateur Emergency Radio Service (ARES)

I. PURPOSE

This annex describes the Cabarrus County communications systems and presents available communications sources, policies, and procedures to be used by county government agencies during emergency situations. This annex coordinates employment of all communications systems during an emergency situation.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. Communications play a critical role in emergency operations.
2. Several communications networks and facilities exist and operate throughout the county.
3. Properly coordinated, these facilities provide effective communications for the direction and control of emergency response activities.
4. The Emergency Communications Center is located in the Cabarrus County Sheriff's Department, 30 Corban Avenue, SE, Concord, NC 28025.

B. Assumptions

1. The communications system will withstand and survive the effects of an emergency/disaster.

III. CONCEPT OF OPERATION

A. General

1. The Sheriff's Department controls emergency communications systems and services used by the County.

2. The Sheriff's Department Communications Center is the Emergency Communications Center. The facility serves as the County Warning Point and operates on a continuous basis.
3. Emergency calls are generally received through the E-911 telephone service and dispatched according to standard operating procedures.
4. Should the emergency situation become more complex, the Sheriff assigns additional personnel and equipment, as required to meet demands.
5. The Communications Lieutenant implements emergency communications procedures and activate backup capabilities, as necessary.
6. The Communications Lieutenant notifies backup communications personnel when needed for the expansion of communications capability.
7. As necessary, the Communications Lieutenant coordinates transportation for these personnel to and from the facility.

B. Specific

1. Telephone Service

- a. Telephone service in the County is provided by a variety of private carries.
- b. The County Information Technology Services (ITS) Department coordinates telephone support from service providers and will be the point of contact for system repairs and modification.
- c. The Emergency Management Coordinator provides ITS and service providers a prioritized list of County leaders and departments that must have telephone service during emergencies. These users receive priority for telephone service and restoration if service is disrupted.

2. Radio Systems

- a. The County 800 Megahertz (MHz) radio system is designated the principal system to be used for direction and control of emergency response activities. It provides voice communications between all mobile units, department heads or chiefs of emergency services and the County Emergency Communications Center.

The principal operators are:

- (1) Sheriff
- (2) Municipal Law Enforcement Agencies
- (3) Emergency Management Coordinator
- (4) Fire Marshal & Fire Services
- (5) Emergency Medical Services
- (6) Public Works

b. The following City/County departments, agencies and non-government organizations operate radio systems/networks:

- (1) Sheriff
- (2) County/City Fire Departments
- (3) City Police Departments
- (4) City Public Works Departments
- (5) Carolinas Medical Center - Northeast
- (6) Emergency Medical Service
- (7) Emergency Management
- (8) General Services
- (9) Active Living & Parks
- (10) Cabarrus County Transportation System
- (11) American Red Cross

c. The following County volunteer organization operates a two-way radio system:

- (1) Cabarrus County Amateur Radio Club

d. Other communications systems that may be used to communicate with the State EOC or Federal authorities during emergencies include:

- (1) Division of Criminal Information (DCI)
- (2) North Carolina Inter-City Police Network
- (3) Amateur Radio Emergency Service (ARES)
- (4) National Warning System (NAWAS)
- (5) North Carolina Division of Emergency Management FM Voice Radio Network
- (6) North Carolina Division of Emergency Management WebEOC crisis information management system.
- (7) Commercial Telephone (both landline and cellular systems)
- (8) Satellite Phone (Communication Center)

e. The following communications systems can be accessed from the County Communications Center:

- (1) Sheriff's Department 800 MHz Radio System
- (2) County Fire Protection Network
- (3) General Services
- (4) EMS
- (5) Duke Power Decision Line and Selective Signaling Line
- (6) The Local Area Police Network
- (7) Other Cabarrus County government agencies

f. For detailed information on interoperable communications policies, directions, and equipment refer to the Regional Interoperable Communications Plan/Tactical Interoperable Communications Plan (RICP/TICP) developed for the North Carolina Domestic Preparedness Region 7 (DPR 7) of which Cabarrus County is a part of.

3. Other Communications Systems.

a. The EOC operates on the state WebEOC crisis information management system. This web-based program provides secure real-time information sharing between the county and the North Carolina Division of Emergency Management (NCDEM). This link to the State EOC provides a rapid and accurate means to pass situation reports and request/track resource requests

b. Amateur radio operators may provide assistance if the primary county radios network fail or are over tasked. These civilian operators provide information and relay messages from their homes, vehicles or other facilities. Amateur radio links are generally not operated from the Communications Center. However, there is a set of amateur radio equipment located in the Communications Center that these volunteers may be asked to operate in an emergency situation.

IV. DIRECTION AND CONTROL

A. The Communications Lieutenant notifies the Emergency Management Coordinator when a major emergency situation has occurred or is imminent. The Emergency Management Coordinator then notifies county government officials. If this occurs after normal business hours, the Emergency Management Coordinator uses the Alert Roster and the county Reverse-911 system to make contact with key leaders.

B. The Sheriff, in consultation with the Emergency Management Coordinator, provides assistance in providing the communications system configuration that will permit a specific emergency response capability. The Communications Lieutenant coordinates and supervises the actual use of the systems.

V. CONTINUITY OF GOVERNMENT

A. Staffing assignments for positions in the Emergency Operations Center allow for continuous operations.

B. Selection and assignment of personnel is the responsibility of the agencies represented.

C. Once assigned to the EOC, the Emergency Management Coordinator (EOC Manager) supervises these personnel.

D. In the event that the primary EOC is not functional, the Emergency Management Coordinator activates an alternate EOC and notifies the Board of Commissioners of this change. Transportation is provided to any County Commissioners that cannot reach the EOC locations.

E. Orders of Succession:

1. Sherriff
2. Chief Deputy
3. Communications Lieutenant
4. The Emergency Management Coordinator

F. Orders of succession for departments and agencies that support communications are in accordance with their internal standard operating procedures.