OFFICE OF EMERGENCY SERVICES
LAKE COUNTY SHERIFF’S OFFICE

2017
LAKE OPERATIONAL AREA
Lake County Emergency Operations Plan

Communications Failure Annex

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For
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Communications

I. PURPOSE

The purpose of this Communications Plan is to identify and establish an emergency communications system between Field Responders, Incident Command Posts (ICP), City Government and Special District Emergency Operation Centers (EOC), California Office of Emergency Service (OES), Sacramento, OES Coastal Region II, State and Federal agencies, and the Lake Operational Area (OA) Emergency Operations Center (EOC) during major response and recovery operations. Communications to and from the Lake Operational Area may involve a complex information system in support to emergency operations.

Lake Operational Area Information will be communicated through various State and Local communication systems to convey Tactical, Situation Status (SITSTAT) and Resource Status (RESTAT) Information. Additionally, communications may expand to include elements of the Emergency Alert System, California Emergency Services Radio System, Wireless Emergency Alert System, Integrated Public Alert & Warning System and National Oceanographic & Atmospheric Administration’s Weather Radio Service.

Communications within an incident(s) or activation of the Emergency Operations Center are managed through the use of a common communications plan established solely for the use of tactical and support elements assigned to the Lake Operational Area response and recovery operations. All communications between organizational elements should be in plain English. No codes should be used, and all communications confined to essential traffic. The EOC Logistics Section-Communications Branch Coordinator is responsible for all communications planning in support to emergency response. This includes radio nets established specifically for the Emergency Operations Center (EOC) management, on-site telephones, Cellular telephones, public address systems, and off-site telephone/microwave/radio systems.

Radio Networks: Radio networks for large incidents normally are organized as follows:

1. Command Net: This net links together each respective field Incident Commander to the Emergency Operations Center (EOC).

2. Tactical Net(s): The number of tactical nets may vary due to the size of the incident and/or the complexity of the Lake Operational Area organizational structure, i.e., number and variety of responding agencies/departments. Nets may be established around agencies, departments, geographical areas, or even within specific functions. The determination as to the number and composition of nets should be a joint planning/operations function. The Communications Branch Coordinator is responsible for developing the Emergency Operations Center (EOC) Communications Plan.
3. Support Net: Established primarily to handle status changing for resources as well as for support requests. Other non-tactical or EOC administrative functions may be handled within this net.

4. Ground-to-Air Net: A ground-to-air tactical frequency may be established or regular tactical nets may be used to coordinate aircraft activity supporting the Lake Operational Area response and recovery activities. The controlling factor on the establishment of this net should be the number of aircraft operation within the Operational Area as support, and the amount of traffic on available Tactical Nets.

5. Air-to-Air Nets: Air-to-air tactical frequency(ies) will normally be pre-designated and assigned for use within each respective Incident site and monitored by the Emergency Operations Center (EOC) Communications Unit.

II. LAKE COUNTY EMERGENCY COMMUNICATION SYSTEMS

Since few uncommitted communication resources are available within the Operational Area, consideration is given to coordinating available frequencies and resources during a widespread disaster impact or a coordinated effort to a catastrophic response situation. It is recognized that extensive local government, state and federal agencies will be providing mutual aid to the California North Coastal Region.

This communications plan identifies five levels in the Lake Operational Area (OA) emergency communications support system.

- Operational Area 9-1-1 system
- Lake Alerting & Warning System
- Lake Repeater Communication Sites Map
- Operational Area Current Frequency Inventory
- California Statewide Emergency Communication Systems

1. Lake County 9-1-1 System

During infancy stages of all emergency response services within the 1,329 square mile Lake County boundaries, the 9-1-1 emergency system is answered at the Sheriff's Office Central Dispatch Center (PSAP) in Lakeport. Lake County also has a 100-mile shoreline around Clear Lake. In 2016, the population of Lake County was estimated to be just over 64,000 people residing in the county. Additionally, the county receives over 200,000 visitors per day depending on the season. The Lake County Sheriff’s Department responses to all Law Enforcement, Search & Rescue, Office of Emergency Services (OES) and Coroner related issues and emergencies throughout the unincorporated areas. Fire Services related requests are answered by the Sheriff’s Office Central Dispatch Center (PSAP). The Sheriff's Dispatch Center dispatches fire departments. The Cal-Fire is dispatched by their Emergency Command Center, from Saint Helena.
a) Unincorporated Communities

Lake County communities served by the Sheriff’s Office Dispatch Center (PSAP) are as follows:

<table>
<thead>
<tr>
<th>Middletown</th>
<th>Loch Lomond</th>
<th>Lucerne</th>
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</thead>
<tbody>
<tr>
<td>Anderson Springs</td>
<td>Glen View</td>
<td>Kono Tayee</td>
</tr>
<tr>
<td>Forest Lake</td>
<td>Kelseyville</td>
<td>Glen Haven</td>
</tr>
<tr>
<td>Whispering Pines</td>
<td>Riviera Heights</td>
<td>Bartlett Springs</td>
</tr>
<tr>
<td>Harbin Springs</td>
<td>Riviera West</td>
<td>Clearlake Oaks</td>
</tr>
<tr>
<td>Lower Lake</td>
<td>Soda Bay</td>
<td>Hough Springs</td>
</tr>
<tr>
<td>Highland Harbor</td>
<td>Finley</td>
<td>Clear Lake Keys</td>
</tr>
<tr>
<td>Pine Grove</td>
<td>Blue Lakes</td>
<td>Hidden Valley Lake</td>
</tr>
<tr>
<td>Cobb</td>
<td>Bachelor Valley</td>
<td></td>
</tr>
<tr>
<td>Hobergs</td>
<td>Upper Lake</td>
<td></td>
</tr>
<tr>
<td>Adams Springs</td>
<td>Nice</td>
<td></td>
</tr>
</tbody>
</table>

b) Lake County Fire Services

The Lake County Operational Area is served by five fire service agencies. 9-1-1 calls are received by the Lake County Sheriff’s Department Central Dispatch Center, depending on the call; it may be also transferred to Cal-Fire, Emergency Command Center (ECC), Lake-Napa-Sonoma Unit.

<table>
<thead>
<tr>
<th>Northshore Fire Protection District</th>
<th>Kelseyville Fire Protection District</th>
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</thead>
<tbody>
<tr>
<td>Lakeport County Fire Protection District</td>
<td>Lake County Fire Protection District</td>
</tr>
<tr>
<td>South Lake County Fire Protection District</td>
<td></td>
</tr>
</tbody>
</table>

c) Cal-Fire

Cal-Fire, Sonoma-Lake-Napa Unit, headquarters is located in Saint Helena, Napa County. Cal-Fire has local area fire stations and personnel throughout Lake, Sonoma, Napa, Colusa, Yolo and Solano Counties. During annual fire season, Cal-Fire is responsible for all State Responsibility Areas (SRA) Lands with wildland fire suppression activities.

d) Ambulance Services

Lake County Fire-Rescue agencies provide ambulance Services throughout the Lake Operational Area. Emergency dispatch is coordinated from Sheriff’s Department Central Dispatch Center. The following agencies provide services:

<table>
<thead>
<tr>
<th>North Shore Fire District</th>
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<tbody>
<tr>
<td>Lake County Fire District</td>
<td>Lakeport Fire District</td>
</tr>
<tr>
<td>South Lake County Fire District</td>
<td></td>
</tr>
</tbody>
</table>
e) Hospitals

Sutter-Lakeside Hospital
5176 Hill Road, Lakeport, CA
Telephone: 707-262-5100

Adventist Health Clearlake
18 Avenue & Hwy 53, Clearlake, CA
Telephone: (707) 994-6486

f) Hazardous Materials Incidents

The Lake County Fire Protection District, under the County Mutual Aid Plan with Lake County, and the Cities coordinates Hazardous Materials Incident Teams for Lake County. Emergency dispatch within the county is coordinated with Lake County Sheriff’s Office Central Dispatch.

g) California Highway Patrol

California Highway Patrol serves the Lake Operational Area from the Kelseyville office. Emergency dispatch is coordinated from Ukiah CHP Division Dispatch Center and Lake County Sheriff’s Office Central Dispatch Center.

2. Lake County Alerting & Warning System

The warning point for Lake Operational Area (OA) is the Sheriff’s Office Dispatch Center in Lakeport. Upon receipt of a warning from the Federal or California Homeland Security, Governor’s Office of Emergency Services (OES), National Weather Services (NWS), or a 9-1-1 emergency telephone call, the Sheriff Department Dispatch Center notifies the Cities, Countywide Fire Services, Sheriff’s Office of Emergency Services, field units and Lake County agencies and departments of the information.

a) Emergency Alert System EAS

The Emergency Alert System (EAS) is a dedicated system that inter-links all commercial radio and television stations in Mendocino and Lake Counties. A direct transmitter located in the Sheriffs Dispatch Center in Mendocino County can activate this system. During major emergency situations, special countywide advisories and warnings can be issued on live air feed if required.

b) NIXLE Information/Alert System

The NIXLE Information/Alert System is a voluntary system that sends information to registered cell phone users and e-mail accounts in Lake County. During major emergency situations, special countywide advisories and warnings can be sent to an individual’s cell phone or e-mail account.
c) Integrated Public Alert Warning System (IPAWS)

The Integrated Public Alert Warning System (IPAWS) is a dedicated system (provided by FEMA and the Wireless Carriers) that notifies all cell phone users in the geographic area of a cell site within Lake County.

d) Code Red Public Alert System

Code Red is a contracted service that uses all land lines (provided by the carriers), and registered users of wireless, voice-over-ip (VoIP) and e-mail to provide emergency notifications via voice, text, short-message-service (SMS) and e-mail. Notifications can be generated by geographic area or list.

3. Lake County Agency Contacts

Lake County Sheriff’s Department
1220 Martin Street
Lakeport, CA 95453
Telephone: 262-4200
Fax: 262-0642
Dispatch: 263-2690

Lake County Office of Emergency Services
1220 Martin Street
Lakeport, CA 95453
Telephone: 263-3450
Fax: 263-3453
Dispatch: 263-2690

Lakeport Police Department
2025 South Main Street
Lakeport, CA 95453
Telephone: 263-5491
Fax: 263-3846
Dispatch: 263-5491

Clearlake Police Department
14050 Olympic Drive
Clearlake, CA 95422
Telephone: 994-8251
Fax: 994-8918
Dispatch: 994-8251

Kelseyville Fire District
PO Box 306
Kelseyville, CA 95451
Telephone: 279-4268
Fax: 279-4256
Dispatch: 263-2690

Lakeport Fire District
445. N Main Street
Lakeport, CA 95453
Telephone: 263-4396
Fax: 262-1283
Dispatch: 263-2690

Lake County Fire District
14815 Olympic Drive
Clearlake, CA 95422
Telephone: 994-2170
Fax: 994-4861
Dispatch: 263-2690

Lower Lake Station-65
16354 Main Street
Lower Lake, CA 95457
Telephone: 994-2531
Fax: 994-9178
Dispatch: 263-2690
South Lake County Fire District
21095 Hwy 175/P.O. Box 1360
Middletown, CA 95461
Telephone: 987-3089
Fax: 987-9478

NORTHSHERE FIRE AUTHORITY AGENCIES

Clearlake Oaks Station-75
12655 E. Hwy 20
Clearlake Oaks, CA 95423
Telephone: 998-3294
Fax: 998-3292

Lucerne Station-80
6457 7th Street
Lucerne, CA 95458
Telephone: 274-3100
Fax: 274-3100

Nice Station-85
P.O Box 4000
Nice, CA 95464
Telephone: 274-8834
Fax: 274-8095

Upper Lake Station-90
P.O. Box 395
Upper Lake, CA 95485
Telephone: 275-2446
Fax: 275-2146

OTHER FIRE AGENCIES

Cal-Fire, Sonoma-Lake-Napa Unit
Emergency Command Center ECC
1572 Railroad Avenue
Saint Helena, California 94574
Telephone: 963-1400
Fax: 963-4013

U.S Forest Service
10025 Elk Mountain Road
Upper Lake, California 95485
Telephone: 275-2361
Fax: 275-0676
4. California Office of Emergency Services Communication System

Cal OES, Coastal Region II  
3650 Schriever Avenue, Mather, California 95655-4203  
(916) 845-8510  
State Warning Center Telephone: 800-852-7550 / 916-845-8911

California Emergency Services Radio Systems

Cal OES maintains three statewide microwave inter-tied communications systems that have dial-in access on the North Coastal Area at Mt. Pierce in Humboldt County, Red Mountain in Lake County and Laughlin Ridge in Mendocino County.

a. California Fire-Rescue Radio System:  
The system serves all Office of Emergency Services (OES) facilities and OES fire support equipment. OES field fire equipment on this system is located with fire services agencies in 58 counties. The system employs mountain top mobile relays and interconnects with the State Microwave system for statewide coverage.

b. California Emergency Services Radio System:  
This system serves all Office of emergency services (OES) facilities, numerous state agencies, and participating Operational Area Office of Emergency Services. The system is a statewide microwave inter-tied system connecting Operational Areas (OA) with OES Regional Areas and Sacramento, OES Headquarters.

5. National Warning System

The National Warning System (NAWAS) is a dedicated wire-line system that provides two-way voice communications between Federal Warning Centers, State’s Warning Points, and local Warning Points. The system in California consists of four elements:

- NAWAS, Federal – California link.  
- CALWAS, California – Lake County Warning Point circuit.  
- Lake County Dispatch Center & CDF & FP Emergency Command Center  
- Lake Operational Area warning devices and systems

6. Federal Warning System NAWAS

The Federal system is activated from two federal facilities located in Colorado Springs, Colorado and Olney, Maryland.  
California Warning System CALWAS

California ties into the national system with a primary answering point at State OES Headquarters in Sacramento. The Circuit then extends to all county warning points. California Highway Patrol (CHP) Headquarters in Sacramento serves as the alternate State Warning Point.
Typical statements issued are:
- Red Flag Fire Weather
- Special Weather Statements & Warnings
- Earthquake Predictions and Warnings
- Hazardous Material Incidents, etc.
- National Security Statements and Warnings, etc.

7. California Law Enforcement Teletype System CLETS

Lake Operational Area (OA) Emergency Dispatch Center and CDF & FP Emergency Command Center are connected to the CLETS System. The CLETS System provides emergency warnings and information to over 900 California Law Enforcement agencies.

8. National Weather Service NWS

Special statements are issued by the National Weather Services-Sacramento, relating to extreme weather conditions, or if special warnings are required for the Lake Emergency Operational Area. The National Weather Services also notifies the California Office of Emergency Services (OES), Warning Center in Sacramento of the pending situation. The issued statements are then transferred to those counties in California that may be affected by the special statement.

National Weather Service issued statements or warnings are sent to the Lake County Sheriff’s Dispatch Center, and CDF & FP Emergency Command Center (ECC), Sonoma–Lake Unit. The dispatch center alerts and notifies appropriate personnel and agencies for further action.

9. Mutual Aid Communication Systems Support

a. Communications Support Equipment
   California Office of Emergency Services maintains mobile command complexes, each one consisting of a communications van, operations van, command van, and supporting generators. Their primary mission is to provide a communications link between the disaster area and State OES Headquarters. The units are capable of operating on all State radio communications systems, satellite systems, mutual aid radio systems, and Auxiliary Communications Service (formerly Radio Amateur Civil Emergency Services—RACES) Systems. State resources must be requested through CalEOC or by telephone through the CalOES Coastal Region Duty Officer.

b. California Department of Forestry & Fire Protection
   CDF & FP maintain several dedicated mobile communications vehicles throughout the state. Communications support equipment is available to the Lake Operational Area during extended fire events. If required for non-fire events, the resources must be requested through CalEOC or by telephone through the CalOES Coastal Region Duty Officer.
c. California National Guard (CNG)
   The California National Guard maintains mobile communications equipment that is available to the Operational Area. National Guard resources must be requested through CalEOC or by telephone through the CalOES Coastal Region Duty Officer.

d. Auxiliary Communications Service (ACS)
   Operators on amateur radio ("HAM") frequencies are licensed by the Federal Communications Commission (FCC). They may provide support for emergency radio communications when primary communications systems are disabled or are unavailable. Whenever possible, local operators from Lake County should be deployed within the Lake Operational Area. ACS should be activated to augment the existing Lake County Communications System, particularly if repeater sites become damaged, or system failures cause the system to be inoperable.

e. Amateur Radio Emergency Services (ARES)
   Members of the Amateur Radio Emergency Services (ARES) may be activated to augment existing government communication systems.

f. Citizens Band Radio (CB)
   General population CB operators can participate in Civil Defense activities on voluntary basis under the direction of Civil Defense authorities after registration as a Lake County Disaster Service Worker.

10. System Failure Procedures & Resources

a. 911 System or Trunk: Advise State 911 Office/AT&T/Mediacom

b. County Radio System Issues:
   i. Notify Duty IT Services Technician for microwave/network links (portable, programmable repeaters are available for deployment)
   ii. Notify Radio Service Technician (contract w/Mendocino County)
   iii. Mobile or Portable Radios: remove from service, advise Command

c. Landline or Cell Service Failure (widespread)
   i. Notify OES, and provider (if known)
   ii. Use telenotification system to advise residents
   iii. Activate ACS resources to serve as relay points, if necessary