

**OFFICE OF EMERGENCY SERVICES**

**LAKE COUNTY SHERIFF'S OFFICE**

**2020**

**LAKE OPERATIONAL AREA**

**Lake County Emergency Operations Plan**

# **Communications Failure Annex**

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**Lake County Sheriff's Office**

**For**

**Lake County Office of Emergency Services**

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## 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 personnel and the Incident Command Post (ICP) or 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 incident. 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.
3. **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 incident. The controlling factor on the establishment of this net should be the number of aircraft operating, and the amount of traffic on available Tactical Nets.
4. **Air-to-Air Net:** Air-to-air tactical frequency will normally be pre-designated and assigned for use within each respective Incident site and monitored by the 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 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 responds to all Law Enforcement, Search & Rescue, Office of Emergency Services (OES) and Coroner related issues and emergencies throughout the unincorporated areas. All 9-1-1 calls originating in the unincorporated areas Lake County and within the City of Lakeport are answered by the Sheriff's Office Central Dispatch Center. 9-1-1 calls originating in the City of Clearlake are answered by the Clearlake Police Dispatch Center. Wireless 9-1-1 calls originating in Lake County are answered by either the Sheriff's Office Central Dispatch Center, the California Highway Patrol's Ukiah Communications Center, or the Clearlake Police Department depending on the geographic location. Calls for Fire-Rescue and EMS, excluding calls originating in the Lake Pillsbury area, are then transferred to Cal Fire's St. Helena Emergency Command Center. Calls for Fire-Rescue and EMS originating in the Lake Pillsbury area are transferred to Cal Fire's Howard Forest Emergency Command Center. All Fire-Rescue and EMS calls within Lake County are dispatched by Cal Fire.

Unincorporated Communities:

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

Middletown	Loch Lomond	Lucerne
Kelseyville	Glenhaven	Whispering Pines
Clearlake Oaks	Lower Lake	Finley
Hidden Valley Lake	Cobb	Lake Pillsbury
Upper Lake	Clearlake Park	Nice
Lakeport	Witter Springs	

a) Lake County Fire Services:

The Lake County Operational Area is served by six fire service agencies. 9-1-1 calls are received by the Lake County Sheriff's Department Central Dispatch Center, depending on the call and location; it may be also transferred to Cal Fire's Emergency Command Center (ECC) in St. Helena or Howard Forest.

Northshore Fire Protection District

Lakeport County Fire Protection District

South Lake County Fire Protection District

Kelseyville Fire Protection District

Lake County Fire Protection District

Lake Pillsbury Fire Protection District

b) 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.

c) Ambulance Services:

Lake County Fire-Rescue agencies provide ambulance Services throughout the Lake Operational Area. Ambulance dispatch is coordinated from either Cal Fire's St. Helena Emergency Command Center or Howard Forest Emergency Command Center. The following agencies provide services:

North Shore Fire District

Lake County Fire District

South Lake County Fire District

Kelseyville Fire District

Lakeport Fire District

d) Hospitals:

Sutter-Lakeside Hospital

5176 Hill Road, Lakeport, CA

Telephone: 707-262-5100

Fax: 707-262-5055 (ER)

Adventist Health Clearlake

18 Avenue & Hwy 53, Clearlake, CA

Telephone: (707) 994-6486

Fax: (707) 994-6075 (ER)

e) 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 Cal Fire's St. Helena Emergency Command Center.

f) California Highway Patrol:

California Highway Patrol serves the Lake Operational Area from the Kelseyville office.

Emergency dispatch is coordinated from Ukiah Communications 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, Sheriff's Office of Emergency Services, field units and Lake County agencies and departments of the information.

- a) **LakeCoAlerts Public Alert System:**  
LakeCoAlerts is a contracted service from Everbridge 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. The system is capable of activating the Integrated Public Alert Warning System (IPAWS) which includes Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), the National Oceanic and Atmospheric Administration (NOAA) Weather Radio.
- 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:**  
The Integrated Public Alert Warning System (IPAWS) provides public safety officials with an effective way to alert and warn the public about serious emergencies using the Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), the National Oceanic and Atmospheric Administration (NOAA) Weather Radio, and other public alerting systems from a single interface.
- d) **Emergency Alert System EAS:**  
The Emergency Alert System (EAS) is used by sending warnings via broadcast, cable, satellite, and wireline communications pathways. EAS participants, which consist of broadcast, cable, satellite, and wireless providers, are the stewards of this important public service in close partnership with alerting officials at all levels of government.

The system can be activated by LakeCo Alerts or by a direct transmitter located in the Mendocino County Sheriffs Dispatch Center. During major emergency situations, special countywide advisories and warnings can be issued on all commercial radio and television stations in Mendocino and Lake Counties.

## **3. Lake County Agency Contacts**

- a) **Law Enforcement Agency Contacts**  
Lake County Sheriff's Department  
1220 Martin Street  
Lakeport, CA 95453

Telephone: 262-4200    Dispatch: 263-2690  
Fax: 262-0642

Lake County Office of Emergency Services Telephone: 263-3450 Dispatch: 263-2690  
1220 Martin Street Fax: 263-3453  
Lakeport, CA 95453  
Lakeport Police Department Telephone: 263-5491 Dispatch: 263-5491  
2025 South Main Street Fax: 263-3846  
Lakeport, CA 95453

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

b) Fire Agency Contacts

Kelseyville Fire District Telephone: 279-4268 Dispatch: 963-4112  
4020 Main St. Fax: 279-4256  
Kelseyville, CA 95451

Lakeport Fire District Telephone: 263-4396 Dispatch: 963-4112  
445. N Main Street Fax: 262-1283  
Lakeport, CA 95453

Lake County Fire District Telephone: 994-2170 Dispatch: 963-4112  
Headquarters Station 70 Fax: 994-4861  
14815 Olympic Drive  
Clearlake, CA 95422

Lake County Fire District Telephone: 994-2531 Dispatch: 963-4112  
Lower Lake Station 65 Fax: 994-9178  
16354 Main Street  
Lower Lake, CA 95457

South Lake County Fire District Telephone: 987-3089 Dispatch: 963-4112  
21095 Hwy 175/P.O. Box 1360 Fax: 987-9478  
Middletown, CA 95461

Northshore Fire District Telephone: 274-3100 Dispatch: 963-4112  
Headquarters Station 80 Fax: 274-3100  
Lucerne Station-80  
6457 7th Street  
Lucerne, CA 95458

Northshore Fire District Telephone: 998-3294 Dispatch: 963-4112  
Clearlake Oaks Station 75 Fax: 998-3292  
12655 E. Hwy 20  
Clearlake Oaks, CA 95423

Northshore Fire District Telephone: 274-8834 Dispatch: 963-4112  
Nice Station 85 Fax: 274-8095  
P.O Box 4000  
Nice, CA 95464

Northshore Fire District Telephone: 275-2446 Dispatch: 963-4112

Upper Lake Station 90  
P.O. Box 395  
Upper Lake, CA 95485  
Lake Pillsbury Fire District  
29501 Fuller Dr. #B  
Lake Pillsbury, Ca. 94322

Fax: 275-2146

Telephone: 743-1625    Dispatch: 459-5336

Cal Fire, Sonoma-Lake-Napa Unit  
Emergency Command Center ECC  
1572 Railroad Avenue  
Saint Helena, California 94574

Telephone: 963-1400    Dispatch: 963-4112  
Fax: 963-4013

Cal Fire, Mendocino Unit  
Emergency Command Center ECC  
17501 N. Highway 101  
Willits, California 95490

Telephone: 459-7414    Dispatch: 459-5336

U.S Forest Service  
Mendocino National Forest  
Upper Lake Ranger Unit  
10025 Elk Mountain Road  
Upper Lake, California 95485

Telephone: 275-2361    Dispatch: 530-934-1157  
Fax: 275-0676

#### **4. California Office of Emergency Services Communication System**

California State Warning Center  
3650 Schriever Avenue  
Mather, California 95655-4203

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 & Cal Fire 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**

In the Lake Operational Area (OA) the Sheriff's Office Central Dispatch Center and the Clearlake Police Department Dispatch 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 Cal Fire 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. California Governor's Office of Emergency Services (Cal OES)  
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 Cal EOC or by telephone through the Cal OES Telecommunications Duty Officer.
- b. 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 Cal EOC or by telephone through the Cal OES Telecommunications Duty Officer.
- c. 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.
- d. Amateur Radio Emergency Services (ARES)  
Members of the Amateur Radio Emergency Services (ARES) may be activated to augment existing government communication systems.
- e. 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:
  - i. Notify AT&T (transfer to MCSO)
  - ii. Notify Mendocino Sheriff's Dispatch Center
  - iii. Notify Communications Manager
- b. County Radio System Issues:
  - i. Notify Communications Manager (portable, programmable repeaters are available for deployment)
  - ii. Notify Radio Service Technician (SLA 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 telephonic notification system to advise residents
- iii. Activate ACS resources to serve as relay points, if necessary

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