

State Capability Assessment Project



Draft Questions

OPERATIONAL COMMUNICATIONS

Capability Description:	Ensure the capacity for timely communications in support of security, situational awareness, and operations by any and all means available, among and between affected communities in the impact area and all response forces.
Mission Area:	Response
Resources Used to Develop Questions:	<ul style="list-style-type: none"> • Target Capabilities List (Communications) • Comprehensive Preparedness Guide (CPG) 101 • Emergency Management Standard by EMAP

PLANNING

1. Does your jurisdiction have plans that address operational communications? *Answer: radio button, yes/in progress/no*
2. If yes, do the plans include the following elements: *Answer: multi-answer*
 - a. Describe the framework for delivering communications support and how the jurisdiction's communications integrate into the regional or national disaster communications network?
 - b. Identify and describe the actions that will be taken to manage communications between the on-scene personnel/agencies (e.g., radio frequencies/tactical channels, cell phones, data links, command post liaisons, communications vehicle/van) in order to establish and maintain a common operating picture of the incident?
 - c. Identify and describe the actions that will be taken to identify and overcome communications shortfalls (e.g., personnel with incompatible equipment) with the use of alternative methods (e.g., Amateur Radio Emergency Services/Radio Amateur Civil Emergency Service at the command post/off-site locations, CB radios)?
 - d. Identify and describe the actions that will be taken to manage communications between the on-scene and off-site personnel/agencies (e.g., shelters, hospitals, emergency management agency)?
 - e. Identify and describe the actions that will be taken by 911/dispatch centers to support/coordinate communications for the on-scene personnel/agencies, including alternate methods of service if 911/dispatch is out of operation (e.g., resource mobilization, documentation, backup)?

- f. Describe the arrangements that exist to protect emergency circuits with telecommunications service priority for prompt restoration/provisioning?
 - g. Describe how communications are made accessible to individuals with communication disabilities working in emergency operations, in accordance with the Americans with Disabilities Act?
 - h. Identify and describe the actions that will be taken by an EOC to support and coordinate communications between the on- and off-scene personnel and agencies?
 - i. Describe/identify the interoperable communications plan and compatible frequencies used by agencies during a response (e.g., who can talk to whom, including contiguous jurisdictions and private agencies)?
 - j. Identify and describe the actions that will be taken to notify neighboring jurisdictions when an incident occurs?
 - k. Describe how 24-hour communications are provided and maintained?
 - l. Coordination with local and mutual aid partners
 - m. Coordination with state and federal agencies
 - n. Coordination with the private sector
- 3. Based on your responses to the questions above, how would you rate your overall communications capability as it relates to planning? Answer: dropdown, 1 - 10**

ORGANIZATION

- 4. Have you identified the primary and supporting agencies that will support communications for your jurisdiction? *Answer: radio button, yes/in progress/no*
 - 5. Do you have a mechanism in place to engage local partners in planning for operational communications? *Answer: radio button, yes/in progress/no*
 - 6. Does your jurisdiction have the capability and capacity to staff a Communications Unit within your ICS structure? [TCL] *Answer: radio button, yes/in progress/no*
 - 7. Do you have the capability to incorporate amateur radio operators into your emergency management organization to support communications? *Answer: radio button, yes/in progress/no*
 - 8. Do you have the ability to provide and maintain 24-hour communications during a longer-term incident? *Answer: radio button, yes/in progress/no*
 - 9. Is a procedure in place to request additional operational communications resources through:
Answer: multi-answer
 - a. Mutual Aid
 - b. Private vendors
 - c. Regional resources (i.e. hazmat)
 - d. State agencies
 - e. Federal agencies
- 10. Based on your responses to the questions above, how would you rate your overall communications capability as it relates to organization? Answer: dropdown, 1 - 10**

EQUIPMENT

11. Do you have adequate equipment and supplies to implement operational communications actions for your jurisdiction? *Answer: radio button, yes/in progress/no*
12. If not, which of the following equipment and/or associated resources are you most in need of to support operational communications actions? *Answer: multi-answer*
 - a. Telephones, including satellite
 - b. Radios
 - c. Video wall/plasma screen
 - d. Projectors/screens
 - e. Turtle phone
 - f. Television(s)
 - g. Facsimile
 - h. Video teleconferencing (VTC)
 - i. Cable or Satellite TV
 - j. Network (e.g., internet, wired and/or secure wireless local area network)
 - k. Computers, including notebooks
 - l. Software (e.g., a geographic information system (GIS), Geospatial imagery, Level 1 mobile central processor, interoperable software, EOC operation software, etc.)
 - m. Mobile central processors (CP)
 - n. Printers
 - o. Copiers
 - p. Public Address systems
 - q. Translators
 - r. Mobile command post
 - s. Amateur (ham) radios
 - t. Amateur (ham) radio operators
 - u. Portable power source
 - v. Back-up power source
 - w. Other (text box)
13. Do your response agencies have systems that are supported by redundancy and diversity? [TCL] *Answer: radio button, yes/in progress/no*
14. Does your EOC have the proper equipment to communicate with local response agencies and other local, state and federal partners? *Answer: radio button, yes/in progress/no*
15. Do you have adequate back-up power support and protection procedures for existing communications systems? *Answer: radio button, yes/in progress/no*
16. Can your communications systems transmit data and voice in real time? [TCL] *Answer: radio button, yes/in progress/no*
17. Are you able to provide communications support from a mobile location? *Answer: radio button, yes/in progress/no*

18. Have you identified critical communication links/circuits/systems? [TCL] *Answer: radio button, yes/in progress/no*
19. Are all emergency circuits protected with telecommunications service priority for prompt restoration/provisioning? [TCL] *Answer: radio button, yes/in progress/no*
20. Have you verified that all participating Public Safety Answering Points—serving the EOC directly or indirectly—are secure and functional, have supplemental resources and other outlets to provide accurate and timely public information and effective? [TCL] *Answer: radio button, yes/in progress/no*
21. Have you verified that all serving PSAPs have clear and standard operating procedures (SOPs), consistent with incident management in your jurisdiction? [TCL] *Answer: radio button, yes/in progress/no*
22. Do your communications systems adequately address the needs of individuals with sensory or cognitive disabilities, access or functional needs? [CPG] *Answer: radio button, yes/in progress/no*
- 23. Based on your responses to the questions above, how would you rate your overall communications capability as it relates to equipment? *Answer: dropdown, 1 - 10***

TRAINING

24. Have you identified staff and key partners responsible for implementing operational communications actions? *Answer: radio button, yes/in progress/no*
25. Have identified staff been trained on fatality management services actions? *Answer: radio button, within the past year/within the past 2 years/within the past 5 years/no*
26. If yes, which aspects of the operational communications capability have been trained to?
Answer: multi-answer
 - x. Critical communication links/circuits/systems
 - y. Redundant and diverse links to address cases of single point of failure
 - z. Telecommunications service priority for prompt restoration/provisioning of emergency circuits
 - aa. Public information
 - bb. Warning or notification
 - cc. Multijurisdictional communications
 - dd. Integration of local, state, and federal communications systems
- 27. Based on your responses to the questions above, how would you rate your overall communications capability as it relates to training? *Answer: dropdown, 1 - 10***

EXERCISES

28. Have you identified staff and key partners responsible for implementing operational communications actions? *Answer: radio button, yes/in progress/no*
29. Have identified staff been trained on operational communications actions? *Answer: radio button, within the past year/within the past 2 years/within the past 5 years/no*

30. If yes, which aspects of the operational communications capability have been exercised?

Answer: multi-answer

- ee. Critical communication links/circuits/systems
 - ff. Redundant and diverse links to address cases of single point of failure
 - gg. Telecommunications service priority for prompt restoration/provisioning of emergency circuits
 - hh. Public information
 - ii. Warning or notification
 - jj. Multijurisdictional communications
 - kk. Integration of local, state, and federal communications systems
31. Are communications systems regularly tested on an established schedule under operational conditions? [EMAP/TCL] *Answer: radio button, yes/in progress/no*
32. Has exercising of the operational communications capability led to identification of corrective actions in regard to this capability? Please identify in the gaps section of this question. *Answer: radio button, yes/in progress/no*
- 33. Based on your responses to the questions above, how would you rate your overall operational communications capability as it relates to exercises? *Answer: dropdown, 1 - 10***

GLOBAL

- 34. Based on your responses to the questions above, how would you rate your overall operational communications capability? *Answer: dropdown, 1 - 10***
- 35. Based on your responses to the questions above, what priority (high, medium, low) would you assign to the operational communications capability for your jurisdiction? *Answer: radio button, H, M, L***
- 36. Please identify which hazard/threat would most likely tax your ability to perform the operational communications capability? *Answer: dropdown, hazards***
- 37. Have you identified any planning barriers or do you have any additional notes or comments regarding the operational communications capability? *Answer: Text***

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