

COMMUNICATIONS

EMERGENCY SUPPORT FUNCTION 2

(ESF 2)

PRIMARY AGENCY: Lake County Public Safety Department,
Communication Technologies Division

SUPPORT AGENCIES: Lake County Information Technology Department
Lake County Sheriff's Office
Lake Emergency Medical Services

I. INTRODUCTION

A. Purpose

The purpose of ESF 2 is to assure the provision of required communications support to state, county and municipal response efforts before, during and immediately following an emergency declaration. ESF 2 plans, coordinates and assists in all actions taken to provide communications support to state, county and municipal response elements and at a minimum:

1. Identify communications facilities available for use within the affected area(s).
2. Identify actual and planned actions of commercial telecommunications companies to restore services.
3. Identify communications facilities, equipment and personnel located locally that could be used to support recovery efforts.
4. Coordinate the acquisition and deployment of additional communications equipment, personnel and resources necessary to establish temporary communications capabilities within the stricken area.
5. Identify actual and planned actions of commercial cable television companies to restore services.

B. Scope

The Lake County Communications Technologies Division will serve as the Primary Agency for ESF 2 and will integrate and coordinate the communications assets available from all state agencies, county agencies, volunteer groups, local industry, federal government agencies and the

U.S. Military. ESF 2 will prepare recommendations for the local EOC during an emergency, and other agencies as required. Additionally, ESF 2 will be the focal point of all response communications activity at the local level prior to, during and immediately after an emergency has been declared at the local level. This includes performing necessary actions to assist with recovery operations.

C. Planning Assumptions

1. Normal day-to-day communications may be interrupted as a result of a natural or man-made emergency.
2. These emergencies would overload surviving communications channels.
3. Trained communication personnel shortages will occur; however, a sufficient number to handle emergency traffic will be available. Emergency radio nets will be utilized to back up and augment common carrier facilities to give all systems some redundancy.
4. ESF 2 will prepare and submit a Communications Plan for the operational period Incident Action Plan (IAP).

II. SYSTEM SUMMARY:

Lake County has a type 4 E911 system consisting of five (5) primary and one (1) secondary Public Safety Answering Point (PSAP) as follows.

A. Lake County Sheriff's Office Primary PSAP

The sheriff's office primary PSAP is located at the newly constructed Emergency Communications and Operations Center (ECOC). This PSAP direct dispatches all law enforcement calls for the unincorporated areas and the municipal law enforcement agencies in Astatula, Clermont, Fruitland Park, Howey-in-the-Hills, Lady Lake, Mascotte, Minneola, Montverde, Tavares and Umatilla. Fire and medical calls are transferred to the secondary PSAP, Lake EMS. Lake EMS is housed with the sheriff's office primary PSAP at the ECOC.

B. Eustis Police Department Primary PSAP

The Eustis Police Department primary PSAP direct dispatches calls for law enforcement in the city of Eustis. Fire and medical calls are transferred to Lake EMS at the ECOC.

C. Groveland Police Department Primary PSAP

The Groveland Police Department Primary PSAP direct dispatches calls for law enforcement in Groveland and Mascotte. Fire and medical calls are transferred to Lake EMS at the ECOC.

D. Leesburg Police Department Primary PSAP

The Leesburg Police Department primary PSAP direct dispatches calls for law enforcement. Fire and medical calls are transferred to Lake EMS at the ECOC.

E. Mount Dora Police Department Primary PSAP

The Mount Dora Police Department Primary PSAP direct dispatches law enforcement calls. Fire and medical calls are transferred to Lake EMS at the ECOC.

F. Lake EMS Secondary PSAP

The Lake EMS secondary PSAP direct dispatches Emergency Medical calls for all primary PSAPs in the County. It also direct dispatches Fire calls for the unincorporated areas plus all municipalities in Lake County.

III. SYSTEM MANAGEMENT

The Lake County E911 system is managed by a 911 Coordinator. The responsible fiscal agent is the Board of County Commissioners.

IV. ACTIONS**A. Response Initial Actions**

1. Staff ESF 2 as needed in the EOC. Communications will alert/contact all ESF 2 support agencies and direct them to activate their staff and assume their particular assignments. A roll call check of all potential responders should be conducted.
2. As soon as conditions allow following the disaster, ESF 2 will secure transportation to deploy local Impact Assessment Teams to

evaluate damage to critical communications facilities. Survey teams should be organized with expertise capable of assessing both the private and public communications infrastructure. Survey teams should ensure that they have communications back to the ESF 2 staff at all times.

The initial focus of these teams will be to identify:

- a. Operational radio communications facilities available for use within the affected area.
 - b. Operational telephone facilities available for use within the affected area.
 - c. Damage to emergency communications facilities. (Primary and secondary PSAPS, tower sites, etc.)
 - d. Operational cable television service available for use within the affected area.
3. Coordinate with support agencies to prioritize and develop a Communications Plan for the initial response.

B. Response Continuing Actions

1. ESF 2 will provide operational support as well as planning for and coordination of communications resources, including submission of a Communications Plan for each operational period.
2. Priorities will continually be reassessed to address the most critical communications needs and develop strategies.

C. Recovery Initial Actions

ESF 2 Coordinator shall begin planning the recovery process according to the following:

1. Accumulate damage information obtained from all the assessment teams. Additionally, these teams may make initial estimates of the amount of communications support required. This information should be provided to the ESF 2 staff as soon as possible.
2. Review, categorize and compare damage information to ensure that specific problems are clearly understood and agreed upon.
3. Assemble a listing of all communications assets available to

support recovery mission(s). Other volunteer and local agencies with communications assets may also be asked to contribute these assets to the response effort. Industry resources must also be considered for availability and effectiveness. Furthermore, availability, operational condition and duration of need must be considered. The logistical requirements necessary to obtain critically needed equipment will also be evaluated.

4. Select the resource alternative most applicable and coordinate its deployment.

D. Recovery Continuing Actions

1. The ESF 2 staff should maintain coordination of all EOC communications as long as the EOC is activated.
2. Monitor the National Weather Service for the latest weather report for the county, including present conditions, the 24-hour forecast and the long-range forecast.
3. Obtain information from ESF 1 (Transportation) regarding road, rail and air transportation conditions, and whether ESF 1 can move mobile communications systems into the area.
4. Determine from the local county/municipal authorities the location of possible secondary response locations in the disaster area, e.g. staging areas, food sites, tent cities, medical stations, satellite DFOs, etc.
5. Assess the need to request assistance (mobile or transportable equipment) from SEOC.
6. Assess the need for and obtain other support as needed/required from local industry.
7. Deploy mobile communications vehicles to coordinate response agencies in the stricken areas. County departments, sheriff's office, Fire, EMS and other key agencies utilize the countywide 800 MHz public safety radio system.
8. Maintain an activity log and prepare reports using established procedures. Focus specific attention to the production of "After-Action Reports." These will be critical for future review of ESF activities and procedures.

9. Coordinate communications support to all responders and volunteer agencies as required and prioritize the deployment of services, based upon available resources and critical needs.
10. Coordinate ESF 2's needs and time frames with SEOC and all others as required. Work to resolve all conflicts regarding communications resource allocation requests.
11. Develop and disseminate information collection guidelines and procedures to enhance assessment, allocation, and/or re-allocation of telecommunications industry assets.

V. INTERLOCAL AGREEMENTS

First Party	Second Party	Subject
Lake County	Marion County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Lake County citizens at the Marion County Primary PSAP located at the Sheriff's Department in Ocala.
Lake County	Orange County	An interlocal agreement is required to define the call handling method and routing of each default call received by the Orange and Lake County E911 systems originating outside each County respectively.
Lake County	Sumter County	An interlocal agreement is required to define the call handling method and routing of each default call received by the Orange and Sumter County E911 systems originating outside each County respectively.
Lake County	Lake County Municipal Jurisdictions	An interlocal agreement is required to define the call handling method and subsequent transfer/relay means of the Lake County E911 system. It is also required to meet standards of system operation.

VI. LAKE COUNTY CALL HANDLING AT 9-1-1 CENTERS**Agency****Method****Device****A. Lake County Sheriff's Office Primary PSAP**

Lake County Sheriff's Office	Direct Dispatch	Radio
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Provides Dispatching Services For:

Astatula Police Dept.	Howey-in-the-Hills Police Dept.	Tavares Police Dept.
Mascotte Police Dept.	Umatilla Police Dept.	Clermont Police Dept.
Fruitland Park Police Dept.		
Fire/EMS Secondary PSAP	Transfer to EMS	Telephone

B. Eustis Police Department Primary PSAP

Eustis Police Dept.	Direct Dispatch	Radio
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Provides Dispatching Services For:

Eustis Police Department		
Fire/EMS Secondary PSAP	Transfer to EMS	Telephone

C. Groveland Police Department Primary PSAP

Groveland Police Department	Direct Dispatch	Radio
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Provides Dispatching Services For:

Groveland Police Department		
Fire/EMS Secondary PSAP	Transfer to EMS	Telephone

D. Leesburg Police Department Primary PSAP

Leesburg Police Department	Direct Dispatch	Radio
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Provides Dispatching Services For:

Leesburg Police Department		
Fire/EMS Secondary PSAP	Transfer to EMS	Telephone

E. Mount Dora Police Department Primary PSAP

Mount Dora Police Department	Direct Dispatch	Radio
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Provides Dispatching Services For:

Mount Dora Police Department		
Fire/EMS Secondary PSAP	Transfer to EMS	Telephone

F. Lake EMS Secondary PSAP

Lake EMS Secondary PSAP	Direct Dispatch	Radio
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Provides Dispatching Services For:

All County/Municipal Fire Services	Direct Dispatch	Radio
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VII. PUBLIC SAFETY ANSWERING POINT (PSAP) CAPABILITIES**A. Lake County Sheriff's Office Primary PSAP**

Location	ECOC, Tavares
Number of Answering Positions	10
Type of Answering Position	Call Taker
Total Staff	56
Number of Logging Recorders	(2) Nice 120ch and Stancil 80ch
Number of Instant Playback Recorders	10
Call Answering Equipment	Intrado Positron Viper
911 Trunks	11
Transfer Lines	16
TDD	10

B. Eustis Police Department Primary PSAP

Location	Eustis Police Dept., Eustis
Number of Answering Positions	2
Type of Answering Position	Call Taker/Dispatcher
Total Staff	8
Number of Logging Recorders	(1) 1 – 16 Channel Stancil
Number of Instant Playback Recorders	2
Call Answering Equipment	Intrado Positron Viper
911 Trunks	2
Transfer Lines	2
TDD	2

C. Groveland Police Department Primary PSAP

Location	Groveland Police Dept., Groveland
Number of Answering Positions	2
Type of Answering Position	Call Taker/1 Dispatcher
Total Staff	4
Number of Logging Recorders	(1) 1 – 16 Channel Stencil
Number of Instant Playback Recorders	2
Call Answering Equipment	Intrado Positron Viper
911 Trunks	2
Transfer Lines	2
TDD	2

D. Leesburg Police Department Primary PSAP

Location	Leesburg Police Dept., Leesburg
Number of Answering Positions	4
Type of Answering Position	Call Taker/Dispatcher
Total Staff	16
Number of Logging Recorders	(1) 1 – 16 Channel Stencil
Number of Instant Playback Recorders	4
Call Answering Equipment	Intrado Positron Viper
911 Trunks	4
Transfer Lines	4
TDD	4

E. Mount Dora Police Department Primary PSAP

Location	Mount Dora Police Dept., Mount Dora
Number of Answering Positions	2
Type of Answering Position	Call Taker/Dispatcher
Total Staff	10
Number of Logging Recorders	(1) 1 – 16 Channel Stencil
Number of Instant Playback Recorders	2
Call Answering Equipment	Intrado Positron Viper
911 Trunks	2
Transfer Lines	2
TDD	2

F. Lake EMS Secondary PSAP

Location	ECOC
Number of Answering Positions	8
Type of Answering Position	(8) Call Takers / (4) Dispatchers
Total Staff	30
Number of Logging Recorders	(2) Nice 120ch and Stencil 80ch
Number of Instant Playback Recorders	8
Call Answering Equipment	Intrado Positron Viper
911 Trunks	6
Transfer Lines	6
TDD	8