

## Emergency Support Function 2

### Communications

#### **ESF Coordinator**

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Grays Harbor County Division of Emergency Management

#### **Primary Agencies**

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Grays Harbor Communications E 9-1-1 Center (E911)

Grays Harbor County Equipment Rental and Repair (ER&R) Radio Shop

Grays Harbor County Central Services Department

#### **Support Agencies**

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Grays Harbor County (all departments)

WA Dept. of Fish and Wildlife

WA National Guard

Municipalities (all departments)

WA Dept. of Natural Resources

Grays Harbor County Fire Districts

Stafford Creek Correctional Center (SCCC)

Grays Harbor County School Districts

Radio Amateur Civil Emergency Services (RACES)

Newspapers

Local Telephone Companies

Grays Harbor Transit

Local Television and Radio Stations

Grays Harbor Public Utility District

Cable Companies

Port of Grays Harbor

National Weather Service (NWS)

WA Emergency Management Division (EMD)

US Coast Guard (USCG)

WA State Patrol (WSP)

Quinault Indian Nation

WA Dept. of Transportation (WSDOT)

Confederated Tribes of the Chehalis Reservation



## I. INTRODUCTION

### A. Purpose

The purpose of this Emergency Support Function (ESF) Plan is:

1. To serve as a basis for planning the coordination of communication assets in Grays Harbor County in accordance with the Grays Harbor County Comprehensive Emergency Management Plan (CEMP).
2. To provide guidance for rapid alerting and warning to local jurisdictions and the public of an impending emergency or disaster.
3. To provide guidance for organizing, establishing, and maintaining the communications and information system capabilities necessary to meet the operational requirements of local jurisdictions in responding to and recovering from emergencies and disasters.
4. To develop guidance and procedures to ensure that Incident Command and the Grays Harbor County Emergency Operations Center (EOC) have access to accurate and timely information on which to base their decisions and response activities.
5. To coordinate the effective restoration of communications after a disaster with service providers and private utilities.

### B. Scope

1. This Emergency Support Function (ESF) applies to the communications and warning resources within Grays Harbor County and the emergency use of these resources.
  
2. Communication resources include but are not limited to:
  - a. Radio (portable, mobile, amateur)
  - b. All Hazard Alert Broadcasting (AHAB) Systems
  - c. E 911
  - d. Voice and data links
  - e. Satellite, landline and cellular telephone systems
  - f. NOAA Weather Radios
  - g. Telephonic Warning System
  
3. Additional local and state resources include the National Warning System (NAWAS), the Emergency Alert System (EAS) and amateur radio.

## II. POLICIES

- A. The CEMP, as described by this ESF, will guide county communications, information systems, and warning activities related to mitigating, preparing for, responding to, and recovering from emergencies or disasters.
- B. Communications, information systems and warning support requirements which cannot be met at the local level will be forwarded to EMD.
- C. In accordance with NIMS policy, plain language will be used in radio traffic. Coded language should not be used.
- D. Each primary and support agency will conduct inspections of its infrastructure after an emergency or disaster. The appropriate agency will prioritize repairs until Incident Command provides direction and control.
- E. Primary and support agencies will ensure that a continuity of operations plan is in place to maintain essential services.
- F. Primary and support agencies will participate in drills and exercises to test existing plans and procedures.
- G. All Grays Harbor County and municipal agencies will maintain at the EOC up-to-date contact lists on essential personnel and NIMS compliant resource typing information on their equipment.
- H. All primary and support agencies shall coordinate efforts through the Incident Command System and assist in planning activities to maintain or reestablish communication capabilities.

- I. Primary and support agencies will participate in post-disaster briefings and development of an After Action Report.
  
- J. It is neither implied, nor should it be inferred, that this plan guarantees a perfect emergency or disaster response will be practical or possible. No plan can shield individuals from all events. While every reasonable effort will be made to respond to emergencies or disasters, resources and/or systems may be overwhelmed. Some events provide little or no warning to implement operational procedures and all emergency plans are dependent upon tactical execution, which may be imperfect. This plan can only be fulfilled if the situation, information exchange, extent of actual capabilities and resources are available at the time of the incident.

### III. CONCEPT OF OPERATIONS

#### A. General

1. Reliable communications and information system capabilities are necessary at all levels of government for day-to-day communications, warning of impending events, response and recovery operations, search and rescue operations, and coordination with other agencies. Such capabilities should be available to the county for operations from the primary or alternate EOC as well as any other location selected because of existing conditions at the time of the emergency or disaster.
2. The federal government may, under the National Response Plan (NRP), through the Federal Emergency Management Agency (FEMA), provide temporary emergency communications assistance before or during an emergency or disaster.
3. Requests for state communications resources must be processed through the EOC.
4. The Emergency Alert System (EAS) operates through local radio, television stations and cable systems and is intended to provide federal, state, and local jurisdictions with the means to disseminate prompt alerting and warning information to the public. NOAA Weather radios augment the warning and information process.
5. E911 will continue to receive and dispatch life-threatening calls for service.

6. E911 will continue to maintain emergency responder status until relieved by a Planning Section Chief.
7. A generator provides backup emergency power for E911, the EOC and the backup E911 center.
8. The ER&R Radio Shop provides maintenance and emergency repair service on 24/7 availability to E911 as well as for county-owned or maintained communication facilities and equipment.
9. The Grays Harbor County Central Services Department provides maintenance and emergency repair for county-owned computer equipment, Internet connectivity and telephone systems.
10. The communications and warning capabilities presently available in Grays Harbor County are:
  - a. Emergency Alert System (EAS)
  - b. Grays Harbor Communications E9-1-1 Center (E911)
  - c. Commercial telephone systems (land, cellular, and satellite)
  - d. National Warning System (NAWAS) received at E911
  - e. Two-way radios
  - f. All-Hazard Alert Broadcasting (AHAB) Systems
  - g. Telephonic Warning System (TWS)
  - h. NOAA Weather Radios
  - i. Radio Amateur Civil Emergency Services (RACES)

- j. Internet and email
- k. Media
- l. Pager systems
- m. Mobile telecom/wireless
- n. SCCC JPS/ACU 1000
- o. 211-Connect (for citizens needing information about Human Services)
- p. ACCESS (A Central Computerized Enforcement System) law enforcement teletype
- q. TTY/TDD equipment with direct access to E911 and the Board of County Commissioners office for people with speech and hearing impairment
- r. Government Emergency Telecommunications Service (GETS) and Wireless Priority Service (WPS)

## B. Organization

1. E911 is located at 1006 North H Street, Aberdeen, WA. E911 functions as the countywide Public Safety Answering Point (PSAP) and provides dispatch services for law enforcement, fire, and emergency medical service agencies. E911 also serves as the initial communications, alert, and warning point for the Grays Harbor County Division of Emergency Management (DEM).

The backup E911 facility is located at 310 W Spruce Street,

Montesano, WA 98563.

2. Once activated, the EOC also provides emergency communications. The EOC is located at 310 W. Spruce Street, Montesano, WA 98563.

### C. Procedures

1. When DEM officials are alerted to a hazardous event that could lead to or has resulted in an emergency or disaster, the EOC will activate at the appropriate level and the situation will be monitored. Monitoring could be a prolonged activity or result in the immediate activation of the local information and warning systems.
2. Monitoring will consist of the collection, display, and evaluation of relevant information, release of appropriate public information advisories, and discussion with response agencies and organizations.
3. When the public must take action to prepare or protect itself, the local warning systems will activate as time and resources allow. Warning could take the form of one or more of the following:
  - a. Activation of the EAS
  - b. Activation of AHABs
  - c. Activation of the TWS (via email for people with hearing impairment)
  - d. Activation of the Calling Trees (See Attachment G).

- e. Activation of volunteer resources
  - f. Posting of traffic signs
  - g. Providing local warning information to local media
  - h. Other mechanisms as appropriate
4. Information provided to the public will be updated as necessary until the hazard has subsided (See ESF #15).
  5. Radio Amateur Civil Emergency Services (RACES) maintains amateur radio equipment at the EOC and at various radio sites.
  6. As appropriate and available, each primary and support agency will assign a liaison to the EOC and/or the Incident Command Post (ICP).

#### D. Phases of Emergency Management

1. Mitigation Activities
  - a. Enhance communication system interoperability, redundancy, and long-term backup power capacity in public safety communications systems.
  - b. Coordinate the efforts of both the public and private sectors to harden the physical security of communications and warning infrastructure.
2. Preparedness Activities

- a. Develop and maintain mutual aid agreements and agreements with private and non-profit organizations which may assist in county communications during an emergency.
- b. Identify communications facilities, equipment, personnel, and training needs that could be made available to support response and recovery efforts.
- c. Obtain a GETS Calling Card and WPS for emergency use when regular phone circuits are busy and priority calling is needed.
- d. Maintain a list of mobile communication assets available to deploy into an affected area.
- e. Where facilities are shared by two or more entities, develop contracts and plans between those entities to enable either party to complete emergency repairs at the remote sites.
- f. Assess selected sites to store pre-staged communications assets for rapid deployment into the affected area.
- g. Encourage and promote interoperability among all communications providers and users.
- h. Conduct regularly scheduled communications and siren tests and drills with the WSP communications center and other designated emergency communications support facilities to ensure operational readiness and procedural familiarity.

- i. Conduct regular checks of all communications, emergency power generators, and equipment and systems in the EOC, E911, and at remote radio sites.
  - j. Utilize EOC communications and equipment as an integral part of all communications and warning systems in exercises and in EOC participation.
3. Response Activities
- a. Receive and disseminate warning information countywide.
  - b. Coordinate communications support to primary and support agencies, other governmental agencies, private communications providers, and volunteers as required.
  - c. Determine what assets are available and the period in deploying those assets to the affected area(s) by each support agency.
  - d. Prioritize the deployment of services and equipment based on available resources and critical needs.
  - e. Coordinate the acquisition and deployment of communications and warning equipment, personnel, and resources to establish temporary communications capabilities within the affected area.
  - f. Compile communication and warning system damage information obtained from assessment teams, the

communications industry, emergency management and other agencies and report that information through Incident Command.

- g. Assess the need for and obtain communications industry support as required.
  - h. Maintain a continuous communications capability at the EOC and E911 as the county PSAP for emergency reporting.
  - i. Coordinate with cellular companies and mobile/portable radio companies for the availability and priority use service of equipment within the impacted area.
4. Recovery Activities
- a. Use available public, private, and volunteer communications assets to support the recovery mission. Other volunteer and local agencies with communications assets may be requested to contribute assets to the response effort.
  - b. Private resources may also be considered for availability and effectiveness. Availability, operational condition, and duration of need must be considered. The logistical requirements necessary to obtain critically needed equipment will also be evaluated.
  - c. Plan and prepare the communication systems to support the establishment of staging areas, distribution sites, Joint Information Center (JIC), and other local, state, and federal

recovery facilities and deployment of emergency workers in the impacted area.

- d. Coordinate with local agencies to establish recovery communications operations, as appropriate.

#### IV. RESPONSIBILITIES

##### A. All Primary Agencies

1. Provide liaison to the EOC as indicated.
2. Identify and coordinate the critical communication systems and report status through their communications liaison.
3. Return activities to normal levels as soon as possible following the emergency or disaster, unless involved with recovery.
4. Implement internal emergency operations plans.
5. Develop a disaster recovery plan that addresses the long-term restoration and continuity of communications services and facilities following an emergency or disaster.

##### B. Division of Emergency Management

1. In coordination with E911, Grays Harbor County Central Services and ER&R, conduct tests and exercises of the communications and warning systems.
2. Develop EOC procedures for gathering, displaying, and evaluating relevant information.
3. Develop and maintain appropriate notification lists and procedures for activating the information and warning systems.
4. Coordinate public information and warnings with local jurisdictions and surrounding counties as appropriate until a Public Information Officer (PIO) is activated.

5. Maintain the EOC in a configuration that supports the warning systems and efficient and effective communications.
6. Include communications and warning as part of countywide emergency management training.
7. Issue local media advisories to supplement information provided by the NWS. These will be based on knowledge of local effects, information about critical infrastructure, and information received from field personnel.
8. Administer license requests for the On-Scene Control and Coordination Radio (OSCCR) frequency for use by local agencies.

B. Grays Harbor Communications E9-1-1

1. In coordination with DEM and ER&R, conduct tests and exercises of the communications and warning systems.
2. Develop and maintain appropriate plans and procedures to ensure, to the greatest extent practicable, the integrity of emergency communications systems.
3. Develop and maintain procedures to share disaster related information with Incident Command and the EOC.
4. Assist with the dissemination of information and warnings as requested by Incident Command.

5. Disseminate information on road closures with city and county agencies and WSDOT.
6. Issue EAS messages as directed by authorized officials.
7. During times of disaster, provide input on the restoration of key communications networks needed for response and recovery activities.

C. Grays Harbor County ER&R Division

1. Develop and maintain appropriate plans and procedures to ensure, to the greatest extent practicable, the integrity of the Grays Harbor County Public Safety Radio System.
2. Monitor and maintain CEMNET and NAWAS communications capabilities to support the EOC and E911.
3. Develop and maintain procedures to share disaster related information with Incident Command and the EOC.
4. In coordination with DEM, E911, and Central Services, conduct tests and participate in exercises of communications and warning services.
5. During times of disaster, assess and provide status on public safety radio, county public works radio, and EAS system damage and provide input on the restoration of key communications networks needed for response and recovery activities.

6. Maintain a current inventory of communication systems and facilities critical to Grays Harbor County Public Safety Radio systems and file inventory with DEM.

D. Fire Departments/Districts

1. Develop and maintain procedures to share disaster related information with Incident Command.
2. Assist with the dissemination of information and warnings as requested by Incident Command.
3. Develop and maintain procedures to provide warning to residents within their jurisdiction.
4. Develop appropriate notification lists and procedures for elected officials and special populations such as the disabled, elderly and infirmed, schools, day care centers, and nursing homes per agency policy.
5. Inform DEM of personnel changes in elected officials, and command and general staff.

E. Law Enforcement

1. Develop and maintain procedures to share disaster related information with Incident Command.
2. Assist with the dissemination of information and warnings as requested by Incident Command.
3. Develop and maintain procedures to provide warning to residents

within their jurisdiction.

4. Inform DEM of personnel changes in elected officials, and command and general staff.

F. Grays Harbor County Central Services Department

1. Develop and maintain appropriate plans and procedures to ensure, to the greatest extent practicable, the integrity of the EOC telephone and voicemail system, internet access, and the county local area network.
2. Develop and maintain the means to expeditiously post warning information on the county's website.
3. Develop and maintain procedures to share disaster related information with DEM.
4. Assist with the dissemination of information and warnings as requested by DEM.
5. Coordinate with the departments it supports to periodically exercise disaster recovery business resumption plans and restoration of information systems.
6. In coordination with DEM, E911, and ER&R conduct tests and participate in exercises on communications and warning services.
7. During times of disaster, assess and provide status on computer systems, networks, telephonic warning system, paging services, voicemail, and telephone service damage and provide input to

Incident Command on the restoration of key communications networks needed for response and recovery.

8. Maintain an inventory of agency communication capabilities and resources, noting availability and response criteria.

G. Grays Harbor County Facility Services Division

1. Develop and maintain procedures to share disaster related information with DEM.
2. Assist with the dissemination of information and warnings as requested by DEM.
3. Coordinate with the departments it supports to periodically exercise disaster recovery business resumption plans and restoration of services.
4. In coordination with DEM, E911, ER&R, and Central Services conduct tests and participate in exercises on communications and warning services.
5. Maintain generators serving the EOC, E911, and the E911 backup center.
6. During times of disaster, either natural or man-made, check generator systems and report to DEM.

#### H. Radio Amateur Civil Emergency Service (RACES)

1. Participate in statewide network of amateur radio operators and equipment,
2. Provide emergency communications, to the extent practicable, at the ICP, EOC, assembly areas, staging areas, and shelters.
3. During times of disaster, verify the condition of RACES equipment and report through the activated net.
4. Personnel will be dispatched through the EOC.

#### I. Other Supporting Agencies

1. Assist in planning and coordinating the emergency communications, warning and information technology systems within the county to include assistance to local jurisdictions, to develop and enhance interoperability.
2. Provide technical support and repair/replacement of communications systems to the extent possible.
3. Prepare and maintain the agency's plans, SOPs, and call lists.
4. Develop plans to establish and maintain communications links between EOC and Field Operations based on the agency's capabilities.
5. Identify critical communications equipment and personnel to ensure agency's primary responsibilities are met.
6. Identify non-critical communication assets that could be used to

support response and recovery operations.

7. Assist in developing a countywide phased plan for the use of the agency's non-critical assets to allocate personnel, equipment, and duration of assistance.
8. Work with other agencies to develop and maintain NIMS compliant resource typing and common frequencies.
9. Work with other agencies to develop common communications protocols and terminology.
10. Provide agency representative to the activated EOC if possible.

## **V. ATTACHMENTS**

- A. Location of Systems and Facilities
- B. Radio Antenna Site Locations
- C. Radio Site Inventory
- D. Frequency List
- E. RACES Weekly Testing
- F. RACES Internet Radio Linking Project
- G. Calling Trees
- H. Requesting GETS and WPS
- I. Comprehensive Emergency Management Network (CEMNET)
- J. NAWAS/ACCESS

## ATTACHMENT A

### LOCATION OF SYSTEMS AND FACILITIES

1. Grays Harbor Communications E911 Center and backup facility
2. Grays Harbor County Radio Sites
  - Minot
  - Neilton
  - Saddle Mountain
  - Aloha Ridge
  - Beacon Hill
  - Weatherwax
  - Montesano Radio Shop
  - South Montesano
3. Grays Harbor PUD Radio Sites
  - Minot
  - Cosmopolis Hill
  - Neilton
  - Ocean Shores
  - Westport
  - Satsop PDA (also serves as auxiliary GHPUD EOC)
  - Aberdeen Office
  - Elma Office
4. Municipalities and Fire District Radio Sites
  - Think-o-Me Hill (Aberdeen)
  - Westport South Tank
  - College Hill (Hoquiam)
  - Water Tank (Confederated Tribes of the Chehalis Reservation)
  - Tecumseh
5. Mobile Units
  - US Cellular (South Aberdeen)
  - Fairgrounds Pavilion
  - Aberdeen Police/Fire Mobile
  - Grays Harbor Communications E911 Center (uninstalled ham radio equipment)
  - County Sheriff Mobile Unit
  - Grays Harbor Transit (through buses and headquarters)
  - School district buses

6. Private Communication Companies

- Fiber Optic Backbone

7. RACES Radio Sites

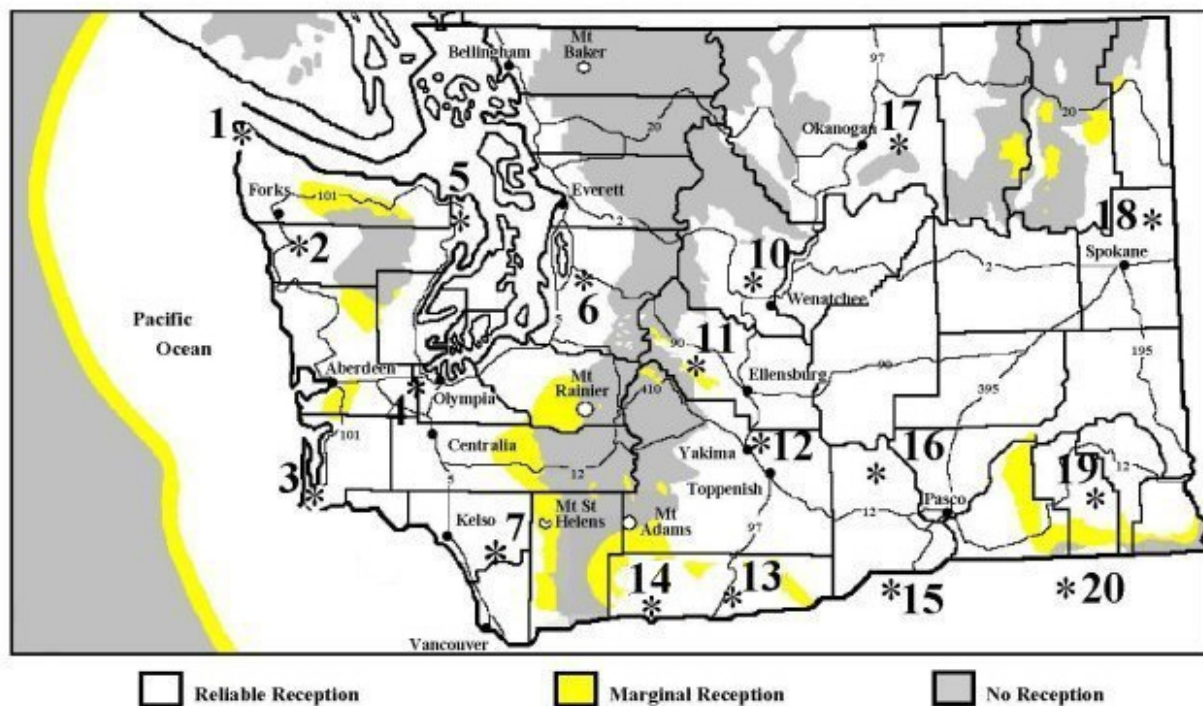
- Capital Peak
- Minot

8. All Hazard Alert Broadcasting (AHAB) Systems

- Pacific Beach
- Copalis Beach
- Ocean City
- Ocean Shores (3)
- Hoquiam
- Aberdeen
- Westport (3)
- Grayland (2)

9. NOAA Weather Radio Transmission Locations

- Mt. Octopus (Forks) - 162.425 MHz
- Neah Bay - 162.550 MHz
- Olympia – 162.472 MHz
- Astoria, OR – 162.400MHz





Note: Latitudes and Longitudes use NAD 27 co-ordinates.

**ATTACHMENT C**  
**RADIO SITE INVENTORY**

**THIS SECTION IS IN DEVELOPMENT.**



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## ATTACHMENT E

### RACES WEEKLY TESTING

RACES conducts radio testing every week unless the office is closed or due to illness. The following equipment is tested by an available RACES volunteer every Tuesday at 9:00 a.m.

1. CEMNET is tested weekly with EMD. DEM checks the primary radio and RACES check the secondary.
2. High Frequency (HF) Amateur Radios (2) are tested weekly with any available amateur radio operator.
3. Very High Frequency (VHF) Public Service Radio (multi-channel) is tested weekly. A different frequency is tested each week with E911 or directly with the agency. The following frequencies are tested about every 4-6 months.
  - a. Search and Rescue
  - b. HEAR (Hospital ER)
  - c. Fire 1, 2, 3, 4, 5, 6, 7, 8, 9
  - d. LERN (Local Law Enforcement Network)
  - e. Law Primary and Secondary
  - f. Grays Harbor County Public Works
4. Aircraft Radios (base and portable) are tested weekly with each other to ensure both transmit and receive.
5. WSDOT Radio (800 MHz) is tested weekly with Olympic Dispatch.
6. Very High Frequency (VHF) Amateur Radios (4) are tested weekly. One radio is for digital communications (packet) and is tested by connecting with a transmitter located at Minot. The other three are tested with any available amateur operator through repeaters.
7. Citizen Band (CB) Radio is tested weekly. Radio report on any channel that currently has a conversation taking place is requested.
8. The scanner is turned on weekly until transmission is heard.



**ATTACHMENT F**

**RACES Internet Radio Linking Project**

November 12, 2006

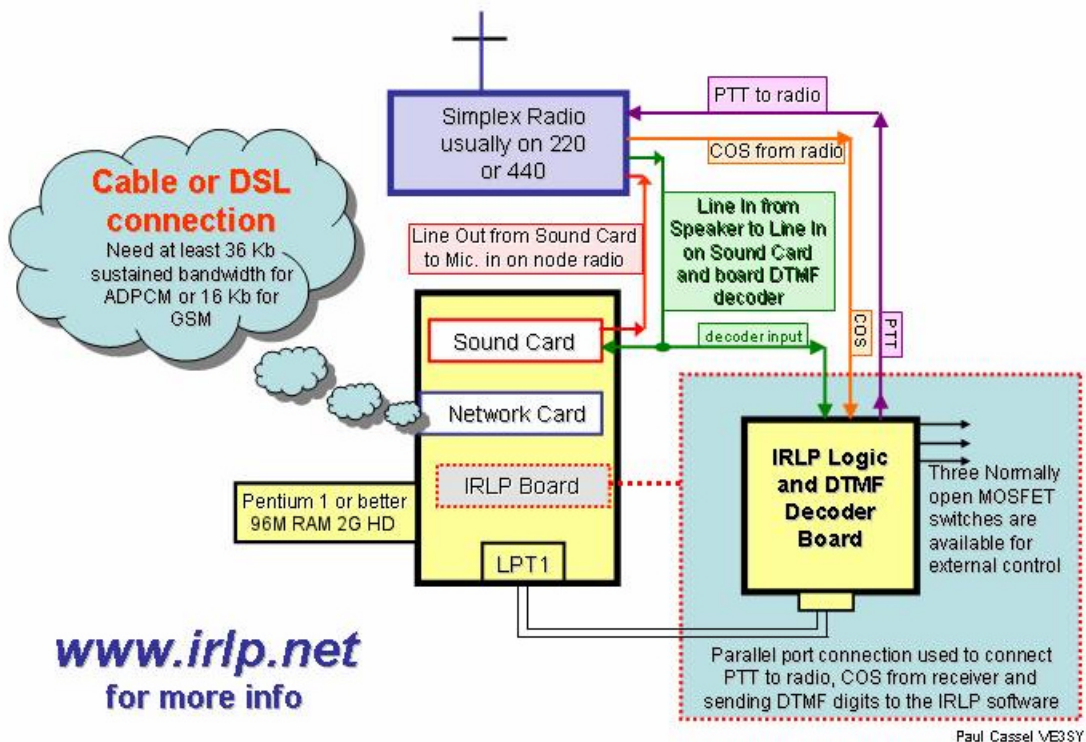
The first IRLP node is on the air in Grays Harbor. The 1169<sup>th</sup> node in the U.S.

IRLP, the Internet Radio Linking Project. Simply put it allows you to use your Amateur 2-meter radio to talk to just about anywhere in the world. You do not need to adjust your radio. There is nothing to purchase on your end. You must have a key pad on your radio.

Although this node has been built for emergency communications, the system is open to any licensed operator to have fun enjoying this cutting edge technology. You can even call CQ.

The Aberdeen node is a simplex system. Here is how it looks on paper.

**Typical IRLP Simplex Node**



As with any new system, there is a learning curve. It all falls under two directives, Listen-Listen-Listen-Pause-Pause-Pause. There are no courtesy tones to guide you, thus you must

pause three seconds between transmissions and another two seconds after you key down. The pause is mandated to allow others to join in or make other adjustments. The Pause after key down is to allow all the systems to come together. Remember, you may be talking around the world.

There are two ways to communicate. One is node-to-node using the appropriate tones (more on that later). Only you and the other node operator can talk in this form. The other is talking through a reflector. There are a few machines sprinkled around which will allow you to tone into and others can join in on the conversation. You can also tie into a reflector just to listen. It will time out after 20 minutes.

Additional information is located at <http://www.irlp.net/> in the top right corner click on "IRLP GUIDELINES"

Then back to the main page and select "node info" There, you will find all the node numbers and where the reflectors are located. Use only the four numbers to call any node or reflector.

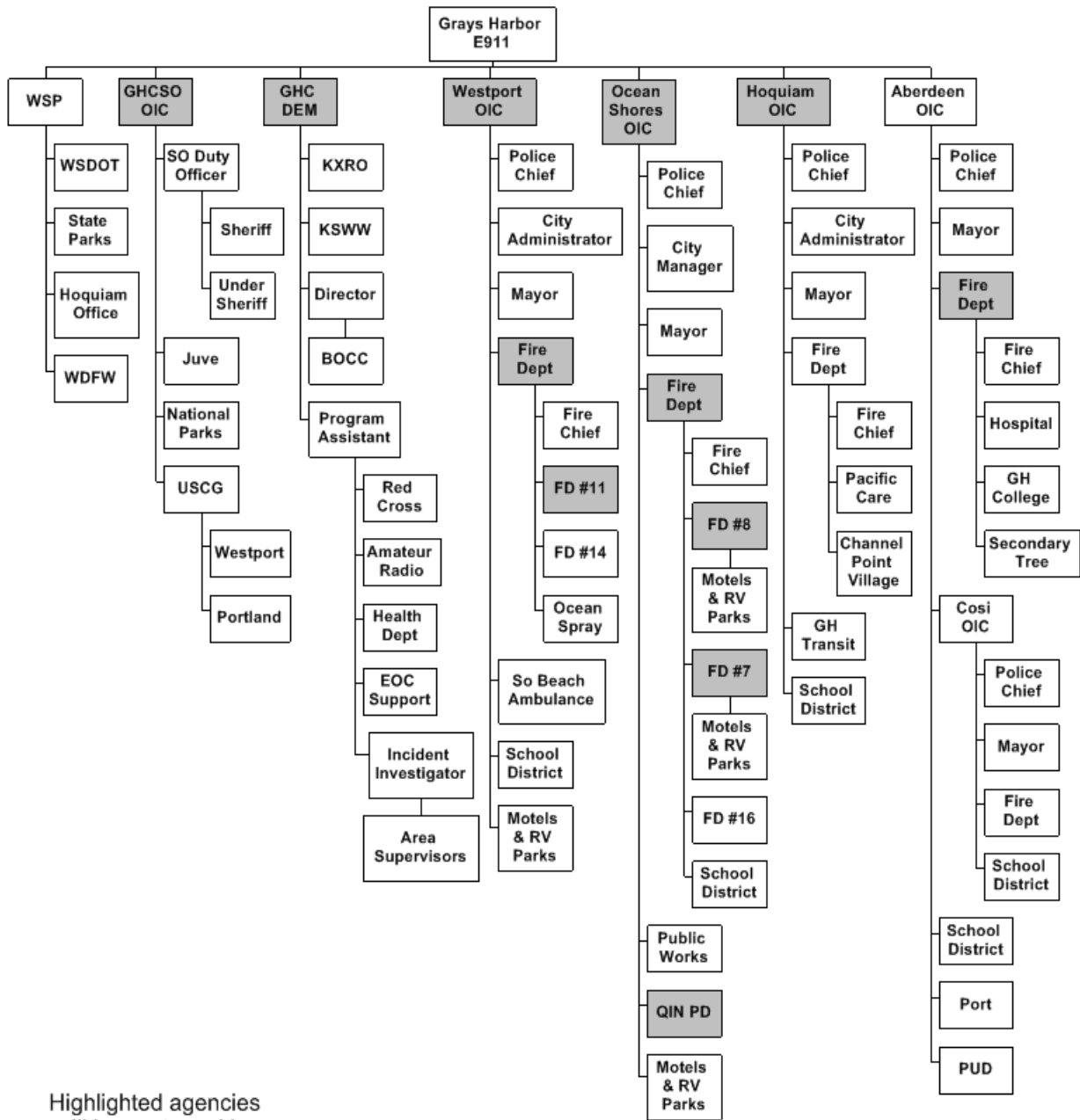
If you are interested in nets, check out "IRLP Net Info" tab on the main page.

Remember it is one person at a time on the Aberdeen Node so try to keep your conversations short so everyone gets a chance. It is quite likely when you punch up a node or reflector, you will not hear a thing. Just like local repeaters, there is a lot of time where they sit idle. Even though you hear silence, there may be someone on the reflector. Listen for a period before you start punching tones.

The Aberdeen node is on 147.470 simplex with a PL of 100.0 The Aberdeen node # is 3324

# ATTACHMENT G

## CALLING TREE



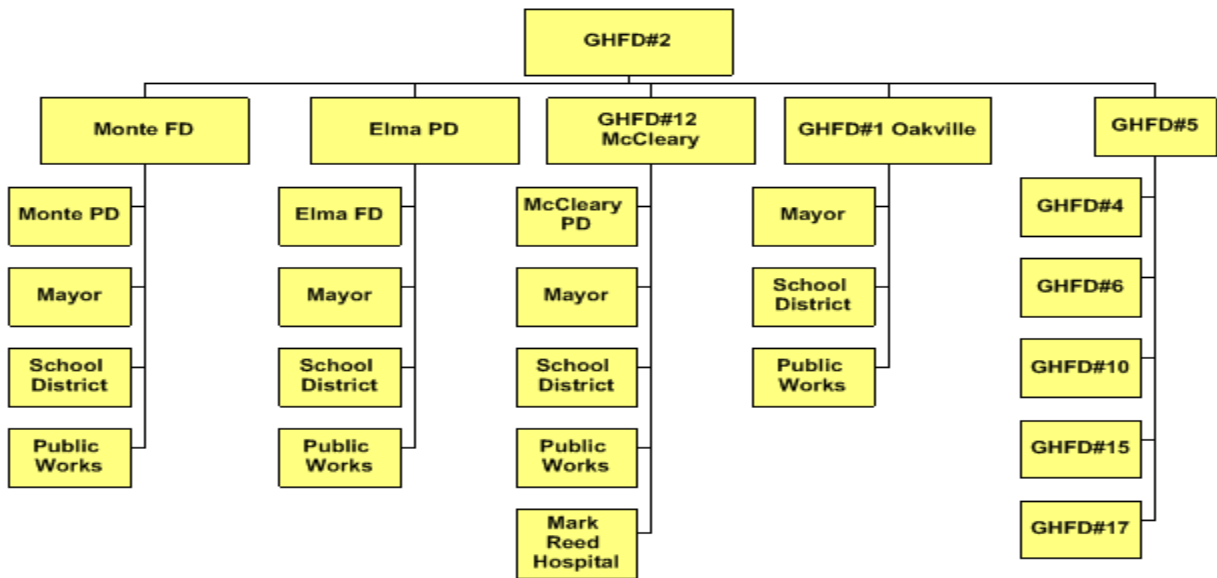
Highlighted agencies will be contacted by E911 in the event of a Tsunami Watch

3/1/07

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**Secondary Tree**

**July 8, 2008**



## ATTACHMENT H

## Requesting GETS and WPS

Press Office  
U.S. Department of Homeland Security



Homeland  
Security

# Fact Sheet

## Government Emergency Telecommunications Service

**Purpose:** The Government Emergency Telecommunications Service (GETS) is an emergency communications service designed to be used when National Security and Emergency Preparedness (NS/EP) personnel are unable to complete emergency calls through their regular telecommunications means. GETS uses a calling card to provide federal, state, local government, and industry NS/EP users with a higher probability of call completion during periods of natural or man-made disasters or emergencies that cause congestion or network outages. GETS features are implemented as software enhancements to the telephone switches throughout the Public Switched Network (PSN).

**Background:** The Office of the Manager, National Communications System (OMNCS), developed GETS in response to White House tasking to provide NS/EP users emergency access and specialized processing in local and long distance telephone networks. The backbone for GETS is the PSN because of its survivability, ease of use, availability, robustness, reliability, and technological currency. GETS can be accessed through the Federal Technology Service (FTS), the Diplomatic Telecommunications Service (DTS) and the Defense Switched Network (DSN) and is maintained in a constant state of readiness which maximizes the use of all available PSN resources in the event of congestion or outages caused by emergency, crisis, or war.

### Highlights of GETS Features:

**Access Authorization:** GETS access control is accomplished through the use of Personal Identification Numbers (PINs) to ensure only authorized users gain access to GETS features and protect against fraud.

**Enhanced Routing:** GETS calls use extensive software enhancements to the PSN's robust network of interconnecting paths between switches. With these enhancements to the grid of multiple switch connections, numerous switch failures in the PSN could occur without disrupting GETS calls.

**Priority Treatment:**

- Unique NS/EP codepoint that is carried across the signaling network and used to trigger priority features such as trunk queuing
- Priority within the signaling network
- Exemption from restrictive network management controls used to reduce network congestion.

**Contact Information.** GETS Operations & Administration 703-760-CALL or 866-NCS-CALL, option 1.

Web Site: <http://gets.ncs.gov/> E-mail: [GETS@dhs.gov](mailto:GETS@dhs.gov).

Press Office

U.S. Department of Homeland Security

**Homeland  
Security**

# Fact Sheet

## Wireless Priority Service

**Purpose:** The goal of the Wireless Priority Service (WPS) is to provide an end-to-end nationwide wireless priority communications capability to key national security and emergency preparedness (NS/EP) personnel during natural or man-made disasters or emergencies that cause congestion or network outages in the Public Switched Telephone Network (PSTN). Eligible users are key federal, state, local, and tribal government and critical industry personnel who have NS/EP missions. See "Who Qualifies" on <http://wps.ncs.gov> for eligibility criteria. WPS is complementary to, and most effective when used in conjunction with, the Government Emergency Telecommunications Service (GETS) to ensure a high probability of call completions in both the wireline and wireless portions of the PSTN. WPS serves NS/EP needs while minimizing impact on consumer access to the public wireless infrastructure.

**Background:** Increased cellular phone usage by the general public in emergency situations regularly results in extreme network congestion, preventing key national security and emergency response personnel from obtaining network access. In emergency situations when wireline networks are damaged, cellular telephones often provide the primary means of communication, increasing congestion even further. In the year 2000, the Federal Communications Commission (FCC) issued a Report and Order (R&O) for Priority Access Service (PAS) authorizing wireless carriers to offer the service on a voluntary basis and with much needed liability protections. Following the September 11 attacks, the White House directed delivery of a wireless priority service to persons with leadership responsibilities during emergency situations.

### Highlights:

WPS is an enhancement to basic cellular service that allows NS/EP calls to queue for the next available radio channel. The full WPS capability, which began deployment in early 2004, when used with GETS, will provide priority handling from the origination, through the network, to the called destination.

WPS is invoked by dialing \*272 prior to the destination number on cellular instruments that have been subscribed to the WPS feature.

WPS costs are a one-time activation charge of no more than \$10, a service fee of no more than \$4.50 per month, and no more than a \$.75 per minute usage fee for WPS (\*272) calls. These charges represent the maximum amounts charged by the cellular carrier and may be lower; contact your carrier for current rates.

WPS is currently available on four nationwide carriers: Sprint Nextel (Legacy Nextel), T-Mobile USA, Verizon Wireless and Cingular Wireless (available on their GSM network). WPS is also available on several regional carriers including: SouthernLINC and Edge Wireless.

Sprint Nextel (Legacy Sprint PCS) is anticipated to begin offering WPS in mid-2007.

For the latest information on WPS carriers and market availability, see "Carriers" on <http://wps.ncs.gov>.

To subscribe, see "Request WPS" on <http://wps.ncs.gov>. After the request is approved, it will be submitted to the carrier for provisioning.

**Contact Information:** WPS Operations & Administration (703) 676-CALL or (866) NCS-CALL, Choose Option 2. Fax: (703) 848-0299 or (888) 862-4222 Web Site: <http://wps.ncs.gov> E-mail: [WPS@dhs.gov](mailto:WPS@dhs.gov).

**ATTACHMENT I**

**COMPREHENSIVE EMERGENCY MANAGEMENT NETWORK (CEMNET)**

CEMNET serves as the "Primary" backup communications system for direction and control of emergency operations, statewide.

CEMNET is a low band VHF system employing twelve (12) remote mountaintop base stations. The 12 stations are operated and controlled at the state Emergency Operations Center through the Washington State Patrol microwave radio system.

The 12 base stations and call signs are:

Capitol Peak	KOM575	Clemans Mountain	WNUD825
Mount Spokane	KOM570	Galbraith Mountain	WNBQ380
Joe Butte	KBI807	Scoggins Hill	WNUB969
Burch Mountain	KOM560	Octopus Mountain	WNUF654
Tunk Mountain	WNBW539	Squak Mountain	WPKE718
Baw Faw	WPKE716		
Skamania Mountain	WNBQ335		

The system controls/operates three (3) channels supporting state and local government operations. Each channel has been assigned for use in one of five CEMNET operating regions. The channels are monitored on a 24-hour basis by the State Duty Officer, call sign "State EOC."

REGION	CHANNEL	FREQUENCY
Northwest and Northeast	F1	45.20 MHz
Southwest and Southeast	F2	45.36 MHz
Central	F3	45.48 MHz

Note: Private Line (PL) tone on all channels is 127.3 Hz.

Each local jurisdiction (county/city) with CEMNET may operate on the assigned region channel for local operations. The region/channel assignment for Grays Harbor County is Southwest, F2, 45.36 MHz.

Grays Harbor County is authorized to use the assigned region channel for local operations and is licensed to operate up to five (5) mobiles.

## ATTACHMENT J

### NAWAS/ACCESS

This list focuses on the landline systems currently used by Grays Harbor County to support any/all emergencies and/or disaster.

#### National Warning System (NAWAS)

1. Consists of 31 local Primary Warning Points and 15 Duplicate Warning Points located in EOCs statewide.
2. State Warning Point:  
Primary – State Emergency Management EOC, Camp Murray  
Alternate – Washington State Patrol (WSP) Communications Center, Yakima
3. NAWAS:  
In addition to supporting warning requirements will be employed as an additional direction, control and coordination capability to those jurisdictions having a NAWAS terminal.

#### A Central Computerized Enforcement Service System (ACCESS)

1. Consists of a data/teletype network supporting state and local law enforcement agencies. This network is managed by WSP ACCESS Operations and is supported through the WSP microwave radio system and leased circuits, statewide.
2. ACCESS is employed by the state EMD for dissemination of warning, alert, and notification information to local jurisdiction emergency managers.
3. ACCESS will be employed as an additional direction, control and coordination capability to all jurisdictions.