



# Ventura County ACS / ARES

## Area 2

# Emergency Communications Plan

October 2010

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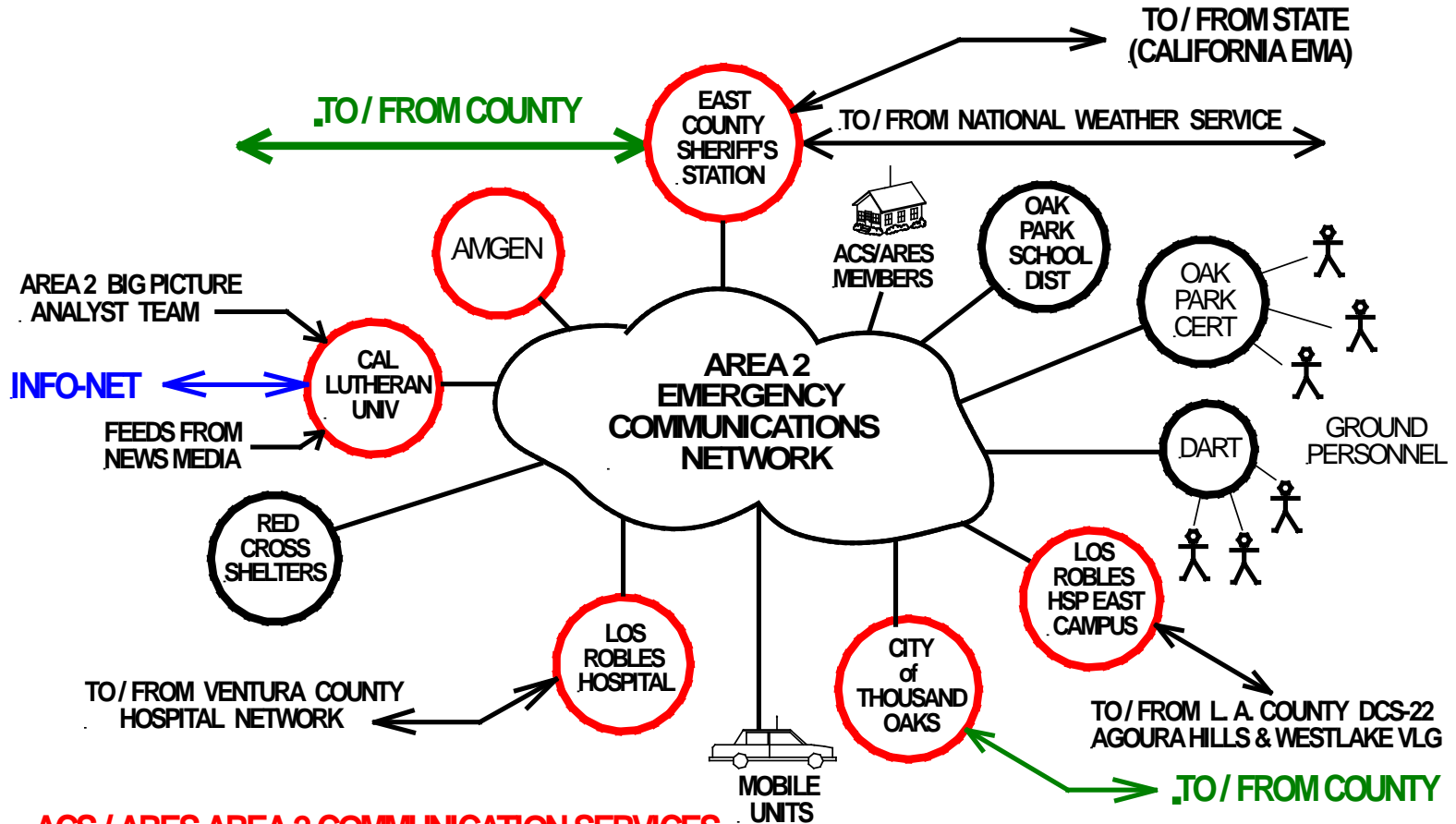
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# Organizations Served by Area 2



# ACS / ARES EMERGENCY COMMUNICATIONS SYSTEM FOR THOUSAND OAKS (Area 2)

10/27/2010



## ACS / ARES AREA 2 COMMUNICATION SERVICES

1. Provide communications between EOCs and other supported organizations.
2. Provide communications to / from field sites, field personnel, & mobile units.
3. Provide EOCs and field sites with information on the scope and magnitude of the evolving crisis.
4. Provide an Info-Net for collecting information from and providing information to all area amateur radio operators.

# Organizations Supported by ACS/ARES Area 2

- East County Sheriff's Station (ECSS)
- City of Thousand Oaks
- Los Robles Hospital Main Campus
- Los Robles Hospital East Campus
- California Lutheran University (CLU)
- Amgen Inc.
- Oak Park School District
- Oak Park CERT (Community Emergency Response Team)
- Thousand Oaks DART (Disaster Assistance Response Team)
- Thousand Oaks American Red Cross Shelters

# Services Provided to Area 2 Customers



# Services Provided to Area 2 Customers

- **Interagency Emergency Communications**

- Provide radio communications between Area 2 EOCs allowing them to exchange information and coordinate a response to the disaster.
- Provide communications to field sites, field personnel, and mobile units.
- Connect Area 2 into the Ventura County ACS emergency radio nets.

- **Continuous Information on the Evolving Crisis**

- Using the extensive ACS communication networks, collect, verify, and integrate information on the extent of the evolving disaster.
- Produce detailed and summary reports on the information collected.
- Provide reports to Area 2 EOCs, supported agencies, and the County.

- **Area 2 Info-Net**

- The ACS Area 2 Info-Net provides information to and collects information from all area amateur radio operators concerning the extent and magnitude of the evolving crisis.

# Interagency Communications

- Most Area 2 customers have fairly good emergency communications within their individual organizations, but have poor communications with other agencies.
- Emergency cell phone, satellite phone, and trunked radio systems are generally used for inter-agency communications.
- These systems, if they are working, are all person-to-person communication systems with the following problems:
  - The number called is often busy (everyone is trying to call the same number).
  - These are “first come – first serve” systems in which low priority calls can monopolize the system blocking higher priority calls.
  - The person called is often not there, no one answers the phone.
  - Calls for help often go unanswered.

# Interagency Communications (continued)

- The ACS Area 2 Interagency Radio Communications System is a “party line” architecture with the following characteristics:
  - Everyone can hear everyone else, creating a conference call environment enabling agencies to work together to resolve a crisis.
  - ACS Net Control Operators ensure an orderly prioritized flow of traffic on the network.
  - The Net Control Operator is always listening.
  - No call ever goes unanswered.
  - People can be located and message traffic routed to them.
- The ACS Area 2 Interagency Communications System is a de-centralized, highly dispersed system which continues to operate when all other forms of electronic communications have failed.

# Continuous Information Flow

- EOCs require detailed information on the extent of the evolving crisis, on local emergency situations, and on local conditions.
- This information is needed to make critical decisions governing their response to the emergency and the safety of their personnel.
- Most Area 2 EOCs lack the networks necessary to gather this information.
- The extensive ACS communication networks provide the means to collect, verify, and integrate information needed by our customers.
- ACS radio operators at each Area 2 EOC are assigned a specific radio net to monitor, for example, County ACS Net, Hospital Net, L.A. County Net, HF nets, simplex nets, etc.

## Continuous Information Flow (continued)

- EOC radio operators send critical information received from the nets they are monitoring to the Area 2 Central Analyst team.
- Information received via the Info-Net will also be sent to the Analyst.
- Television and radio news media reports are an important source of information. News media reports will be collected from:
  - Persons monitoring televisions in selected Area 2 EOCs, and over
  - Info-Net from amateur radio operators monitoring radio and television.
- The Analyst team pieces together all the received information to form detailed and summary reports.
- The Analyst distributes a Summary Report via packet radio to all Area 2 EOCs and the County at the “top of each hour”, and detailed reports on request.
- The Analyst team will be located at the Area 2 EOC hosting Info-Net since extensive information will flow between the Analyst team and the Info-Net radio operator.

## Info - Net

- During an emergency, most nets identified in this plan will be restricted to ACS members performing their assigned task.
- Info-Net is the single exception.
- Within Area 2 the number of non-ACS amateur radio operators far out number ACS members.
- During an emergency these non-ACS hams will need a voice net which they can check into to get information for themselves and their families on the evolving crisis.
- These non-ACS hams can also provide law enforcement and other agencies with considerable first hand accounts of situations throughout the area.

## Info – Net (continued)

- Because of its extensive networks, ACS has considerable disaster related information which can be released to non-ACS hams.
- The ACS Area 2 Info-Net, operating on a designated 2 meter repeater in Area 2, will provide the non-ACS hams with better information on the crisis than they can obtain elsewhere.
- It is anticipated that a large number of non-ACS hams will check into Info-Net to obtain information on the crisis and to provide information that they are aware of.
- The Thousand Oaks Police Department is highly supportive of Info – Net because of the large number of “on the ground” observers that it provides them.
- This net will normally be run from California Lutheran University since their EOC has space to accommodate this function.

# Area 2 Specific Assignments

- The following are events which could require the emergency communication services of ACS/ARES Area 2:
  - Fire storms
  - Long duration electrical power outages
  - Severe Earthquakes
  - Major telephone outages
  - Heavy rain storms
  - Mass evacuations of Los Angeles
  - Special events
- A severe earthquake is the worst case scenario in which casualties, wide spread destruction, fires, telephone outage, electrical power outage, loss of water and sewage systems, collapsed bridges and other infrastructure problems could all be part of the earthquake event.

# Specific Assignments

## Proximity to Los Angeles County

- Area 2 is the only community within Ventura County in which the county line passes through the middle of the metropolitan area.
- Serious events (wild fires, earthquakes, severe weather, etc.) affecting the L.A. County communities of Westlake Village, Agoura Hills, and Calabasas will also directly affect Area 2.
- Crises do not stop at the county line.
- When serving as ACS members, we are **NOT** allowed to cross the county line to provide assistance in L.A. County.
- However, we can and must communicate with our counterparts in L.A. County (DCS-22) to exchange information on the evolving crisis.
- We may need to carry traffic for DCS-22 on our Area 2 repeaters.
- DCS-22 may need to carry traffic for us on their repeaters.

# Fire Storms



# Fire Storms

- Oak Park and Westlake are directly on the historic fire path from the West San Fernando Valley Chatsworth / Hwy-118 area.
- Driven by strong Santa Ana winds, these fire storms move very quickly and can be unstoppable.
- Other historic fire routes through Thousand Oaks include:
  - The open space bounded by Olsen, Erbes, and Hillcrest roads, and Westlake Blvd through North Ranch.
  - From Santa Rosa Valley through California Lutheran University, Wildwood, Conejo Canyons, Arroyo Conejo and Dos Vientos.
  - South of Hwy 101 through Westlake, Lake Sherwood, Hidden Valley, and Newbury Park.

# Fire Storm Conditions to Expect

- Dark of night, very high winds, extremely heavy smoke making it difficult to tell what is happening.
- Clouds of burning embers driven by heavy winds.
- Freeways failing to serve as fire breaks.
- Freeway under passes serving as conduits for the advancing fire.
- Evacuation traffic blocking roads creating dangerous traffic jams.
- Many streets and potential evacuation routes blocked by emergency crews.
- Alternate evacuation routes, while available, are generally unknown.

# Fire Storms

## Area 2 Assignments

Based on experience from past fire storms in Area 2, the most probable support that Area 2 will be called upon to provide includes:

- Utilizing Area 2 Info-Net and strategically placed ACS members, collect information from throughout Area 2 including:
  - Location of the fire,
  - Number of burning houses if any,
  - Wind conditions,
  - Blowing embers,
  - Amount and density of smoke,
  - Traffic conditions:
    - **Blocked roads and intersections,**
    - **Traffic jams,**
    - **Evacuation routes,**
    - **Alternate evacuation routes.**

# Fire Storms

## Area 2 Assignments (continued)

- Provide the collected information to the activated Area 2 EOCs, typically the City of Thousand Oaks EOC.
- Provide Area 2 EOCs with conditions in the neighboring L.A. County communities of Westlake Village, Agoura Hills, and Calabasas.
- Utilizing the collected information, assist law enforcement, VIPs (Volunteers in Policing), CERT, and DART teams in identifying:
  - Evacuation routes from local neighborhoods,
  - Evacuation routes for horses and other large animals.
- Assist CERT and DART teams conducting neighborhood door to door evacuations by providing the necessary field communications.
- Provide Area 2 Red Cross Shelters with radio communications coverage.

# Prolonged Electrical Power Outage



# Prolonged Electrical Power Outage

- A wide spread prolonged electrical power outage, whatever its cause, is a major catastrophe for our metropolitan based society.
  - Retail businesses, including grocery stores, must shut down because they have no interior lighting and their cash registers no longer work.
  - Food at grocery stores and distribution centers begins to spoil due to lack of refrigeration.
  - All gas stations shut down because their fuel pumps no longer work, people can no longer buy fuel for their vehicles.
  - The retail banking system must close, ATM machines and teller computer terminals no longer work.
  - The telephone system fails as backup batteries run out of power.
  - Looting becomes a problem as people desperate for food and water begin breaking into stores.

# Prolonged Electrical Power Outage

## Failure of Infrastructure

- If the power outage is long enough, backup generators run out of fuel:
  - Lack of fuel for their vehicles prevents fire departments from responding to fires, ambulance crews can not transport the sick.
  - Hospitals must begin shutting down as their generators run out of fuel.
  - People in hospitals and at home using electrically powered life support systems are in serious trouble, and may die.
  - The City water systems fail as water pumps lose electrical power.
  - Sewage treatment facilities must be shut down.

# Prolonged Electrical Power Outage

## Residents Become Desperate

- Residents:
  - Have no lighting, heating or air conditioning.
  - Electric stoves and ovens for cooking (and gas stoves and ovens with electronic ignition) no longer work.
  - Food in their refrigerators begins to spoil.
  - They can not buy more food since grocery stores are closed.
  - Telephones, cell phones, and the internet no longer work.
  - They can not do any banking or withdraw money from ATM machines.
  - They lose water service to their residents.
  - At some locations, sewage begins to backup.
  - They are afraid to drive anywhere because they do not have enough gasoline in their vehicles and can not buy more.

# Prolonged Electrical Power Outage

## ACS Assignments

During a prolonged power outage, Area 2 is likely to have the following assignments:

- Provide Interagency Communications between activated Area 2 EOCs, allowing them to exchange information and coordinate a response to the disaster.
- The activated EOCs probably include:
  - East County Sheriff's Station (ECSS) EOC
  - City of Thousand Oaks EOC
  - Los Robles Hospital EOC
  - California Lutheran University (CLU) EOC

# Prolonged Electrical Power Outage

## ACS Assignments (continued)

- Provide EOCs with communications to and from the County.
- Utilizing Info-Net and strategically placed ACS personnel, provide EOCs with information on conditions in and around Conejo Valley.
- Assignments could include:
  - Reporting on activities occurring at selected locations, shopping malls, grocery stores, gas stations, etc.
  - Reporting on conditions in neighborhoods.

# Major Earthquakes



# Major Earthquakes

- A major devastating earthquake is the worst case scenario for Area 2 disaster preparedness.
- There are two types of earthquakes that could affect Area 2.
  - A distant earthquake which:
    - Causes no physical damage in Area 2, but which
    - Cuts off all electrical power to Area 2 for several days or longer
    - Cuts off water supplies to Area 2.
  - A severe local earthquake which results in:
    - Extensive local damage to buildings, roads, and infrastructure.
    - Large number of casualties and injuries.
    - Many structural fires.
    - Complete loss of telephone, cell phone, and internet service.
    - Complete loss of electrical power for several days or longer.
    - Complete loss of water supplies and sewage system.

# Major Distant Earthquake

- The most likely distant earthquake to affect us in Thousand Oaks is a major earthquake along the southern section of the San Andreas fault.
- Since all electrical power and water for Thousand Oaks flows across the San Andreas Fault, we could experience a complete loss of electrical power and water for weeks
- Area 2 assignments will likely be the same as described for a prolonged electrical outage



# Severe Local Earthquake

## Local Earthquake Faults

- The City of Thousand Oaks is in the vicinity of several local active and potentially active earthquake faults including:
  - Simi / Santa Rosa Fault,
  - Sycamore Canyon Fault,
  - Boney Mountain Fault,
  - Malibu Coast Fault,
  - Oakridge Fault.
- The Simi Fault, located north of the City, is capable of generating a magnitude 6.9 earthquake, the largest anticipated local earthquake.

# Severe Local Earthquake Potential Damage

- A severe local earthquake will probably result in:
  - Extensive local damage to buildings, roads, and infrastructure.
  - Severe damage to some of our EOCs,
  - Large number of casualties and injuries.
  - Many structural fires.
  - Hazardous material spills.
  - Failure of waterways and dams causing serious flooding.
  - Ruptured natural gas lines.
  - Complete loss of telephone, cell phone, and internet service.
  - Complete loss of electrical power for several days or longer.
  - Complete loss of water supplies for days or weeks.

# Severe Local Earthquake

## Other Potential Problems

- If severely damaged, the city's wastewater treatment facility could be out of service for several months.
- Emergency medical care, food, and temporary shelter could be required for injured and displaced people.
- Identification and burial of many dead persons would pose difficult problems.
- **Public health would be a major concern.**
- Mass evacuation may be essential to save lives, particularly in areas downwind from hazardous material releases.
- **Emergency operations could be seriously hampered by the loss of communications and damage to transportation routes, and by disruption of public utilities and services.**

# Severe Local Earthquake

## ACS Area 2 Assignments

Loss of the telephone system (telephones, cell phones and internet) will likely result in the following Area 2 assignments:

- **Providing Interagency Communications for:**
  - The activated Area 2 EOCs,
  - Los Robles Hospital
  - Oak Park School District
  - Oak Park CERT
  - Thousand Oaks DART
- **Utilizing Info-Net, obtaining information on conditions throughout Area 2 and providing the information to:**
  - The activated Area 2 EOCs,
  - Los Robles Hospital, and
  - Oak Park School District.

# Severe Local Earthquake

## Area 2 EOC Communications

- Provide Interagency Communications between activated Area 2 EOCs, allowing them to coordinate a response to the disaster. All of the Area 2 EOCs will probably activate.
- If some Area 2 EOCs are severely damaged, we will need to set up ACS Interagency Communications in temporary EOCs including:
  - School gymnasiums,
  - Office buildings,
  - Parks,
  - “Tent cities”.
- Provide communications between selected Area 2 EOCs and the Ventura County EOC. Selected EOCs will probably consist of:
  - East County Sheriff’s Station EOC
  - City of Thousand Oaks EOC

# Severe Local Earthquake

## Area 2 Hospital Communications

- Provide Los Robles Hospital with:
  - Communications between Los Robles Main Campus and Los Robles East Campus, and with other Area 2 EOCs.
  - Communications to and from other hospitals in Ventura County.
  - Voice and Packet communications with Ventura County Public Health.
  - Communications to Los Robles Hospital parent company regional and national headquarters to request emergency assistance and supplies.
- Serve as a backup for the Hospital ReadyNet System.
- Provide Los Robles Hospital with information concerning:
  - Conditions in and around Thousand Oaks.
  - Available routes which doctors, nurses, and staff can take to and from the hospital.
  - Available routes for transporting patients and medical supplies.

# Severe Local Earthquake

## Oak Park School District Comm. Support

If the Oak Park School District is in session when the earthquake occurs, Area 2 will be requested to:

- Provide the school district with communications to the East County Sheriff's Station (ECSS) for the purpose of:
  - Notifying ECSS of conditions within the school district.
  - Obtaining medical assistance.
  - Coordinating evacuation of students and faculty.
- Provide the school district with communications to the Ventura County EOC for the same purposes.
- Provide the school district with information on conditions throughout Thousand Oaks, Westlake Village, and Agoura Hills.

# Severe Local Earthquake

## Collection and Distribution of Information

Lack of information concerning conditions throughout Conejo Valley will be a serious problem leading to the following Area 2 assignments:

- Communicate with DCS-22 to determine the situation in neighboring L.A. County communities (Westlake Village, Agoura Hills, etc.)
- Utilize Info-Net to communicate with Area 2 amateur radio operators
  - Providing them with information and
  - Obtaining information from them on conditions throughout Area 2.
- Provide Area 2 EOCs, Los Robles Hospital, and Oak Park School District with the collected information.

# Severe Local Earthquake

## CERT and DART Communications Support

- Assist Oak Park CERT with neighborhood disaster recovery by providing them with communications to the Ventura County EOC and East County Sheriff's Station (ECSS) for the purpose of:
  - Informing County and ECSS on conditions in Oak Park, and
  - Requesting medical assistance.
- Providing communications between the Thousand Oaks Police Department at the ECSS EOC and deployed Thousand Oaks DART field operations for the purpose of:
  - Directing DART operations and ensuring DART personnel safety,
  - Informing the police dept on conditions at the assigned DART locations,
  - Requesting medical assistance, and
  - Communicating the results of neighborhood damage assessments.

# Severe Local Earthquake

## Long Term Electrical Power and Water Outages

- The Area 2 earthquake assignments focus primarily on the devastation, casualties, and fires immediately following the earthquake.
- The possible loss of all electrical power and water, as a result of the earthquake, will be a major catastrophe in itself.
  - Loss of electrical power and water will last for at least several days.
  - It could last for several weeks.
  - It will result in all of the problems associated with a Prolonged Electrical Power Outage, exasperated by all of the earthquake destruction.
  - ACS will be called upon to perform all of the duties identified in the section on electrical power outage, as well as the earthquake related assignments.

# Wide Spread Telephone Outage



# Wide Spread Telephone Outage

- A major prolonged telephone system outage by itself (not part of some other catastrophe) is disruptive for businesses and area residents, but is not that serious of an event.
  - Lives and property, in general, are not threatened.
  - Normal retail and commercial business can continue.
  - Government activity, while inconvenienced, can continue.
  - Little impact to the transportation system.
  - Little impact to infrastructure (electrical power, water, sewage, etc.)
- In the past, the primary Area 2 assignment during telephone outages has been providing Los Robles Hospital with communications support.
- We would also be called upon to provide Interagency Communications support to any of our Area 2 EOCs activated for the emergency.

# Heavy Rain Storms



# Heavy Rain Storms

## Problems to Be Expected In Area 2

The problems that could occur in Area 2 from very heavy prolonged rain storms include:

- **Dam failures:**

- Lake Bard Dam (across the road from East County Sheriff's Station)
- Westlake Dam
- Las Virgenes Reservoir (south of Triunfo Canyon)
- Lake Sherwood Dam
- Lang Ranch Detention Basin

- **Mud slides:**

- Resulting in road closures.
- Damage to homes on hill tops above the slide.
- Damage to homes and businesses below and in the path of the mud slide.

# Heavy Rain Storms

## Problems to Be Expected In Area 2 (continued)

- Wind damage
  - Damage to buildings from storm cell microbursts.
  - Downed power lines and resulting neighborhood electrical blackouts.
  - Fallen trees resulting in damage to homes, businesses, and power lines.
  - Extensive debris from fallen tree branches.
- Flooding along the numerous small creeks in Conejo Valley
- Flooded streets
- Isolated flooding of homes and businesses
- Failure of traffic signals at street intersections

# Heavy Rain Storms

## ACS Area 2 Assignments

- The most likely assignment for Area 2 will be utilizing Info-Net to provide Area 2 EOCs, typically the City EOC, with information on conditions throughout Conejo Valley.
  - Staff the ACS radio stations at the activated EOCs.
  - Provide Interagency Communications if multiple EOCs activated.
  - Collect information from amateur radio operators throughout the area on conditions resulting from the rain storm.
  - Provided the collected information to the EOCs.
  - Receive tasking from EOCs on additional information to be collected.
- Area 2 may also be tasked by the National Weather Service to provide weather spotter information from in and around Conejo Valley.

# Mass Evacuation From Los Angeles



# Mass Evacuation From Los Angeles

The only two major routes heading north out of the Los Angeles metropolitan area are Hwy 101 (through Thousand Oaks) and Interstate 5.

- Problems created by an evacuation, what ever its cause, include:
  - People in a panic resulting in reckless driving and little regard for private property.
  - Hwys 101 and 23 through Thousand Oaks at a complete stand still.
  - Off ramps blocked as people try to exit off onto surface streets.
  - Local gas stations jammed, running out of fuel, tanker trucks can not make it through the blocked freeways to resupply gas stations.
  - Hotels completely booked, people camping out wherever they can, on local streets, in local parks, on private property, sanitation becomes a serious problem.

# Mass Evacuation From Los Angeles

## ACS Area 2 Assignments

- The East County Sheriff's Station (ECSS) EOC, at a minimum, will be activated to handle the problems resulting from an evacuation.
- Assignments for ACS Area 2 members will probably be the same as for a Special Event.
- In addition, Area 2 may be requested to activate Info-Net to collect information on conditions throughout Conejo Valley.

# Special Events



# Special Emergency Events

- Emergency events in which Area 2 communication support could be requested include:
  - **Public Health Emergency**
    - Disease epidemics,
    - Large-scale incidents of food or water contamination,
    - Pandemic flu
  - **Major Air Crash**
    - The skies above Thousand Oaks are heavily occupied by aircraft arriving and departing from a number of airports located in Southern California including Los Angeles International Airport, Burbank Airport, and Point Mugu Naval Air Station.
  - **Major Trucking Accident**
    - Average daily truck volume on Hwy 101 is over 8,500 trucks.
    - An overturned tank trailer could result in a hazardous material spill requiring a mass evacuation from the area.

# Previous Special Events

- Past Area 2 special events include:
  - The President Reagan Funeral
  - Several Amgen Tour of California Bike Races
  - Annual CROP Walks
  - MS Charity Walks
  - Annual Thousand Oaks Police Dept. Golf Tournament
  - Annual Arbor/Earth Day Celebration

# Special Events

## ACS Area 2 Assignments

- Area 2 members will operate ACS radio stations at:
  - Activated EOCs,
  - Field command posts, and
  - Thousand Oaks Police Department Mobile Command Center (MCC) if it is activated.
- Upon request and under direction of the EOCs and command posts, ACS members may utilize their own radio equipped vehicles to provide mobile services including:
  - Observing the event route,
  - Transporting supplies,
  - Transporting event personnel.

# Special Events

## ACS Area 2 Assignments (continued)

- Additional Area 2 members will be assigned as event observers at critical locations along the route and / or location of the event.
  - Members will radio in to the EOCs and command posts
    - Event activities occurring at their location.
    - Traffic conditions.
    - The size and mood of crowds in the area.
    - Emergencies or dangerous situations at their location.
    - Call for medical assistance if needed.
  - Information received from ACS field personnel will be compiled into situation reports by the ACS Analyst team and forwarded to event officials, police commanders, and EOC personnel.
  - Tasking from the EOCs and command posts will be radioed out to ACS field personnel identifying additional information to be collected.

# Area 2 Communication Networks

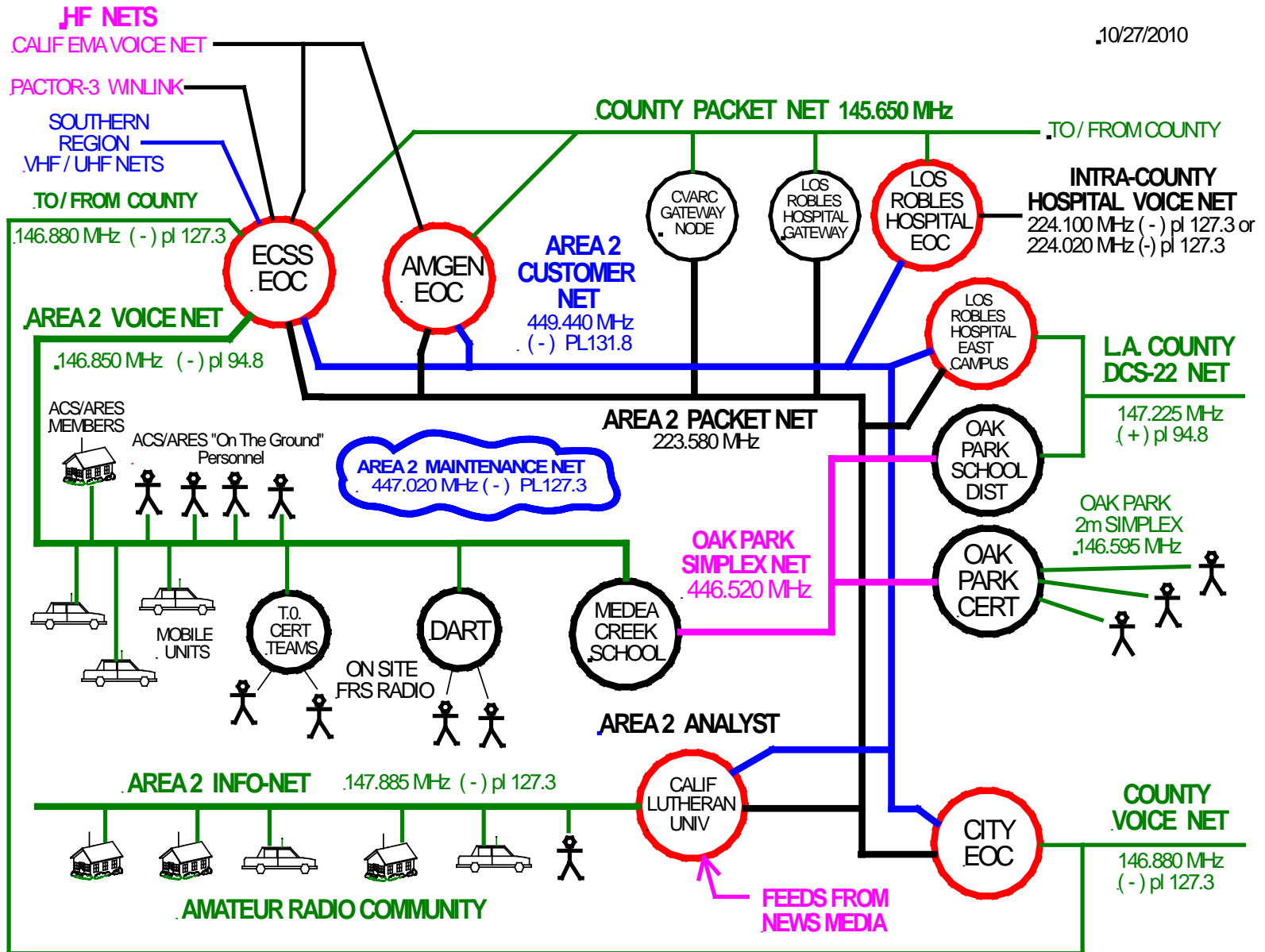


# Area 2 Distributed Network Architecture

- The ACS/ARES Area 2 Emergency Communications System is implemented as a distributed architecture in both:
  - Assignment of people, and
  - Placement of equipment.
- Work load is distributed across all locations to avoid:
  - People at one location being overloaded with work, while
  - People at other locations sit idle.
- Radio equipment is distributed:
  - If a site is destroyed,
  - The remaining sites will have sufficient resources to keep the Area 2 network running, providing services to our Area 2 customers.

# Area 2 Emergency Communications System

10/27/2010



# Area 2 Networks

- **Area 2 Customer Voice Net (449.440 MHz Amgen Repeater)**
  - Carries Interagency voice message traffic between Area 2 EOCs.
  - Amgen is normally Net Control.
- **Area 2 Voice Network (146.850 MHz Grissom Repeater)**
  - Communications support for Oak Park.
  - ACS Area 2 Member Check-in and Staffing Net.
  - Communications for Area 2 mobile units.
  - Support for DART and CERT teams.
  - East County Sheriff's Station Net Control.
- **Area 2 Info-Net (147.885 MHz Bozo Repeater)**
  - Implements the Area 2 Info-Net function.
  - Net Control located at California Lutheran University EOC.

## Area 2 Networks (continued)

- **Area 2 Packet Network (223.580 MHz)**
  - Carries Area 2 Interagency message traffic which is too lengthy to transmit via the Area 2 Customer Voice Net.
  - Used by each of the EOCs to send information to the Area 2 Analyst.
  - Used by the Area 2 Analyst to send “Top of Hour” reports out to the County and each of the Area 2 EOCs.
  - Analyst function normally located at California Lutheran University EOC.
  - CVARC and Los Robles Hospital Gateways enable packet traffic to flow between the Area 2 Packet Network and the County Packet Network.

# Area 2 Networks (continued)

- **Area 2 Maintenance Net (447.020 MHz repeater)**
  - Designated net for traffic that would bog down Customer Net, including:
    - Long exchanges between two sites
    - Resolution of packet problems
    - Resolution of other technical problems
- **Oak Part Communications System**
  - Communications between Oak Park and East County Sheriff's Station via the Area 2 Voice Net (Grissom Repeater)
  - Oak Park 446.520 MHz Simplex Channel interconnects:
    - **Oak Park School District Office**
    - **Medea Creek School**
    - **Oak Park CERT Field Operations Center (typically Fire Station 36)**
  - Oak Park CERT 2 meter (146.595 MHz) simplex channel
    - **Provides communications between Field Operations Center and deployed CERT members**

# Area 2 Network Monitoring Assignments

Each Area 2 EOC has the responsibility to monitor an assigned net (usually external to Area 2) for the purpose of gathering information on the scope and magnitude of the evolving crisis.

- Collected information is sent via the Area 2 Packet Network to the Area 2 Analyst team
- **East County Sheriff's Station (ECSS)**
  - Communicate with and monitor traffic on the County Voice Net.
- **City of Thousand Oaks EOC**
  - Communicate with and monitor traffic on the County Voice Net.

# Network Monitoring Assignments (continued)

- **Los Robles Hospital Main Campus EOC**
  - Communicate with and monitor the Intra-County Hospital Voice Net.
- **Los Robles Hospital East Campus EOC**
  - Communicate with and monitor L.A. County DCS-22 Net.
  - Communicate with Oak Park School District via this net as needed.
- **California Lutheran University (CLU)**
  - Host the Area 2 Info-Net.
  - Monitor News Media radio and television broadcasts.
- **Amgen EOC**
  - Monitor Amgen Corp. networks.

# Ventura County ACS Nets

- **County ACS Primary Voice Net (146.880 MHz Repeater):**
  - ACS County wide voice communications.
  - Direct voice communications between County ACS, East County Sheriff's Station, and City of Thousand Oaks EOC.
- **County ACS Packet Net (145.650 MHz simplex):**
  - ACS County wide packet communications.
  - Los Robles Hospital Main Campus, East County Sheriff' Station, and Amgen directly connect to this net.
  - Gateways between this net and the Area 2 Packet Net on 223.580 MHz provided by CVARC and Los Robles Hospital Gateways.

# ACS Intra-County Hospital Voice Net

- The ACS Intra-County Hospital Voice Net provides voice communications between all hospitals within Ventura County.
- This net communicates on:
  - 224.100 MHz, minus offset, pl 127.3 Hz, or
  - 224.020 MHz, minus offset, pl 127.3Hz.
- Area 2 connection to this net is provided by Los Robles Hospital Main Campus.
- Because of this 224 MHz voice net, Area 2 packet communications on 223.580 MHz, to and from Los Robles Hospital Main Campus, is routed through the County 145.650 MHz packet network via the CVARC and Los Robles Hospital Gateways.

# L.A. County DCS-22 Net

- The L.A. / Ventura County line cuts through the eastern third of the Conejo Valley Community.
- L.A. County Disaster Communications Service (DCS) Site 22, located at Lost Hills Sheriff's Station, is the L.A. County equivalent of ACS Area 2.
- DCS-22 serves Westlake Village, Agoura Hills, Calabasas, Hidden Hills, Topanga, and Malibu.
- It is critical that Area 2 and DCS-22 exchange information on the evolving crisis to protect our respective communities.
- This information exchange occurs on the 2 meter DCS-22 repeater on 147.225 MHz.
- Los Robles Hospital East Campus provides the Area 2 connections to the DCS-22 Network.

# State and Regional HF Nets

- Connection to the California Emergency Management Agency and the associated California HF nets provided by the East County Sheriff's Station ACS Radio Room.
  - The radio room provides both HF voice and HF Pactor III Winlink data connections to the State and Regional HF nets.
  - HF voice and HF Pactor III Winlink connections to Los Robles Hospital parent corporation Regional and National Headquarters
  - The Amgen EOC radio room serves as the Area 2 backup for connection to these HF nets.
- Connection to the California Southern Regional VHF/UHF nets provided by the East County Sheriff's Station ACS Radio Room.
  - Ventura County Radio Operations Center (ROC Room) is the primary site for Southern Region VHF/UHF communications.
  - East County Sheriff's Station is the backup site.

# Area 2 Activation



# ACS Activation

## If An Emergency Occurs

- **Area 2 is NOT allowed to self activate !**
- Area 2 can only be activated by the Ventura County Office of Emergency Services (OES).
- As an ACS member, do not go to the facilities of any supported agency or organization until OES has activated ACS, and you have been directed to deploy by:
  - The ACS District Emergency Coordinator,
  - An ACS District Assistant Emergency Coordinator,
  - The Area 2 ACS Emergency Coordinator, or
  - An Area 2 ACS Assistant Emergency Coordinator.

# ACS Activation

## Criteria For An Emergency ACS Activation

- During an emergency, ACS will be activated only if an organization or government agency request ACS communications support.
- That is, we are not permitted to request activation because we believe that our ACS services may be needed.
- There must be an actual request for our ACS services.
- The request may come from an organization or government agency that we have not previously worked with.
- Once ACS has been activated, operations will proceed under the direction of OES.

# ACS Special Activations

- If any of the following 3 events occur:
  - A Major Telephone Outage,
  - A Large Earthquake, or
  - A Wide spread Electrical Power Outage
- OES will immediately activate ACS.
  - There will be no need for any of our Area 2 customers to contact OES requesting ACS activation.
- If activated for one of these 3 events, the first priority for ACS Area 2 is to report to the Los Robles Hospital Main Campus ham radio room to provide the hospital with backup communications coverage.

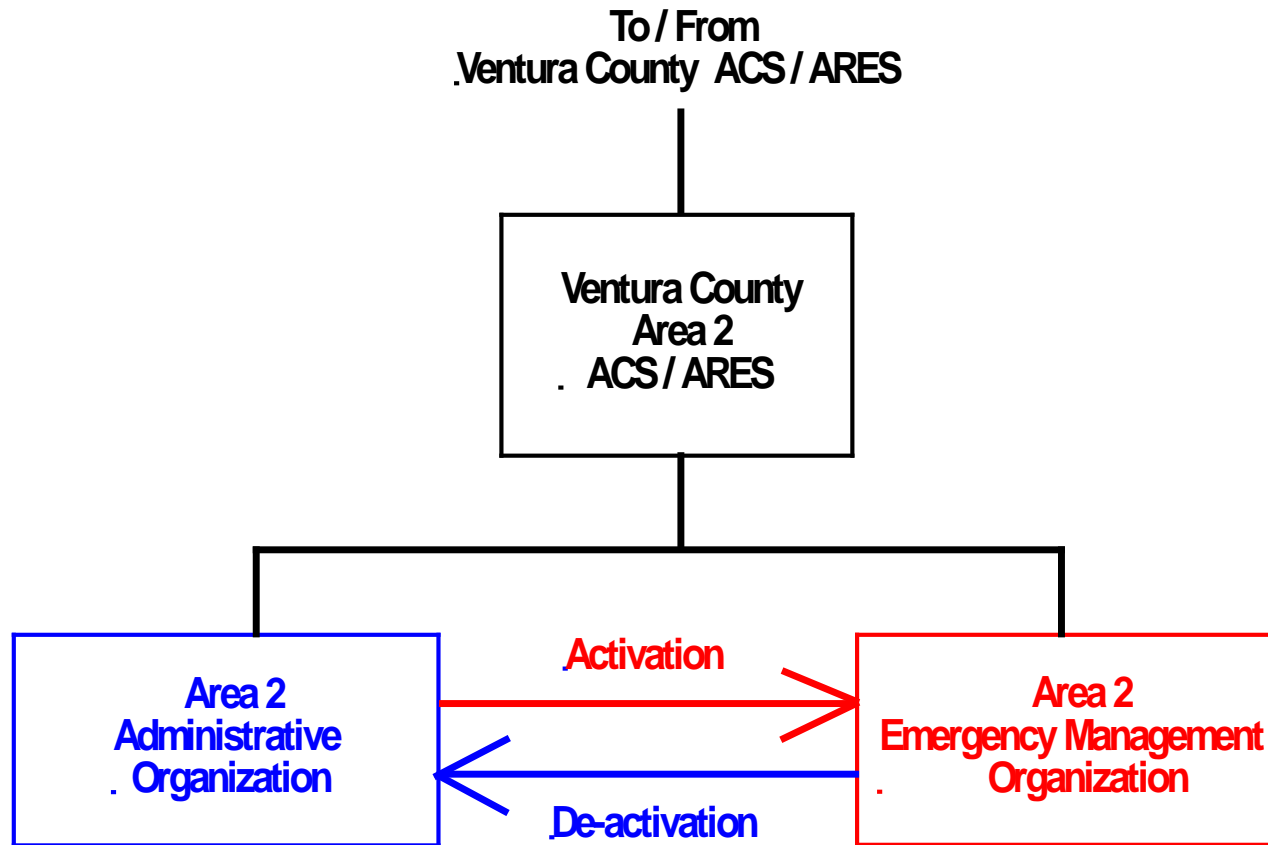
# Special ACS Activations (continued)

- If a telephone or electrical power outage occurs in Thousand Oaks, that OES may not be aware of, it is the duty of the Area 2 EC, or one of the Area 2 AECs, to contact OES and request activation for the purpose of covering Los Robles Hospital.
- Once Los Robles Hospital Main Campus is staffed:
  - Decisions concerning staffing of the other Area 2 sites can be made based on requests for ACS services from the East County Sheriff's Station, City of Thousand Oaks, CLU, Amgen, Oak Park School District and Oak Park CERT.
  - Staffing Los Robles Hospital East Campus most likely will become an immediate requirement.
  - Staffing the East County Sheriff's Station ACS radio room will likely be required to provide Los Robles Hospital with the additional communications resources that it will need.

# ACS Deactivation

- All ACS activities will be terminated upon OES direction.
  - OES will notify ACS District Leadership of the decision to terminate operations.
  - ACS District Leadership will instruct the Area ECs to terminate operations.
  - The ECs will bring the operations to an orderly conclusion.
  - ECs will notify ACS District Leadership when operations have been concluded and all members have safely returned home or to member designated locations.
  - ACS District Leadership will notify OES that all ACS operations have been concluded.
- OES deactivates ACS.

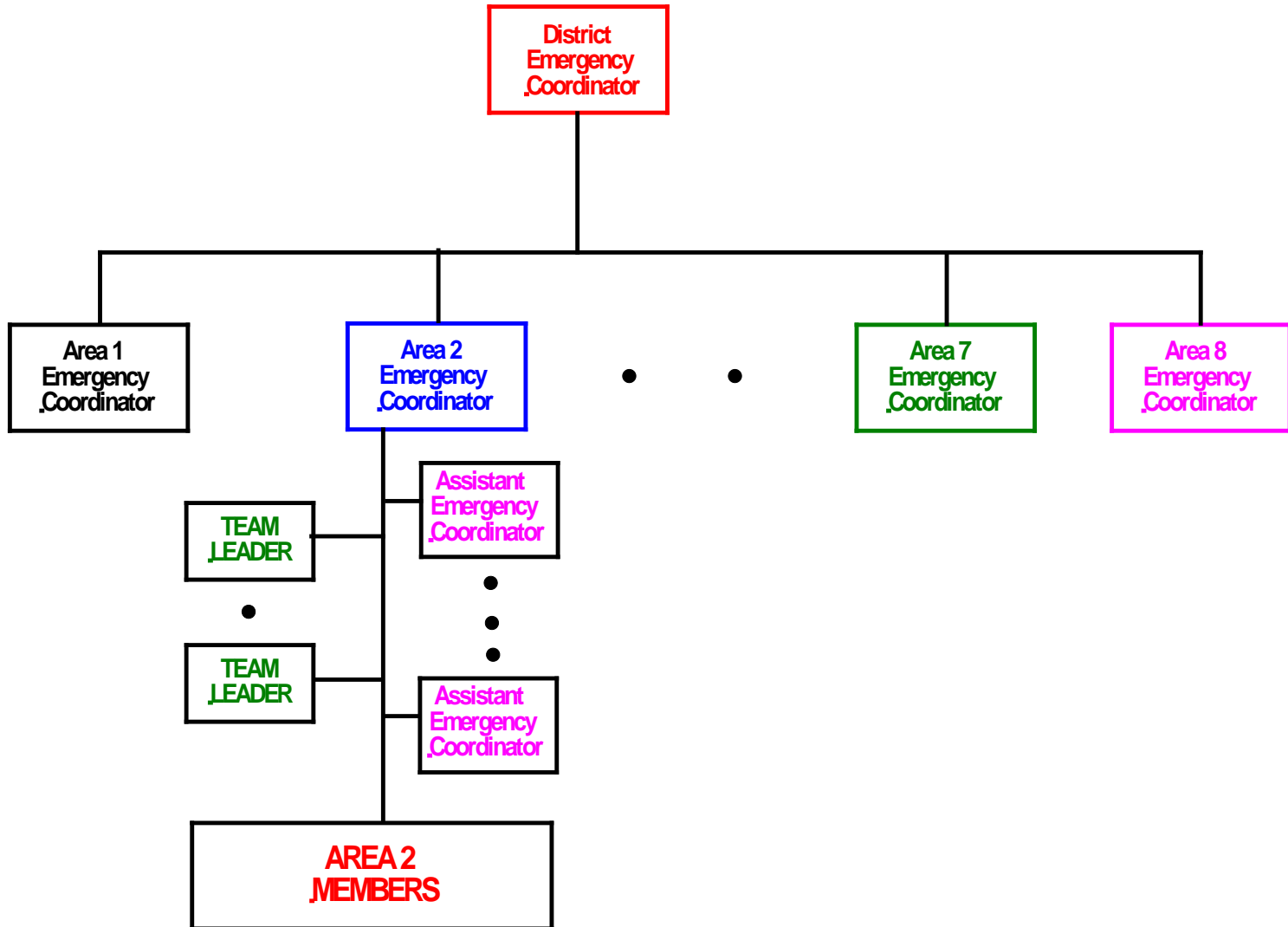
# Area 2 Organizational Structures



# Area 2 Organizational Structure

- Area 2, like most emergency response organizations, has two organizational structures.
  - An Administrative Organization Structure, and
  - An Emergency Management Structure.

# Area 2 Administrative Organization



# Area 2 Administrative Structure

- The Area 2 Administrative Organization is responsible for day to day operation of ACS/ARES Area 2.
- The Area 2 Administrative Organization consists of:
  - The Area 2 Emergency Coordinator (EC)
  - Area 2 Assistant Emergency Coordinators (AECs)
  - Area 2 Team Leaders
  - Area 2 Members
- The Area 2 Emergency Coordinator reports to the County ACS District Emergency Coordinator
- Area 2 administrative leaders serve in their assigned positions for an extended period of time, typically one or more years.

# Emergency Coordinator (EC) Duties

- Promotes ACS/ARES as a voluntary, non-commercial, emergency communications service for the benefit of the public.
- Establishes a working relationship with governmental, private, and volunteer organizations in Area 2 which might need the services of ACS/ARES.
- Establishes and maintains an Area 2 Emergency Communications Plan that defines who the Area 2 customers are, the services provided to those customers, and how those services are provided.
- Establishes and maintains the communication networks needed to provide Area 2 customers with emergency communication services, operates the networks on a regular basis, and periodically tests those networks with realistic drills.
- When activated during an emergency, implements the ACS Incident Command System (ICS) within Area 2.
- The EC assumes authority and responsibility for the emergency response and performance of Area 2 personnel.

# Emergency Coordinator Duties (continued)

- Attends planning meetings with the District Emergency Coordinator and ECs from the other 7 Ventura County ACS/ARES Areas.
- Holds regularly scheduled meetings with all Area 2 members to discuss local emergency communication plans, training, and exchange emergency preparedness ideas.
- Recruits local ACS/ARES members.
- Manages and coordinates the organization, training, and emergency preparedness of Area 2 members.
- Establishes and maintains records of Area 2 activities and membership and provides this information to the District Database Coordinator.
- Appoints Area 2 Assistant Emergency Coordinators (AECs) and Team Leaders to assist in performing the duties required of the EC.

# Assistant Emergency Coordinator

- The AECs assist the Emergency Coordinator in performing the designated EC duties.
- Each AEC should assume that he/she is in training to assume the Area 2 EC position should the need arise.
- The EC, or DEC in the absence of the EC, shall designate one of the Area 2 AECs to perform all the Area 2 Emergency Coordinator duties and have all the authority of the EC
  - In the absence of the EC.
  - In the event the EC is unable to server.

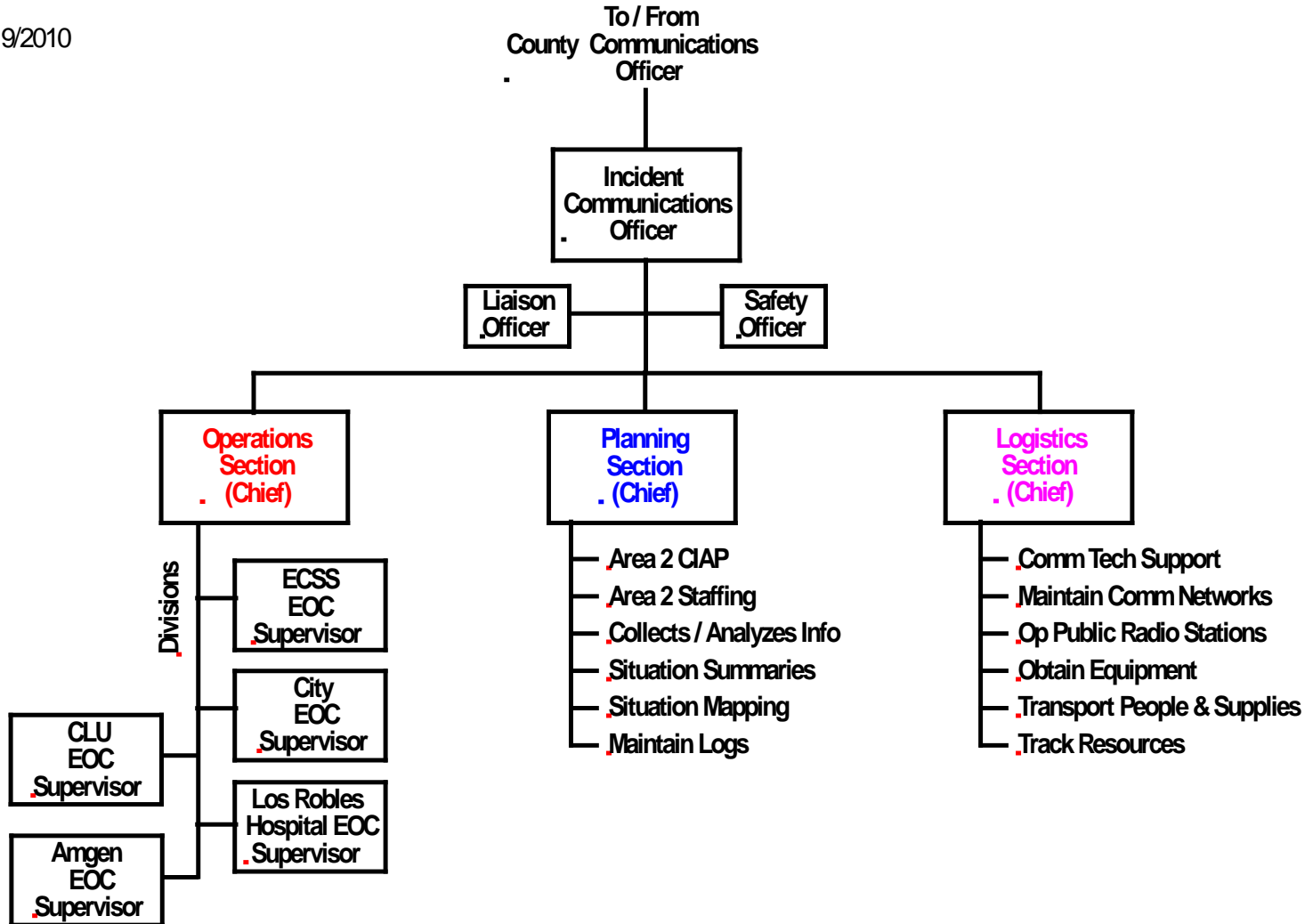
# Team Leaders

- The Area 2 EC appoints Team Leaders as needed to perform specific Area 2 duties.
- Typical Team Leader Positions may include but are not limited to:
  - Administration Team Leader
  - Staffing Team Leader
  - Training Team Leader
  - Facilities Team Leader
  - Technical Team Leader
  - Packet Team Leader
  - Computer Systems Team Leader

# Area 2 Emergency Management Organization

## Incident Command System (ICS)

09/19/2010



Supervisor = ACS Supervisor

# Area 2 Emergency Management Structure

- The Area 2 Emergency Management Organization is responsible for Area 2 operations during:
  - Public service events and
  - ACS activations
- The Area 2 Emergency Management Organization implements the Incident Command System (ICS) mandated by FEMA.
- The Area 2 Emergency Management Organization consists of:
  - The Area 2 Incident Communications Officer
  - Area 2 Staff Positions (Liaison and Safety Officers)
  - Area 2 Section Chiefs (Operations, Planning, and Logistics)
  - Area 2 Operations Section Supervisors
  - Area 2 Members

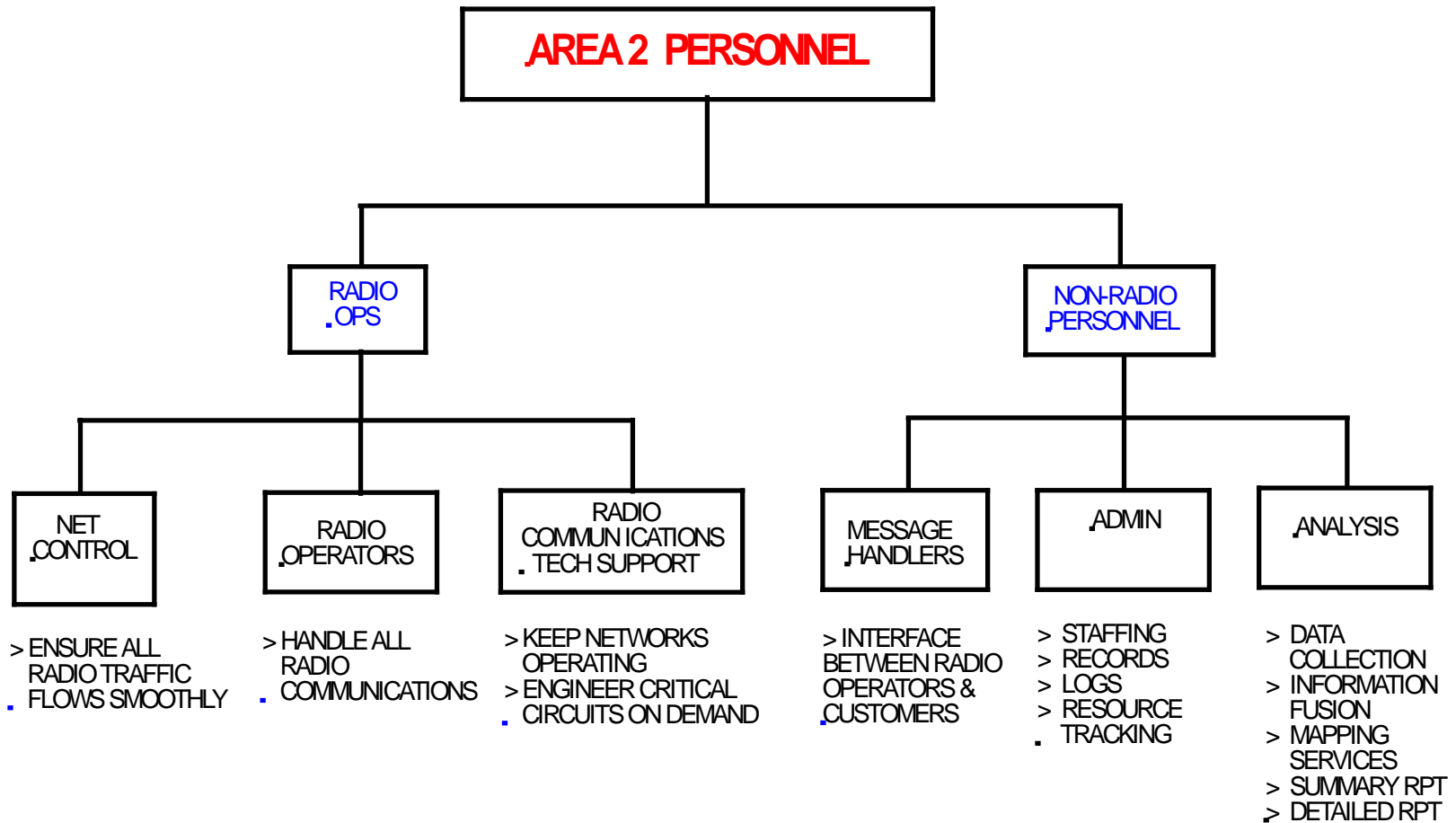
# Area 2 Emergency Management (continued)

- Area 2 emergency management leaders serve in their assigned positions for:
  - A single 8 to 12 hour operational shift,
  - Often serve multiple shifts, but
  - With at least 8 to 12 hours of rest between each shift.
- The Area 2 EC and AECs will normally serve as the Area 2 Incident Communications Officers.
- Based on their level of experience, Area 2 members will be assigned to the positions of:
  - Staff Officers,
  - Section Chiefs,
  - Operations Supervisors, and
  - Operations, Planning, or Logistics staff.

# Area 2 Incident Command System

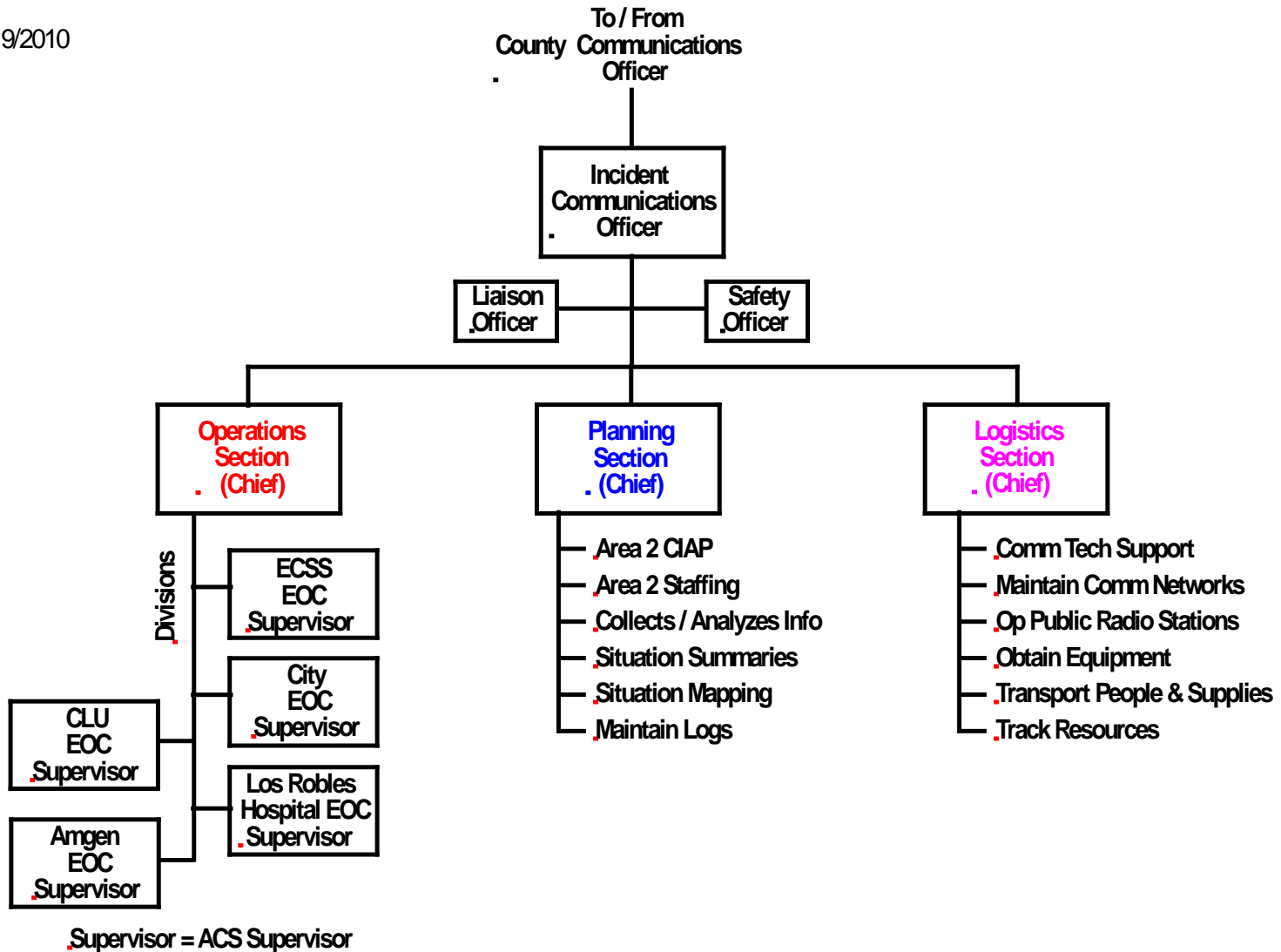
- The Area 2 Incident Command System (Emergency Management Organization) will be used for all Area 2 events and activations.
- Every Area 2 event and activation will have an:
  - Incident Communications Officer,
  - Operations Section Chief,
  - Planning Section Chief, and
  - Logistics Section Chief.
- Area 2 personnel will be assigned to the Operations, Planning, and Logistics Sections as needed to successfully handle the mission.
- A Safety Officer and Liaison Officer will be added when needed.

# Implementing The Incident Command System Requires A Full Staff Of Radio & Non-Radio Personnel



# Area 2 Incident Command System Staffing

09/19/2010



# Incident Communications Officer (ICO)

- For County wide ACS activations, the ICO takes general direction from the ACS County Communications Officer and is a member of the ACS County Emergency Management Team.
- The ICO is the person in charge of all Area 2 ACS operations during an incident.
- The ICO is typically the Area 2 EC or an Area 2 AEC, but does not have to be.
- The ICO determines what the Area 2 response to the incident will be based on:
  - The level of ACS activation.
  - Information received from the ACS County Communications Officer.
  - Requests for support from local agencies and organizations.
  - Reports from local ACS members concerning the extent and magnitude of the evolving crisis.

# Incident Communications Officer (continued)

- The ICO appoints the initial Operations, Planning, and Logistics Section Chiefs.
  - The ICO, working with the Planning Section, will identify an ICO plus Operations, Planning, & Logistics Section Chiefs for next shift change.
- The ICO, with assistance from the Safety Officer, ensures the safety of Area 2 ACS personnel involved in the incident.
- The ICO provides information to the ACS County Communications Officer and to served organizations on measures being taken to ensure adequate Area 2 ACS communications support.
- The ICO establishes and maintains liaison with other organizations and agencies within Area 2 that are responding to the incident.
- The ICO negotiates with the ACS County Communications Officer concerning sending Area 2 personnel and resources as mutual aid to other ACS Areas.

# Operations Section

- Directed by the Area 2 Operations Section Chief.
- The Operations Section is responsible for all Area 2 ACS communications, including:
  - Activating and deactivating Area 2 networks.
  - Establishing and maintaining network control responsibility for each activated net.
  - All radio operations at each Area 2 EOC and field site.
  - Message handling and other customer interface at each EOC and field site.
  - Deployed mobile units.
  - Ensuring the correct radio operating procedures and protocols are being followed.

# Operations Section (continued)

- The Operations Section Chief coordinates tactical operations with:
  - The Area 2 ACS Operations Supervisor at each EOC.
    - An Operations Supervisor is the lead Area 2 ACS person at a location.
  - The Area 2 ACS Field Operations Supervisor(s).
- The Operations Section works with the Planning Section on development of the ACS Communications Incident Action Plan.
- The Operations Section works with the Logistics Section on resource issues.
- The Operations Section is typically staffed with:
  - Radio operators handling radio communications.
  - Non-radio personnel message handlers and operation coordinators.

# Planning Section

- Directed by the Planning Section Chief.
- The Planning Section determines:
  - Which Area 2 EOCs and facilities are to be staffed.
  - The level and composition of staffing at each site.
  - When and where field sites are to be established.
  - The level and composition of staffing at each field site.
  - When and where to deploy mobile units.

# Planning Section (continued)

- **Develops and maintains a Communication Incident Action Plan.**
  - The ICO, Operations and Logistics Sections participate in development of the Communication Incident Action Plan.
  - The plan identifies the customers being supported, the communication services to be provided and how the services are to be accomplished.
  - Covers a specified timeframe.
  - The plan will be periodically updated, and changed as appropriate, to reflect the evolving crisis.

# Planning Section (continued)

- Maintains Area 2 ACS staffing for the incident.
  - Compiles the staffing needs of all Sections.
  - Establishes operational shifts if the incident is expected to last for more than 8 hours.
  - Assembles the required staffing for each shift.
  - Handles shift check-in and check-out of all ACS personnel.
  - Provides personnel being dispatched with information including:
    - The site or location to which they are being assigned.
    - Directions on how to get to the site, may not be the normal route.
    - The site or location person that they are to report to.
    - Their anticipated assignment at that site or location.
    - Radio frequencies to use in route to assignment.
    - Personal equipment that they should bring with them.

# Planning Section (continued)

- The Area 2 Central Analyst Team is a member of the Planning Section.
  - The Central Analyst Team collects and analyzes information from the ACS networks on:
    - The extent and magnitude of the evolving crisis,
    - Information on specific issues requested by the served organizations and agencies.
  - The Central Analyst Team creates and distributes situation reports, including a “Top of Hour report”, to the Area’s served organizations, agencies, EOCs, field sites, and to the ACS County Planning Section.
- The Planning Section typically consists:
  - Primarily of non-radio personnel, with a few
  - Radio operators for communicating with other sites and personnel.

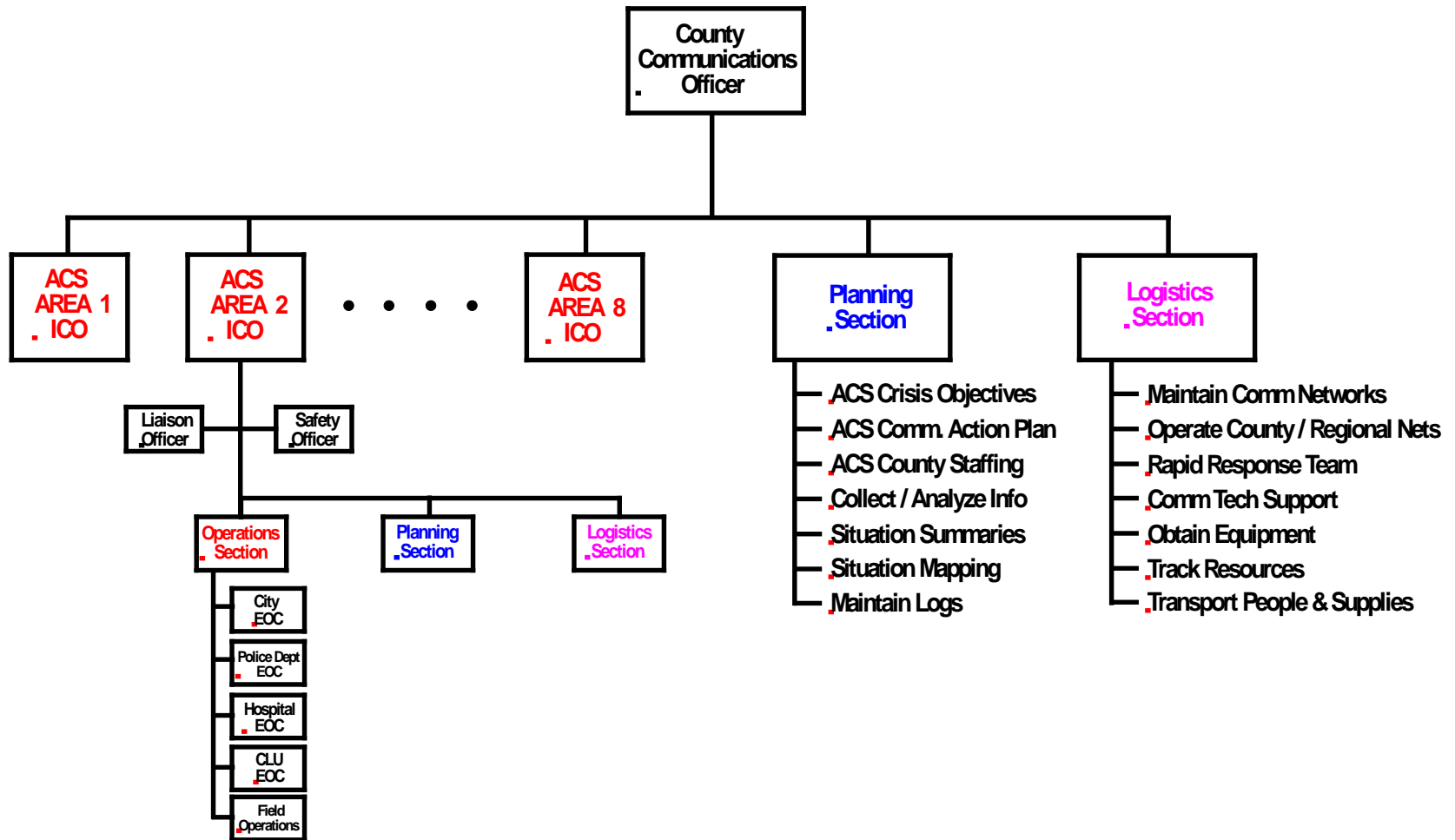
# Logistics Section

- Directed by the Logistics Section Chief.
- Provides all technical communications support required by:
  - The ACS team, plus supported
  - Organizations,
  - Agencies, and
  - Field sites.
- Maintains all Area 2 ACS communication networks.
- Operates agency AM Public Radios Stations as needed.

# Logistics Section (continued)

- Obtains equipment as needed to support the incident.
- Transports ACS people and supplies as needed.
- Tracks ACS resources.
- The Logistics Section typically consists of:
  - The Area 2 Communications Technical Team.
  - Radio operators for communicating with mobile units and other sites.
  - Non-radio personnel.

# County ACS Emergency Management System



# ACS County Emergency Management Team

The ACS County Emergency Management Team consists of:

- The ACS County Communications Officer,
- An ACS County Planning Section,
- An ACS County Logistics Section, **PLUS**
- The Incident Communications Officers from each of the activated ACS local Areas.

# ACS County Communications Officer

- The ACS County Communications Officer:
  - Is responsible for the ACS emergency communications response County wide.
  - Reports to the Office of Emergency Services.
- The ACS County Communications Officer, along with his Planning and Logistics Sections, have a complete view of the entire ACS operation.
- That view is provided in part by the reports coming in from the local Area Incident Communications Officers.

# ACS County Communications Emergency Action Plan

- The plan defines the emergency communication services that will be provided to ACS customers County wide and how those services are to be accomplished.
- The plan is formed by:
  - Collecting the Communication Incident Action Plans from each of the local Areas.
  - Reviewing the plans to ensure compliance with Office of Emergency Services policy.
  - Ensuring that ACS emergency communications County wide are being adequately covered.
  - Coordinating with the local Area Incident Communication Officers as needed.
  - Integrating the plans, with appropriate modifications, into the ACS County Communications Emergency Action Plan.

# ACS County Periodic Reports

- The Planning Section in each local Area collects information on the scope and magnitude of the evolving crisis within its Area.
- This information is assembled into periodic (Top of Hour) summary reports.
- These reports are sent to EOCs within the Area and to the ACS County Planning Section.
- The ACS County Planning Section reviews the reports and assembles them into periodic (Bottom of Hour) ACS County summary reports.
- The ACS County reports are distributed to OES and other County level organizations involved in the disaster response.

# ACS Mutual Aid Within The County

- One of the most important jobs performed by the County Communications Officer is negotiating mutual aid between the ACS local Areas.
- A local Area will submit a request for assistance to the ACS County Communications Officer if it needs additional people and equipment to deal with the disaster in its Area.
- The ACS County Communications Officer will negotiate with the ICOs in the other Areas, asking them for people and equipment to send to the Area requesting assistance.
- In obtaining people for the Area requesting help, extreme care must be taken not to draw down some other Area so far that it becomes critical and can no longer meet its communication obligations.

# ACS County Logistics Section

- All of the communications between the ACS County Emergency Management Team and the various local Areas requires a substantial ACS County wide emergency communications network.
- Establishing, maintaining, and operating this network is the responsibility of the ACS County Logistics Section.
- The Logistics Section includes a Rapid Response Team that can be dispatched to a local Area, at the request of its ICO, to assist in providing communication services in the Area.
- The County Logistics Section may also contain a team of technical communication experts that can be dispatched to specific Areas to assist with communication networks and equipment problems if requested by the Area ICO.
- This may require the Logistics Section to obtain and track equipment as it is deployed to various local Areas.

# Plan Summary

- Volunteer organizations often claim that they can do all kinds of things, but then fail to deliver.
- Our Area 2 customers thus have a legitimate right to ask how we are going to accomplish what we say we can do?
- This plan provides a detailed answer to that question.
- What is more important, we have actually implemented this plan.
  - We utilize portions of the plan every week,
  - Test it every month through our Operational Readiness Tests, and
  - Improvement upon it with each ACS activation and public service event.
- Through the implementation of this plan, we are providing our Area 2 customers with one of the best ACS emergency communication systems in the state of California.
- That is something to be proud of !



# ACS / ARES



- Providing Emergency Radio Communications:
  - Anywhere
  - Anytime
  - Under any conditions