

## **Capability Standards – Communication, Emergency Public Information and Warning, Information Gathering and recognition of Indicators and Warnings and Intelligence and Information Sharing and Dissemination**

### **Communications**

Communications is the fundamental capability within disciplines and jurisdictions that practitioners need to perform the most routine and basic elements of their job functions. Agencies must be operable, meaning they must have sufficient wireless communications to meet their everyday internal and emergency communication requirements before they place value on being interoperable, i.e., able to work with other agencies.

Communications interoperability is the ability of public safety agencies (police, fire, EMS) and service agencies (public works, transportation, hospitals, etc.) to talk within and across agencies and jurisdictions via radio and associated communications systems, exchanging voice, data and/or video with one another on demand, in real time, when needed, and when authorized. It is essential that public safety has the intra-agency operability it needs, and that it builds its systems toward interoperability.

### **Emergency Public Information and Warning**

The Emergency Public Information and Warning capability includes public information, alert/warning and notification. It involves developing, coordinating, and disseminating information to the public, coordinating officials, and incident management and responders across all jurisdictions and disciplines effectively under all hazard conditions. The term “public information” refers to any text, voice, video, or other information provided by an authorized official and includes both general information and crisis and emergency risk communication (CERC) activities. CERC incorporates the urgency of disaster communication with risk communication to influence behavior and adherence to directives.

The term “alert” refers to any text, voice, video, or other information provided by an authorized official to provide situational awareness to the public and/or private sector about a potential or ongoing emergency situation that may require actions to protect life, health, and property. An alert does not necessarily require immediate actions to protect life, health, and property and is typically issued in connection with immediate danger. The term “warning” refers to any text, voice, video, or other information provided by an authorized official to provide direction to the public and/or private sector about an ongoing emergency situation that requires immediate actions to protect life, health, and property. A warning requires immediate actions to protect life, health, and property and is typically issued when there is a confirmed threat posing an immediate danger to the public. The term “notification” refers to any process where Federal, State, local, tribal, and nongovernmental organization, department, and/or agency employees and/or associates are informed of an emergency situation that may require a response from those notified.

### **Information Gathering and Recognition of Indicators and Warnings**

The Information Gathering and Recognition of Indicators and Warning Capability entails the gathering, consolidation, and retention of raw data and information from sources to include human sources, observation,

technical sources and open (unclassified) materials. Unlike intelligence collection, information gathering is the continual gathering of only pure, unexamined data, not the targeted collection traditionally conducted by the intelligence community or targeted investigations. Recognition of indicators and warnings is the ability to see in this gathered data the potential trends, indications, and/or warnings of criminal and/or terrorist activities (including planning and surveillance) against U.S. citizens, government entities, critical infrastructure, and/or our allies.

## **Intelligence and Information Sharing**

The Intelligence and Information Sharing and Dissemination capability provides necessary tools to enable efficient prevention, protection, response, and recovery activities. Intelligence/ Information Sharing and Dissemination is the multi-jurisdictional, multidisciplinary exchange and dissemination of information and intelligence among the Federal, State, local, and tribal layers of government, the private sector, and citizens. The goal of sharing and dissemination is to facilitate the distribution of relevant, actionable, timely, and preferably declassified or unclassified information and/or intelligence that is updated frequently to the consumers who need it. More simply, the goal is to get the right information to the right people at the right time. An effective intelligence/information sharing and dissemination system will provide durable, reliable, and effective information exchanges (both horizontally and vertically) between those responsible for gathering information and the analysts and consumers of threat-related information. It will also allow for feedback and other necessary communications in addition to the regular flow of information and intelligence.

An accredited Emergency Management Program should encompass prevention responsibilities, processes, policies and procedures. The jurisdiction should develop and implement processes to prevent incidents. Prevention processes should be based on information obtained from Section 4.3, intelligence activities, threat assessments, alert networks and surveillance programs and other sources of information obtained from internal and external stakeholders. The jurisdiction should have a strategy among disciplines to coordinate prevention activities, to monitor the identified threats and hazards, and adjust the level of prevention activity commensurate with the risk. Procedures should be developed to exchange information among internal and external Emergency Management Program stakeholders to prevent incidents.

**Associated Target Capabilities:** [Communications, Emergency Public Information and Warning, Intelligence and Information Sharing and Dissemination, and Information Gathering and Recognition of Indicators and Warnings](#). Additional information on building these capabilities can be found on pages 29 (Communications), 69 (Intelligence and Information Sharing and Dissemination), 81 (Information Gathering and Recognition of Indicators and Warnings), and 421 (Emergency Public Information and Warning) of the U.S Department of Homeland Security's September 2007 document: *Target Capabilities List: A Companion to the National Preparedness Guidelines*.

**Desired Outcomes:** A continuous flow of critical information is maintained as needed among multi-jurisdictional and multidisciplinary emergency responders, command posts, agencies, and the governmental officials for the duration of the emergency response operation in compliance with National Incident Management System (NIMS). In order to accomplish that, the jurisdiction has a continuity of operations plan for public safety communications including the consideration of critical components, networks, support systems, personnel, and an appropriate level of redundant communications systems in the event of an emergency. The jurisdiction receives and transmits coordinated, prompt, useful, and reliable information regarding threats to their health, safety, and property, through clear, consistent information-delivery systems. This information is updated regularly and outlines protective measures that can be taken by individuals and their communities. Locally-generated threat and other criminal and/or terrorism-related information is identified, gathered, entered into an appropriate data/retrieval system, and provided to appropriate analysis centers. Effective and timely sharing of information and intelligence occurs throughout the jurisdiction to

achieve coordinated awareness of, prevention of, protection against, and response to a threatened or actual domestic terrorist attack, major disaster, or other emergency.

**The jurisdiction has created and maintains an Emergency Operations Plan and a Resource Manual that: (Associated Target Capability: [Planning](#), Communications, Emergency Public Information and Warning**

### Communication

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- Describes the framework for providing communications support and how the jurisdiction's communications network integrates with the regional or national disaster communications network.
- Identifies and summarizes interoperable communications plans.
- Identifies the compatible frequencies/trunking systems used by agencies during a response (who can talk to whom, including contiguous local, state, and private agencies).
- Describes how 24-hour emergency communications are provided and maintained within the jurisdiction.
- Identifies the agencies and the actions they will take to manage communications between on-scene personnel/agencies (radio frequencies/tactical channels, cell phones, data links, Command Post Liaisons, communications vehicle/van).
- Identifies the agencies and the actions they will take to identify and overcome communications shortfalls (personnel with incompatible equipment) with the use of ARES/RACES at the command post/off-site locations, CB radios).
- Identifies the agencies, individual personnel, and the actions they will take to manage communications between on-site and off-site personnel and agencies (shelters, hospitals, EMA).
- Describes the actions that 911/Dispatch Centers will take to support/coordinate on-scene communications for personnel/agencies, and alternate service methods if 911/Dispatch is out of operation (resource mobilization, documentation, backup).
- Describes the arrangements that exist to protect emergency circuits with telecommunications service priority for prompt restoration/provisioning.
- Describes how communications are made accessible to individuals with communication disabilities working in emergency operations, in accordance with the Americans with Disabilities Act.
- Describes the actions that will take place in the EOC to support and coordinate communications between on-scene and off-scene personnel and agencies.
- Identifies and describes the actions that will be taken to notify neighboring jurisdictions when an incident occurs.
- Describes and identifies the interoperable communications plan compatible frequencies/trunking systems used by agencies during a response (who can talk to whom, including contiguous local, state, and private agencies).
- Describes how 24-hour emergency communications are provided and maintained.

Comments and Notes:

## Warning

1 2 3

- Identifies and describes the agencies and the actions they will take to initiate/ disseminate the initial notification that a disaster or threat is imminent or has occurred (EAS activation, door-to-door, sirens, cable/TV messages).
- Identifies and describes the agencies and the actions they will take to provide continuous warning information about an emergency/disaster (media briefings, press releases, cable interruptions, EAS, text messages, door-to door warnings).
- Identifies and describes the agencies and the actions they will take to alert and inform special/functional populations (schools, hospitals, public venues, hearing/visually impaired, non-English speaking, elderly, handicapped).
- Includes lists of local media contacts and describes their abilities to provide warnings.
- Includes pre-scripted EAS messages for identified hazards.
- Describes the jurisdiction's use of Emergency Condition Levels (ECL) in the public notification process (snow emergencies, hazmat incidents, nuclear power plant events, etc.).
- The jurisdiction has determined communications and warning needs, based on required capabilities to execute plans.
- The jurisdiction's communications and warning systems should be reliable, redundant, and interoperable.
- Emergency communications and warning protocols and procedures have been developed, tested, and used to alert stakeholders potentially impacted by an actual or impending incident.
- Advisory and warning systems have been integrated into planning and operational use.
- The jurisdiction has developed and maintains the following capabilities:
  - Communications between the levels and functions of the organization and outside entities
  - Documentation of communications
  - Communications with emergency responders
  - Central contact facility or communications hub
- The jurisdiction has established, implemented, and maintains procedures to disseminate warnings.
- The jurisdiction has developed procedures to advise the public, through authorized agencies, of threats to life, property, and the environment.
- The jurisdiction has disseminated warning information to stakeholders potentially impacted.

Comments and Notes:

## Information Gathering and Recognition of Indicators and Warnings

Describe critical information needs and collection priorities.

Describe information dissemination methods (e.g., verbal, electronic, graphics) and protocols.

Describe long-term information collection, analysis, and dissemination strategies.

Describe collaboration with the general public, to include sector-specific watch programs.

Identify intelligence position (e.g., fusion center liaisons) requirements for the emergency operations center's (EOC) Planning Section.

Describe plans for coordination between the Planning Section and the jurisdiction's fusion center.

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| Comments and Notes: |
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### **Intelligence and Information Sharing and Dissemination**

Describe critical information needs and collection priorities.

Describe information dissemination methods (e.g., verbal, electronic, graphics) and protocols.

Describe long-term information collection, analysis, and dissemination strategies.

Describe collaboration with the general public, to include sector-specific watch programs.

Identify intelligence position (e.g., fusion center liaisons) requirements for the emergency operations center's (EOC) Planning Section.

Describe plans for coordination between the Planning Section and the jurisdiction's fusion center.

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| Comments and Notes: |
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### **A fully-functioning Communications capability addresses the following measures:**

#### **Communication**

1 2 3

- The jurisdiction has a communications plan that provides for using, maintaining, and augmenting all of the equipment necessary for efficient preparation for, response to and recovery from emergencies.
- The jurisdiction has developed and maintains a plan to communicate both internally and externally with all Emergency Management Program stakeholders (higher, laterally and subordinate) and emergency personnel.
- Communication system interoperability has been addressed in the response plan development process.
- Communications have been designed for the specific hazards and requirements of the jurisdiction's potential operating environments, is sufficiently robust to support all components of the response and recovery plans, and includes redundancy to provide alternative means of communications in case of failure in primary system(s).
- Communications systems are regularly tested on an established schedule under operational conditions and results documented and addressed.

Comments and Notes:

**Communications Systems**

1 2 3

- The jurisdiction’s communications systems function is established and maintained in EOP/SOP/SOG.
- The jurisdiction has designated communications coordinator.
- The jurisdiction has established a regular testing and maintenance schedule for communications systems.
- The jurisdiction has established a regular training program for staff.
- The jurisdiction has developed resource agreements and/or written mutual aid agreements with other government agencies and counties.
- The jurisdiction has developed resource agreements and/or mutual aid agreements with business/industry and contractors
- The jurisdiction has developed resource agreements and/or mutual aid agreements with medical care facilities.
- The jurisdiction has a fully-developed communications System through the EOC to communicate with:
  - 9-1-1.
  - Other Emergency Services.
  - Adjacent County Jurisdictions.
  - Local EOC.
  - Command Post.
  - State EOC.
  - Utilize EAS.
  - County EOC to Amateur Radio and Other Auxiliary Communications.

Comments and Notes:

**Warning**

1 2 3

- The Emergency Management Program has developed and maintains a plan to initiate, receive, and/or relay warnings to alert key decision makers and emergency personnel.
- The jurisdiction’s communications capability has been designed for the specific hazards and requirements of the jurisdiction’s potential operating environments.

- The jurisdiction's communications capability includes redundancy to provide alternative means of notification in case of failure in primary system(s).
- Notification systems are regularly tested on an established schedule under operational conditions and results documented and addressed.
- The jurisdiction's Emergency Management Program has developed and maintains a plan to disseminate emergency alerts and warnings to the public potentially impacted by an actual or impending emergency and to communicate reliably with the population within its jurisdiction.
- Communications have been designed for the specific hazards and requirements of the program's potential operating environments, and include redundancy to provide alternative means of warning in case of failure in primary system(s).
- The jurisdiction's plans address dissemination of alerts and warnings to vulnerable populations as defined by the Emergency Management Program.
- Warning systems are regularly tested on an established schedule under operational conditions and results documented and addressed.
- The Emergency Management Program has developed and maintains formal written procedures to ensure personnel familiarity with and the effective operation of the systems and capabilities of the Communications, Notification and Warning systems. (These procedures address the specific hazards and requirements of the Emergency Management Program's potential operating environments, clearly delineate any decision making processes or triggering events, and are reviewed and updated regularly on an established schedule.)

Comments and Notes:

**Warning Systems**

- 1   2   3
- The jurisdiction has fully-operational systems for effectively delivering warning signals throughout the jurisdiction via (not all of the following systems may be employed by a jurisdiction):
    - Sirens/Alarms.
    - Tone Alert Radios.
    - Siren/Tone alert systems.
    - Siren Telephone Ringdown System.
    - Automatic Dialing Telephone Systems.
    - Pagers.
    - EAS (Emergency Alert System), Commercial Broadcast Stations (radio/TV).
    - NOAA Weather Radio.
    - NAWAS (National Warning System).
    - Citizens Band or Amateur Radio Services.
    - Emergency Services Radios.
    - Private Systems (i.e., hospitals, schools, private organizations, county agencies).
    - Whistles, Horns.
    - Telephone.

- Intercom Systems.
- Non-EAS Television or Radio (not covered by warning devices).
- Police &/or Fire Vehicles in areas not covered by warning devices.
- "Packet Radio".
- Public Address Systems (fixed or mobile).
- Cable TV (EOC access, other).

The jurisdiction's warning systems have the demonstrated ability to disseminate warnings to the following:

- Media.
- EAS.
- State/Local Communications.
- LEADS.
- TDD.
- Radio Reading Service.
- Backup Power.
- Fan-Out Systems.
- Alert Receivers.
- Places of Public Assembly.

Comments and Notes:

**Geographic Information Systems (GIS)**

1 2 3

- The jurisdiction has Computer Based Communications Systems with Shared Mapping Systems
- The jurisdiction has Developed Geographic Information System (GIS).
- The jurisdiction has Developed Global Positioning System (GPS).
- The jurisdiction has Developed Information Management Systems.

Comments and Notes:

**Interoperable Communications**

The jurisdiction has identified and employs (as appropriate) the following communication systems (fixed and/or mobile):

- HF
- HF Secure.
- VHF.
- UHF.
- Microwave.
- Repeaters.
- Commercial Switched Telephones, Computers and Data.
- Satellite Communications and Satellite Telephone Systems.

### Emergency Public Information

- The jurisdiction's emergency public information procedures established and maintained in Plans, procedures and guidelines.
- The jurisdiction has designated an emergency public information officer (PIO).
- The jurisdiction has prepared pre-scripted messages for all hazards.
- The jurisdiction interfaces with media on a regular basis.
- The jurisdiction has developed procedures to disseminate emergency information to appropriate individuals, agencies & organizations.
  
- The jurisdiction has developed SOPs/SOGs for JIC activation, locations and functions, including the following:
  - Staffing and equipment needs.
  - Agreements with necessary agencies
  - Phone companies for equipment and service needs.
  - Procedures to monitor media reports and respond to inquiries.
  - Mobile equipment and supply packages for JIC use.
  - Authorization procedures for release of information.

Comments and Notes:

## Capability Assessment - Administration, Finance, and Direction and Control

- 1 2 3 4 5      The jurisdiction has engaged an integrated team to develop this capability.
- 1 2 3 4 5      The jurisdiction has developed an integrated plan for this capability.
- 1 2 3 4 5      The jurisdiction has identified the hazards/threats that would necessitate the application of this capability.
- 1 2 3 4 5      The jurisdiction's local responders have the necessary training to effectively carry out this capability.
- 1 2 3 4 5      The jurisdiction has access to the necessary resources to effectively carry out this capability (either local or identified through MOUs).
- 1 2 3 4 5      The jurisdiction's local responders have received the necessary training to be able to carry out this capability.
- 1 2 3 4 5      The jurisdiction's local responders have the expertise to carry out this capability.
- 1 2 3 4 5      The jurisdiction has tested this capability within the last year through exercise or activation.

### Scale Key:

- 1- The jurisdiction has not started to develop this measure.
- 2- The jurisdiction has started to develop this measure, but we are not far along in the process.
- 3- The jurisdiction has developed this measure, but it needs to be improved.
- 4- The jurisdiction has fully developed this measure.
- 5- The jurisdiction has fully developed and tested this measure.