

**EMERGENCY OPERATIONS PLAN**  
**ESF-2 Communications**

**EMERGENCY SUPPORT FUNCTION 2**

**1. PURPOSE**

The purpose of ESF-2 is to ensure seamless communications between the City's Emergency Response Agencies, the New Haven Public Safety Answering Point (PSAP), the Public Information Officer, and the New Haven Emergency Operations Center.

**2. SCOPE**

- Establish provisions for coordinating, obtaining, analyzing, and reporting operational information to support operations in the EOC.
- Maintain interoperable communications with Emergency Response providers.
- Establish communications and coordination with adjacent local governments, DEMHS Region 2 and the state government.
- Ensure protection of communications systems and readying temporary communications if required.

**3. EOC COMMUNICATIONS**

The EOC telephone operators may be City employees including PSAP personnel or CERT members who are responsible to field incoming calls to the EOC, including any requests from the general public for service or that are register complaints relating to conditions that are affecting the City. Any report of an emergency will be transferred to the 911 operator at the operations desk. All calls will be documented on the EOC call taker form and routed to the appropriate official.

**4. PUBLIC SAFETY ANSWERING POINT LOCATION**

Although the Office of Emergency Management location is 200 Orange Street, the Public Safety Answering Point (PSAP) is located at 1 Union Avenue (Police Headquarters). The PSAP handles all 911 communications for Fire, EMS, and Police services for the City; Yale University Police Department serves as the back-up to the PSAP. The PSAP can also operate out of the EOC for emergency and disaster related issues as needed.

**5. GENERAL**

Emergency operations are critically dependent on communications, and in particular, communications through the EOC. This section of the EOP outlines the communications systems for use during disaster situations.

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**6. PROCEDURES**

- An emergency or disaster or has caused the Mayor to activate the Emergency Operations Center.
- EOC communications will be controlled and coordinated by the Office of Emergency Management.
- Standard telephone lines will be the primary method of communications as long as available. Should it become necessary, the additional systems outlined will be activated.
- Agencies with emergency responsibilities will maintain the necessary equipment to communicate with the EOC and other appropriate segments of the City government.
- The Office of Emergency Management will maintain, in a constant state of readiness, the equipment needed to support communications necessary for the direction and control of any emergency response.
- The City of New Haven Public Information Officer (PIO) or designee shall serve as the Point of Contact for ALL media inquiries relating to Public Information. The PIO shall also be the City's representative if a Joint Information Center is established and be in direct communication with the Emergency Operations Center. A media liaison may also be assigned as the PIO.

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**7. TELEPHONE EQUIPMENT**

City of New Haven  
Emergency Operations Center  
Telephone Hunt Group Numbers and Extensions

- |    |                   |     |                   |
|----|-------------------|-----|-------------------|
| 1. | 946-8221 (Pos #1) | 8.  | 946-6017          |
| 2. | 946-6018          | 9.  | 946-6016          |
| 3. | 946-6019          | 10. | 946-6013          |
| 4. | 946-6008          | 11. | 946-8214          |
| 5. | 946-8213          | 12. | 946-8212 (Pos #3) |
| 6. | 946-7260          | 13. | 946-8211 (Pos #2) |
| 7. | 946-6495          | 14. | 946-6497          |

Mayor's Office	Ext# 2628 (946-6912/946-6001)
Mayor	Ext# 2618
Chief of Staff	Ext# 2618
CAO	Ext# 2617
Deputy CAO	Ext# 2616 (946-7260)
Operations #1	Ext# 2621 (946-8224)
Operations #2	Ext# 2622 (946-8226)
Operations (Fax)	(1) 946-8215 (2) 946-8216
Mayor PIO	Ext# 2618
Chief of Staff	Ext# 2619
Fire Department	Ext# 2613 (946-6019)
Police Department	Ext# 2612 (946-6018)
Public Works Director	Ext# 2615 (946-6008)
Building Department	Ext# 2610
Health	Ext# 2605
Parks	Ext# 2611
Traffic and Parking	Ext# 2607 (946-6497)
AMR	Ext# 2603
UI	Ext# 2604
Red Cross	Ext# 2602
Education	Ext# 2609 (946-6495)
Yale P.D.	Ext# 2614
Call Taker #1	Ext# 2626
Call Taker #2	Ext# 2625
Call Taker #3	Ext# 2624

**EOC GROUPWISE / COMPUTER ACCESS**

Laptops NO User ID & NO PASSWORD just leave blank and hit enter.

Desktops must use user ID: eoc & password: newhaven

**Phone Call Transfer instructions: 1. Answer call 2. Press transfer. Dial extension # 3. Hang up**

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**8. RADIO COMMUNICATIONS**

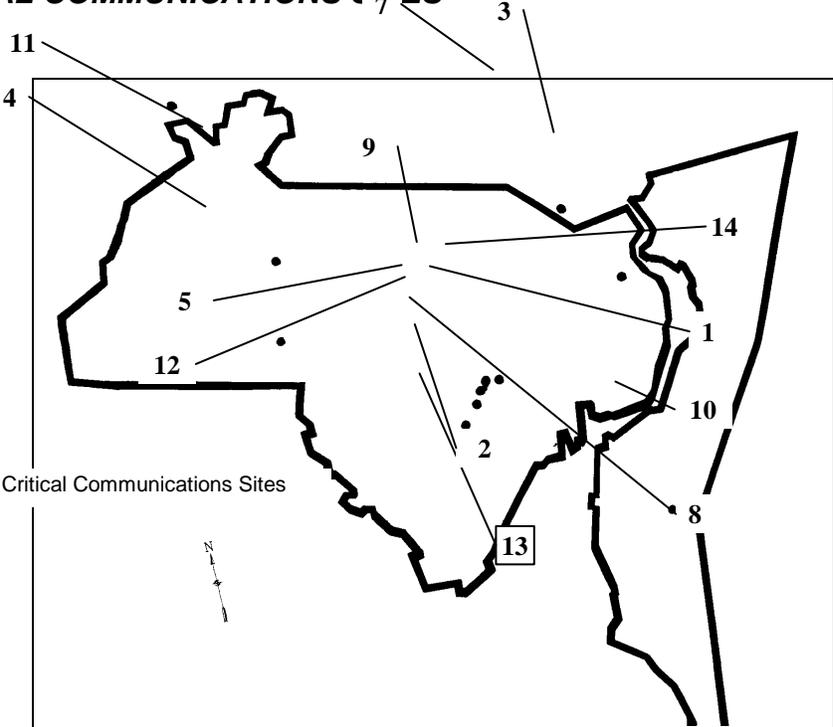
<b>SYSTEM</b>	<b>FREQUENCY</b>	<b>A</b>	<b>B</b>	<b>C</b>	
<b>Fire</b>	Channel 1	TX 806.3125	√	√	√
		RX 851.3125			
	Channel 2	TX 806.0125	√	√	√
	DPL	RX 851.0125			
		311			
<b>Police</b>	Channel 1	TX 460.1000	√	√	√
		RX 465.4500			
	Channel 2	TX 460.4500	√	√	√
		RX 465.1000			
	Channel 3	TX 460.5000	√	√	
	PL	RX 465.5000			
		110.9			
<b>Public Works</b>		TX 458.7500	√	√	√
		RX 453.7500			
	PL	110.9			
<b>Building</b>		TX 158.8650	√	√	
		RX 155.0400			
	DPL	343			
<b>Parks</b>		TX 458.7500	√	√	√
		RX 453.7500			
	PL	110.9			
<b>Education</b>		TX 158.8650	√	√	
		RX 155.0400			
	DPL	343			
<b>Traffic &amp; Parking</b>		TX 37.1000	√	√	
		RX 37.4000			
<b>EBS</b>		161.7600	√	√	
<b>RACES</b>		146.0100	√		
		146.6100	√		
<b>State Fire</b>		46.1600	√		
<b>Mednet</b>		155.3400	√	√	
<b>NHOEM</b>		153.8000	√	√	

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PL	162.2			
Inter-City Fire	154.295	√	√	
<b>SYSTEM</b>	<b>FREQUENCY</b>	<b>A</b>	<b>B</b>	<b>C</b>
Tweed Ground	121.7000			
	<b>TX</b>		<b>RX</b>	
C-Med Dispatch	462.9500		467.9500	
	462.9750		467.9750	
Medical	463.0000		468.0000	
	463.0250		468.0250	
	463.0500		468.0500	
	463.0750		468.0750	
	463.1000		468.1000	
	463.1250		468.1250	
	<b>TX</b>		<b>RX</b>	
	463.1500		468.1500	
	463.1750		468.1750	

- A: Transceiver
- B: Alternate Transceiver
- C: Backup Repeater

**9. CRITICAL COMMUNICATIONS SITES**



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- |                              |                           |
|------------------------------|---------------------------|
| 1. Fire Headquarters         | 8. K of C Repeater Site   |
| 2. Police Headquarters       | 9. SNET, Elm Street       |
| 3. Public Works Headquarters | 10. SNET, Hamilton Street |
| 4. Parks Headquarters        | 11. SNET, Harrison Street |
| 5. EOC                       | 12. SNET, State Street    |
| 6. West Rock Tower Site      | 13. SNET, Townsend Avenue |
| 7. East Rock Tower Site      | 14. SNET, Wall Street     |

**10. COMMUNICATIONS STAFF**

The communications systems installed in the EOC are operated by department staff members assigned on a 24-hour basis. The equipment used is identical to what is used on a daily basis by City agencies and requires no specialized training. The below listed departments will, however, insure their staff representative assigned to the EOC are familiar with communications procedures and the EOC PSAP operation.

- Fire Department
- Police Department
- PSAP
- Public Works
- Public Information Officer
- Parks
- Education
- Building
- Traffic, Transportation and Parking

The Office of Emergency Management will operate the second transmitter on each City net and communicate with temporary facilities such as shelters, Region 2 or State EOC, and agencies outside the City government.

**11. ALTERNATE TACTICAL & NON-TACTICAL COMMUNICATION SYSTEMS**

**11.1 GENERAL**

In the event any of the routinely used communications systems are inoperable because of the disaster situation, on hand alternate paths will be used first. For example, if the dial telephone system is not available, each

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hospital in the City may be contacted by radio on the Med-Net or through the C-Med radio net.

Cellular telephones and antennas are permanently installed in the EOC and may function in situations where the wire lines are not. In the event internal systems are inadequate the following alternate methods of communications will be activated.

#### **11.2 TELEPHONE**

The EOC houses the telephone company demarcation point for the several hundred lines used in the Hall of Records. In the event the number of telephone lines installed in the EOC is inadequate, the Mayor may direct these lines be transferred to emergency operations. Equipment and materials for this task are on hand in the EOC.

#### **11.3 OEM RADIO**

In the event the EOC cannot be utilized, the Mayor may direct that emergency operations will be controlled from the alternate location at the Fire Training Academy or from Car #42, the EOC operations vehicle. Radio communications at the alternate EOC location would be utilized from Car #42, which is equipped with City department radios and internet capability. The majority of transceivers in the EOC are easily removed and relocated if time and the disaster situation permit.

#### **11.4 UASI CROSS BAND INTEROPERABILITY CHANNELS**

In the event mutual aid companies are responding to the City, the UASI Cross Band may be utilized. This channel shall also be utilized for shelter operations.

#### **11.5 ITAC / ICALL**

The Connecticut Department of Emergency Management and Homeland Security has provided radios for each of the respective disciplines including Fire, Police, EMS and Emergency Management, and the PSAP for operations at a large scale incident to facilitate communications between each incident commander from their respective municipal agency or discipline. There is also a cache of TAC-ICALL radios located in the State Hazardous Materials Decontamination Trailer located at the Fire Training Academy and is ready for immediate use. The trailer is also equipped with a repeater.

#### **11.6 DEMHS HIGH BAND RADIO**

The Connecticut Department of Emergency Management & Homeland Security has installed into the Emergency Operations Center and Car 42 a high

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band radio for immediate connection the Region 2 communications center. The call sign for this radio is **WRA594**, and shall be utilized for direct communications to the Region 2 communication / coordination center. This redundant system can be utilized in the event that traditional phone lines, fax lines, or internet capability has been severed.

**12. MASS NOTIFICATION SYSTEM**

The Everbridge mass notification system is currently in operation at the EOC. This system provides reverse notification to residents that have listed phone numbers in the white pages, to residents that have opted in, and designated staff that has been entered into the data base. The system has the capability to make mass notifications to specific areas of the city (i.e.; snow routes and flood prone areas). The system has many features including conference call capabilities, remote access, and a mechanism to generate reports of calls made. The system also has the capacity to notify residents using the CT ENS side of the system. This system can be activated by the PSAP, EOC or field incident commander.

**13. PUBLIC AWARENESS**

The City of New Haven Office of Emergency Management provides information to residents during the pre-incident phase through a public awareness campaign by distributing emergency preparedness guides and providing on-line information at the City's website [www.cityofnewhaven.com](http://www.cityofnewhaven.com). The City further engages the public through media outreach as necessary.