

# ANNEX B

## ESF 2: COMMUNICATIONS

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### **PROMULGATION STATEMENT**

Transmitted herewith is the ESF – 2: Communications Annex to the Caddo Parish Emergency Operations Plan (EOP). This annex supersedes any previous Annex promulgated for this purpose. It provides a framework in which Caddo Parish and its political subdivisions can plan and perform their respective functions during an emergency when EOC activation is necessary.

This annex is in accordance with existing federal, state, and local statutes and understandings of the various departments/agencies involved. It has been concurred by the Caddo Parish Sheriff's Office of Homeland Security and Emergency Preparedness (OHSEP), Louisiana Governor's Office of Homeland Security and Emergency Preparedness and the Federal Emergency Management Agency. All recipients of this annex are requested to advise Caddo Parish OHSEP as to changes that might result in its improvement or increase its usefulness.

This annex will be annually reviewed by the Caddo Parish OHSEP Deputy Director.

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## ESF-2: Communications

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### **I. PURPOSE AND SCOPE**

This annex is developed to provide information and guidance concerning the available or potentially available emergency communications systems and capabilities of Caddo Parish and the City of Shreveport. The total communications system is discussed in detail and procedures for its use are outlined below.

### **II. SITUATIONS AND ASSUMPTIONS**

#### **A. Situation**

The emergency communications center is located within the Caddo Emergency Operations Center (EOC). The EOC is staffed on an as-needed basis by dispatch personnel from the various departments (fire, law enforcement, public works, etc) involved with the disaster. Sufficient communications equipment and capabilities are available to provide the communications necessary for most emergencies. In severe emergencies, augmentation may be required.

#### **B. Assumptions**

1. It is assumed the communications system will survive and/or withstand the effects of the disaster. This annex will provide adequate direction for the proper coordination of all communications and warning systems during an emergency situation, facilitating timely response activities.
2. Emergency operations usually require communications capabilities beyond the normal capacities of the equipment of local government. Therefore, the local emergency planning committee will want to consider what additional equipment must be acquired for emergency operations.
3. Under major disaster operations, higher levels of government will provide communications resources to augment local capabilities that support response and recovery efforts.
4. Amateur Radio Operators, radio clubs, and military units with sophisticated communications equipment will be willing to assist the community in times of disaster.

### **III. CONCEPT OF OPERATIONS**

#### **A. General**

Ultimate responsibility for developing and maintaining an emergency operations communications and warning capability lies with local government. Communications play a critical role in emergency operations. Communications networks and facilities exist and operate throughout Caddo Parish. Properly coordinated, these facilities provide for effective and efficient response activities.

However, local government's day-to-day operations are seldom sufficient to

meet the increased needs created by an emergency. Therefore, it must look to both public and private sources to augment its emergency operations communications capability.

Nationally, the Radio Amateur Civil Emergency Services (RACES) organization has been designated to provide expanded communications during emergencies and disasters. Locally, Caddo Parish OHSEP relies heavily upon the resources of the Shreveport Amateur Radio Association (SARA) to meet this need.

During emergency operations, all departments will maintain their existing equipment and procedures for communication with their field operations. They will provide a dispatcher to the emergency operations center (EOC) and keep the EOC informed of their operations at all times.

If it is deemed necessary and appropriate by the OHSEP Director, the general public will be warned using the First Call network located at the Caddo EOC. This system allows for over a thousand calls a minute to citizens with a recorded message giving details of the emergency and directions the citizens should take during the emergency.

In addition to First Call, all public schools in Caddo Parish have NOAA weather radios in their front offices. Caddo EOC also has access to the Cable override system through the local cable television systems.

## **B. Phases of Emergency Management**

### **1. Mitigation (Prevention)**

- a. Analyze communications resource requirements.
- b. Identify communications resources in local government.
- c. Plan and train personnel for maximum use of available communications resources.
- d. Identify and designate private and public service agencies, personnel, equipment and facilities that can augment Caddo communications capabilities.
- e. Survey communications sites for power sources and locations.
- f. Analyze equipment locations in relation to potential hazards and disaster conditions.
- g. Coordinate communications capabilities with neighboring jurisdictions.
- h. Identify a repair capability available under emergency conditions.

### **2. Preparedness**

- a. Develop plans and standard operating guidelines (SOGs)
- b. Test, maintain and repair communications equipment.
- c. Protect equipment against electromagnetic pulse (EMP) effects in

- the event of a national emergency.
- d. Arrange training programs for all communications staff, including volunteers and repair personnel.
- e. Stockpile supplies and repair equipment.
- f. Identify potential sources of additional equipment and supplies.
- g. Review and upgrade listings including phone numbers of emergency response personnel to be notified of emergency declaration.

### **3. Response**

- a. Activate communications section of the EOC.
- b. When emergency operations are initiated, the Caddo OHSEP Director will determine which communications personnel will be required to report on duty. Staff requirements will vary according to the incident.
- c. Implement emergency communications procedures.
- d. Ensure communications capability for a 24-hour basis.
- e. Activate alternative communications capabilities, as necessary.
- f. Amateur Radio Operators will be utilized for alternate shelter communications.
- g. Maintain logs and reports, including all financial expenditures and use of supplies and equipment.
- h. Support media center communications operations, as needed.
- i. Work with public information coordinator to distribute pertinent information to the media and general public.

### **4. Recovery**

- a. All activities in the emergency phase will continue until such time as emergency communications are no longer required.
- b. Phase down operations, as appropriate.
- c. Clean, repair, and perform maintenance on all equipment before returning to normal operations or to storage.

## **IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

### **A. Organization**

The organizational structure for the communications system is outlined in Appendix 1.

### **B. Responsibilities**

#### **1. OHSEP Communications Officer**

- a. Activate and operate the EOC Communications Center during an emergency.
- b. Coordinate assistance with Shreveport Amateur Radio Association (SARA), Radio Amateur Civil Emergency Services (RACES) and other available local communications resources. Arrange for

- emergency augmentation of communications capabilities.
- c. Maintain adequate telecommunications systems and manpower for effective communications support during an emergency.
- d. Perform periodic systems checks at the Caddo EOC and Mobile Communications Van.
- e. Serve as liaison with government officials and contact radio repairmen for maintaining communications systems.
- f. Supervise communications activities.
- g. Ensure training of communications staff, including volunteers.
- h. Coordinate repair and maintenance operations.

**2. Emergency Services Dispatchers**

When the EOC is activated, dispatchers with area emergency services and related government departments (fire, police, sheriff's offices, public works, public utilities, etc.) will provide communications operators to the EOC, who in turn will be responsible for:

- a. Monitor and operate assigned communications stations.
- b. Learn and implement proper radio protocol and message handling procedures.
- c. While operating in the EOC, each departmental communications supervisor will maintain direction and control for their corresponding dispatch personnel.

**3. Amateur Radio Operators**

- a. Assigned operators will assist with communications support in the EOC.
- b. Assigned operators will respond to the disaster site and establish on-site communications link to the EOC.
- c. Assigned operators will report to area hospitals/medical centers and/or shelters and provide communications link to the EOC.
- d. Provide disaster site conditions and update reports to EOC.
- e. Provide weather reports to NWS Office in Shreveport (SKYWARN).
- f. Provide backup communications for local government agencies should normal communications systems fail to operate.

**4. All Local Government Departments**

Support communications efforts in the EOC and disaster site(s) as required for the duration of the emergency/disaster.

- a. Military Support  
Provide additional communications capability, if requested and equipment is available. Follow appropriate channels of authorization.
- b. OHSEP Volunteer Coordinator  
Supplement facilities and equipment with volunteer assistance, as needed.

Train personnel to assist during emergencies.

## **V. DIRECTION AND CONTROL**

### **A. OHSEP Director**

The Caddo OHSEP Director has the overall authority for the EOC and its Emergency Communications Center.

### **B. Communications Officer**

The Communications Officer for Caddo OHSEP is under the supervision of the Director, and is directly responsible for the activities and establishment of communications facilities in the EOC.

### **C. Radio Officers, Operators, and Dispatchers**

Radio Officers, operators, and dispatchers from support agencies, while under control of their own office and operating their own equipment in the EOC, will be responsible for knowing and following the procedures outlined in this annex.

### **D. State of Emergency**

During a State-of-Emergency, the various code systems used for brevity will be discontinued and normal speech will be used during transmission. In addition, local time will be used during transmissions.

### **E. Specific Departments**

Specific department heads may be designated to maintain operational control of their own communications systems but will coordinate with the EOC during emergency operations.

## **VI. CONTINUITY OF GOVERNMENT**

In the event that an official charged with participating in communications management or support is unable to perform, lines of succession to each department head are according to the standard operating guidelines established by each department.

### **A. Administration and Logistics**

This section of the communications annex addresses management and administrative needs, general support requirements and the availability of services.

### **B. Facilities and Equipment**

A complete listing of communications and warning system equipment and capabilities will be maintained in the EOC. A network diagram is found in Appendix 2. Radio frequencies and repeater locations are located next to their corresponding radio unit in the EOC.

### **C. Communications and Protection**

**1. Radio**

a. Electromagnetic Pulse (EMP)

One of the effects of a nuclear detonation that is particularly damaging to radio equipment is EMP. Plans call for the disconnection of radios from antennas and power source if an Attack Warning is issued. (Note: Time permitting the primary systems will be unplugged, however outlying stations may not be unplugged.)

A portable radio unit will then be employed as a back up to maintain limited communications with field groups. This procedure will be used until an All Clear is announced. Telephones will also be used as long as they are operable.

b. Lightning

Standard lightning protection is used including surge protectors.

c. Wind and Blast

Damaged equipment may be replaced with spare units kept in the EOC.

**2. TELEPHONE (COMMON CARRIER)**

a. Jammed Circuits

During emergencies phone usage in a community increases dramatically. In order to reduce the affects of this loading, Caddo Parish participates in the Government Emergency Telephone System (GETS). This program allows for emergency services to get first priority in phone line usage, including the use of cellular phones.

b. Emergency Service

AT&T provides telephone repair service.

c. Priority Service Restoration

The Caddo EOC is on ATT&T's priority service restoration list.

**D. Security**

Due to the vital role of communications during emergency operations, particularly for defense purposes, the Caddo OHSEP Director reserves the right to investigate the personnel background or any radio operator assigned to the EOC.

**E. Training**

Each organization assigning personnel to the Caddo EOC for communications purposes is responsible for making certain that those persons are familiar with



the EOC's unique operating procedures. The Communications Officer will provide additional training on EOC equipment and procedures, as necessary.

## **VII. PLAN DEVELOPMENT AND MAINTENANCE**

The Caddo OHSEP Communications Officer is responsible for maintaining this annex. He is also responsible for EOC Standard Operating Guidelines relating to this annex.

### **A. Authorities and References**

#### **1. Authorities**

See Basic Plan.

#### **2. References**

Federal Emergency Management Agency. Emergency Communications. CPG 1-18. Washington: FEMA, 1977.

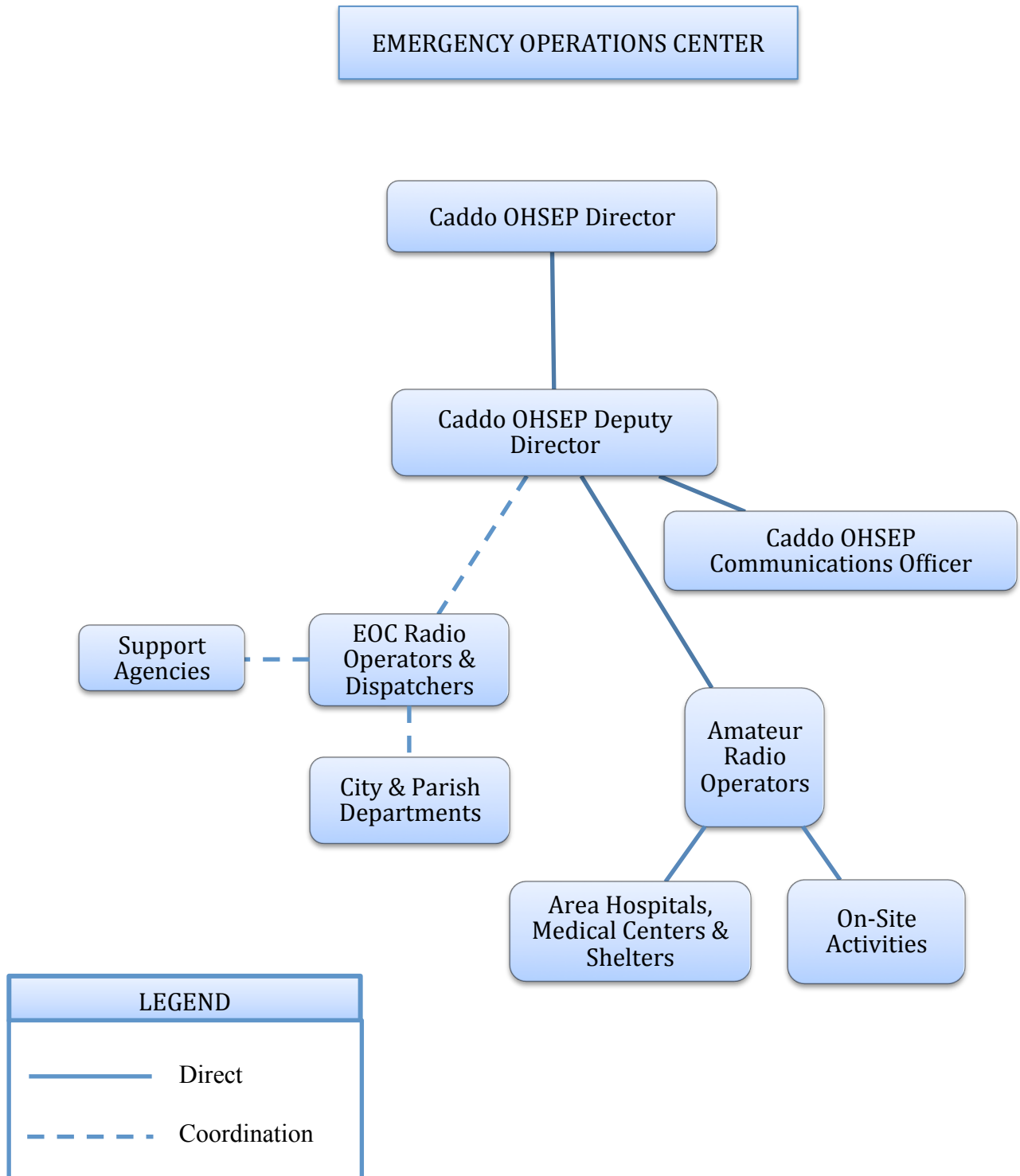
Federal Emergency Management Agency. Local Government Emergency Planning. CPG 1-8. Washington: FEMA, 1982.

## **VIII. APPENDICES TO ESF 2**

- (1) Organizational Chart
- (2) Communications Frequencies/ Network Diagram
- (3) Communications Coordinators
- (4) Government Radio Outage
- (5) Radio Amateur Civil Emergency Services (RACES) Plan
- (6) Warning Systems
- (7) FirstCall Procedures
- (8) School Dismissal
- (9) Emergency Alert System (EAS) Instructions
- (10) Caddo HydroWatch (Flood Alert Network)
- (11) Ozone Action Day Notification

# Appendix 1 – Organizational Chart

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## Appendix 2 – Communications Frequency Lists, Charts & Diagrams

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Communications frequency lists charts and diagrams are located in the **EOC Communications Manual** at the Caddo Emergency Operations Centers (EOC). Each radio console has signs designating where each department radio operator/dispatcher should locate to establish a communications link with their department. In addition, frequency charts are listed above each radio unit detailing various operating frequencies for each department.

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## Appendix 3 – Communications Coordinators

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The following is a list of communications coordinators for local emergency services.

Caddo Parish Sheriff's Office  
Homeland Security and Emergency Preparedness  
1144 Texas Avenue  
Shreveport, LA  
675-2255

Caddo 9-1-1 Facility  
1144 Texas Avenue  
Shreveport, LA  
226-6282

Caddo Sheriff's Office Dispatch  
1144 Texas Avenue  
Shreveport, LA  
226-6555

Shreveport Fire Dispatch  
1144 Texas Avenue  
Shreveport, LA  
675-2337

Shreveport Police Dispatch  
1144 Texas Avenue  
Shreveport, LA  
673-7327

LA State Police Troop G  
5300 Industrial Drive  
Bossier City, LA  
741-7411

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# Appendix 4 – Government Radio Outage

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## **I. GENERAL**

Radio communications are extremely important to local government operations. The various local communications systems can be disrupted by a variety of disaster agents. Weather problems, fire, terrorism, electrical outages or malfunctions can damage local radio capability on a short-term or long-term basis.

### **A. RESPONSE PROCEDURES**

#### **1. Service Restoration**

The first concern in preparing response operations will be the initial steps taken to reestablish operating capability. If the base station(s) are inoperative, mobile communications units can still communicate in most situations. A mobile communications unit may be designated as the control/dispatch center and have it parked in close proximity to the base facility. Most emergency services in Shreveport and Caddo Parish either have or have access to a mobile communications unit/van/bus that can be utilized for this purpose. Some additional personnel support may be necessary, but this approach should solve the immediate radio outage problem.

#### **2. Equipment Repair/Replacement**

Another immediate concern will be the repair and/or replacement of damaged components of the communications system. If the problem is with local equipment and/or facilities, communications supervisors should have developed a list of emergency repair companies and contacts to call for immediate assistance. If the problem is outside of local control, emergency service personnel will simply have to wait for other organizations to fulfill their responsibilities (i.e., telephone company, power company, etc.). See Annex Q - Public Works/Utilities for more information on utility service disruptions.

#### **3. Communications Support**

In the interim, emergency services may want to call upon additional communications support through such groups as amateur radio operators. Volunteer radio operators can provide support to local emergency communications. For example, amateur radio operators can be stationed at the emergency rooms to area hospitals and relay patient routing information directly from the field site or dispatch center.

The Shreveport Amateur Radio Association tests this particular function of their community service plan each year as part of the annual Caddo Parish Community Disaster Drill. They can be contacted through Caddo OHSEP at 675-2255.

### **B. Standard Operating Guidelines**



Each fire, police, sheriff's department and 9-1-1 dispatch center within Shreveport and Caddo Parish will develop and maintain Standard Operating Guidelines (SOGs) describing basic steps to be taken if a government radio outage occurs. There should be no confusion about coordinating the initial response activities. Directions should be very clear, even to someone not familiar with normal response to this type of emergency. The best rule is to keep it simple, remembering that the primary concern are the initial reestablishment of radio service and those elements that should not be overlooked during the temporary radio outage.

# Appendix 5 – Radio Amateur Civil Emergency Services (RACES)

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## I. INTRODUCTION

### A. Scope

This plan provides guidance for the Radio Amateur Civil Emergency Service (RACES) to support local government officials during certain emergency conditions. The appointed Director of an emergency management office, or authorized representative, for a particular area may activate RACES. RACES stations and operators supplement existing or damaged communications facilities, or provide emergency communications requirements. The activation is in accordance with an approved civil defense communications plan in any emergency concerning the following:

1. Safety of life;
2. Preservation of property;
3. Alleviation of human suffering and need;
4. Any disaster endangering the public;
5. Acts of sabotage; or
6. Testing and drills.

### B. Purpose

This plan is intended to provide coordinated operation between Shreveport and Caddo Parish government officials and the RACES organization during times when there are extraordinary threats to the safety of life and/or property. Maximum benefits from a RACES organization can be obtained only through careful planning which identifies the organizations, agencies, and individuals concerned and assign a definitive role to each. This plan enables agencies and organizations having emergency responsibilities to include the RACES organization in local emergency plans and programs.

### C. Operations

This plan becomes official for Shreveport and Caddo Parish when signed by the Director of the Caddo Parish Office of Homeland Security and Emergency Preparedness (OHSEP) and a RACES Officer. Under this plan, the OHSEP Director is empowered to request the use of available volunteer communications facilities and personnel. Acceptance of or participation in this plan shall not be deemed as a relinquishment of license control, and shall not be deemed to prohibit an amateur radio service licensee or broadcast licensee from exercising independent discretion and responsibility in any given situation under the terms of its license.

## II. ELIGIBILITY AND PROCEDURES FOR RACES

### A. General

This section of the plan provides information on the requirements and procedures for establishing a RACES organization. Operator privileges in RACES are dependent upon the class of license held by the amateur.

**B. RACES Eligibility**

Any United States citizen who possesses a valid FCC Amateur Radio Operator License, novice class or higher, is eligible to become a member of RACES.

**C. Procedures for Establishing A RACES Organization**

The following procedures are to be followed for establishing a RACES organization:

1. To establish a RACES organization the Director of Emergency Management, or authorized representative, should appoint a reliable amateur to serve as the RACES Officer. This individual serves as a liaison between the RACES organization and the emergency management office and assists in the development of the RACES organization, recruits members, and keeps the Director informed of all RACES activities, programs and needs.
2. The RACES Officer is a licensed amateur radio operator, thoroughly knowledgeable of FCC rules and regulations, and familiar with the functions of the Amateur Radio Relay League (ARRL) and the Amateur Radio Emergency Services of the ARRL. Individuals with strong organizational abilities, good verbal and written communications skills, and experience in Emergency Operations Center (EOC) activities are ideal candidates.

**D. Recruitment and Retention**

**1. Application**

Each prospective member will complete an OHSEP Volunteer application form and return it to Caddo OHSEP. Caddo OHSEP will design the application to meet local requirements. The application must not contain information that is protected under the Privacy Act. The RACES Officer recommends acceptance or non-acceptance to the OHSEP Director. Once approval is granted, the OHSEP Director prepares a letter designating the applicant as a certified OHSEP volunteer/RACES member. A photograph identification card is issued for each OHSEP volunteer/RACES member.

**2. Security/Background Check**

In order to serve effectively as a volunteer member of the emergency staff, access to otherwise restricted areas, such as the EOC or the E-911 communications center, may be associated with RACES participation and assignments. To the extent that similar requirements exist for other members of the emergency staff with access to restricted areas, a limited background check for OHSEP volunteer/RACES applicants

may be required. This background check will be performed in accordance with local regulations.

### **3. Responsibilities**

RACES members are responsible for:

- a. Participating in training sessions;
- b. Briefing the RACES Officer of any changes in equipment or amateur status that may affect operation in the RACES program;
- c. Developing a strong background in emergency procedures, FCC Rules and Regulations, and network procedures;
- d. Being available when emergency communications are required by the OHSEP Director, or authorized representative;
- e. Help strengthen the organization by offering suggestions and positive feedback to correct deficiencies;
- f. Complying with volunteer standards established by Caddo OHSEP; and,
- g. Notifying Caddo OHSEP when terminating membership.
- h. Evaluations

The RACES Officer and Caddo OHSEP will evaluate membership participation every 2 years.

### **4. Training**

Training sessions will be scheduled to exercise the efficiency of the emergency plan and the proficiency of the OHSEP volunteers/RACES members. On the average, two hours per month should be devoted to RACES activities and training.

RACES organizations may be utilized during drills and exercises in order to train members and exercise the emergency plan. Exercise evaluations will help with updates or revisions to the RACES plan. Special RACES drills and exercises serve as a mechanism for honing skills in emergency communications procedures in general and for training in any specific or unusual protocols used by the jurisdiction. Periodic participation in full-scale exercises is also beneficial in promoting familiarity with other elements of the jurisdiction's emergency plans and procedures the communications function must support. All training should be recorded in the participant's volunteer file.

## **E. AUTHENTICATION**

The form of authentication that will be used between the activating official and the RACES organization is personal identification or knowledge of the individuals involved.

## **F. IDENTIFICATION**

The methods used to identify a RACES member and key personnel during a communications support operation are the following:

1. Caddo OHSEP Volunteer Identification Card, and
2. Personal Acquaintance

NOTE: Identification is not necessary when reporting an emergency situation.

### **III. IMPLEMENTATION PROCEDURES**

#### **A. Procedures for Government Officials**

Upon notification or determination of an emergency condition or situation posing an extraordinary threat to life and/or property, the Caddo OHSEP Director, or authorized representative, will contact the RACES Liaison Officer. The Caddo OHSEP Director, or authorized representative, will use the following format when contacting the RACES Liaison Officer:

“This is (Name of Official) , (Title of Official) of Caddo Office of Homeland Security and Emergency Preparedness (or OHSEP). I request that the RACES organization be activated for Shreveport and Caddo Parish because of (description of emergency).”

In order to speed personnel activation during emergency conditions or provide other announcements, an authorized official may contact the Northwest Louisiana Operational Area Emergency Alert System (EAS) station and request that a public service announcement be made to assist activation of the RACES organization. The primary EAS station for NW LA is KWKH Radio (94.5 FM and 1130 AM). In addition, a similar request may be made to include RACES activation in weather advisories and statements disseminated by the National Weather Service Office.

Upon request of the emergency condition, appropriate government officials will issue a termination notice.

#### **B. Procedures for Amateur Radio Operators**

Upon request by authorized officials, the designated RACES member(s) will report to the Caddo EOC or designated stations (i.e., hospitals, shelters, disaster site, etc.) and activate the required emergency nets using the frequencies below:

Shelter Net	Available Repeater
Evacuation Net	146.52 MHz FM
Hospital Net	Available Repeater

RACES members using a designated assignment by the EOC network control are encouraged to check in at any time.

In the event that amateurs not living within the immediate area offer assistance, amateurs will contact the EOC on a simplex frequency or locally

used repeater frequency for assignment and dispatch.

At the cessation of the emergency, authorized officials initiate roll call from the EOC using any one or more of the previously listed frequencies. RACES members will then acknowledge and confirm receipt of termination message.

**C. Message Format and Transmission Mode**

1. The RACES message format should parallel other communications services such as ARRL, United States Army Military Affiliated Radio and/or FEMA.
2. Each message element should be defined to minimize confusion. In emergency communications, most messages are assigned immediate transmission precedence. The emergency communication individual must understand the order of transmission and the precedence governing its sequence. The following defines message precedence:
  - a. **IMMEDIATE** precedence messages are processed ahead of all other messages and sent or delivered in the order of receipt.
  - b. **PRIORITY** precedence messages are processed in the order of receipt and processed after IMMEDIATE precedence messages and ahead of all ROUTINE precedence messages. PRIORITY precedence messages are sent or delivered in the order of receipt.
  - c. **ROUTINE** precedence messages are processed in the order of receipt and after the IMMEDIATE and PRIORITY precedence messages.
3. The mode of transmission should be selected to suit the emergency situation and to utilize the available communication resources. The mode must remain flexible in the emergency plan. To eliminate confusion, list modes in order of preference. The following are several recommended modes:
  - a. **Voice Communication (telephone/radio)** – In most situations, voice fulfills the communications requirement. Use voice communications when a printed copy is not necessary.
  - b. **Packet (high frequency/very high frequency)** – VHF Packet operation is synonymous with the transfer of information between amateur stations throughout the United States. Packet is an extremely accurate mode that could be used for most local emergency communications. Information may be passed between packet stations at high speed and with complete accuracy. Packet is highly recommended when an accurate printed copy is required for an emergency operation.
  - c. **Internet/e-mail/instant messages** – The transmission of information via the Internet is an acceptable means of message relay, although personnel in the field and at remote locations may not have computer and/or Internet accessibility.
  - d. **Radio Teletype (ASCII/BAUDOT)** – For use when a printed copy is essential.

- e. Many other modes are available that could be used for emergency communications; however, the modes listed above should be considered before other methods. Mode selection must be within the boundaries of FCC Rules and Regulations and the authorized modes for the frequencies listed in this plan. VHF frequency modulation could provide a reliable voice link between mobile units, the disaster site and the EOC.

**D. General Limitations**

- 1. RACES stations operating in any of the frequency bands listed in this plan shall not cause harmful interference to other services that might share the frequencies.
- 2. All messages transmitted by a RACES station must be authorized by the emergency organization for the affected area.
- 3. All messages transmitted in connection with drills or tests are plainly identified as such by use of the words “drill” or “test” in the body of the message.

**E. Limitations On the Use of RACES Stations**

- 1. While performing duties as a RACES operator, conversations shall be limited to amateur radio operators involved directly with the emergency and transmitting emergency communications as defined in FCC Rules and Regulations.
- 2. No RACES station shall be used to transmit or receive messages for hire, nor for communications for compensation, direct or indirect, paid or promised.

**IV. RECORDS MANAGEMENT**

Caddo OHSEP will provide appropriate space and maintain custody of these records. The following records will be updated and maintained by OHSEP and the RACES Officer.

- 1. The jurisdiction’s current RACES plan;
- 2. Records of all RACES unit activations, drills and training;
- 3. Individual OHSEP volunteer/RACES member files, including application form, copy of license and a record of participation in activations, drills and training;
- 4. Equipment manuals, with additional instructions, where appropriate. This includes equipment owned by RACES members, but made available for common use (e.g., equipment including personal equipment on loan and installed in EOC, CommVan, etc.); and
- 5. Additional records or other documentation, as required by Caddo OHSEP.

**V. TESTS**

**A. Tests of the system include:**

- 1. One test per week of the RACES organization.
- 2. Annual emergency exercises.

## **VI. AUTHORITY AND REFERENCES**

### **A. Authority**

The Communications Act of 1934, Section 606, as amended.  
Executive Order 12472, Assignment of National Security and Emergency Preparedness Telecommunications Functions.

Part 97 Subpart A, Federal Communication Commission Rules and Regulations.

### **B. References**

Title 47 Code of Federal Regulations (CFR), Part 97, Subpart F, RACES.

## **VII. RESOURCE MATERIAL (UNDER SEPARATE COVER IN RACES PLAN LOCATED IN EOC)**

1. Key Personnel/Telephone Directory
2. Authorized RACES Radio Frequencies
3. OHSEP Volunteers/RACES Members and Resources
4. Organizational Chart
5. Checklists
6. Wartime Emergency Situations
7. Glossary of Terms
8. Volunteer/RACES Form
9. Government Radio Outage
10. Telephone System Emergencies



## Appendix 6 – Warning Systems

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The warning process will be initiated from the Caddo Emergency Operations Center (EOC). Once the network is activated, the responsibility for its continued operation belongs to the Caddo OHSEP Director and staff. Field units and personnel will be utilized for some of the warning systems listed. For example, select personnel with law enforcement, fire services and industry are trained to activate the *FirstCall* Telephone Warning System. All warning activities will be coordinated through the EOC.

**NOTE:** Contact Caddo OHSEP at 675-2255 (24 Hours) to activate any one or a combination of the following warning systems.

### **I. OEP FIRSTCALL TELEPHONE WARNING SYSTEM**

The *OHSEP FirstCall* Telephone Warning System provides a unique telecommunications service by contacting people in a targeted geographic area or specified lists with telephone calls providing critical information. Using a series of computers, 212 outgoing phone lines and a recorded human voice message, the network rapidly and efficiently contacts and informs the targeted area or individuals by telephone. The system is primarily designed for use with hazardous materials incidents but can be utilized for a wide variety of disasters or potential emergencies. Listed and unlisted telephone numbers are contained in the database. Caddo OHSEP is the primary activator, however, select individuals with law enforcement, fire services and industry have been trained and authorized to activate the system in the event of an imminent hazardous materials emergency.

### **II. NOAA WEATHER WARNING RADIO**

The National Weather Service (NWS) Office in Shreveport broadcasts local weather information and warnings 24 hours a day at 162.40 MHz. For the utmost in personal protection, Caddo OHSEP recommends that every household, business, school, hospital, nursing home and governmental agency purchase and use the portable NOAA weather warning radio. The NWS will also broadcast other types of warnings over this radio such as hazardous materials accidents, major fires and explosions that may require immediate evacuation.

A new programmable weather warning radio has recently been introduced on the market that allows users to set the audible tone/alert for their parish/county or area of interest. For more information on NOAA weather warning radio contact Caddo OHSEP or the NWS Office in Shreveport.

### **III. CABLE WARNING SYSTEM (CWS)**

Caddo OHSEP has access to telephone codes for the Bossier TV Cable System that can automatically lock out regular programming in order for the public to receive messages concerning emergency information.

A release code is then dialed that returns regular programming to each channel. Shreveport cable systems also have a 24-hour weather channel that provides weather forecasts, statistics, and when issued - severe weather watches and warnings.

**NOTE:** Local television affiliates 3, 6 and 12 will not be interrupted in order to allow them to conduct their own emergency public information.

#### **IV. EMERGENCY ALERT SYSTEM (EAS)**

The EAS provides a direct link between the EOC and the public via radio station KWKH. By means of telephone and two-way radio system at each location, government officials can talk directly to the public through the station's transmitting facilities. It is a nationwide system. During a national emergency the President of the United States can preempt radio and television broadcasts to provide public information.

The National Weather Service Office in Shreveport has the ability to activate the EAS for severe weather warnings on KWKH and The Weather Channel on cable television in Shreveport. All civil emergencies requiring EAS warnings are routed through Caddo OHSEP, who then contacts KWKH. KWKH then activates a tone signal and other radio and television stations in the northwest LA operational area that are on the EAS may interrupt their programs and broadcast the message to the public.

#### **V. NATIONAL WARNING SYSTEM (NAWAS)**

NAWAS is a nationwide dedicated telephone warning system. It operates on three levels of government: Federal, State and Local. When an enemy attack is confirmed by the North American Aerospace Defense Command (NORAD), a warning is disseminated to over 2,000 warning points throughout the United States simultaneously. The two local warning points are the LA State Police Headquarters (Troop G) in Bossier City and the National Weather Service (NWS) Office in Shreveport.

If an attack warning or other major national emergency is issued over the NAWAS line, Troop G and the NWS Office in Shreveport will contact Caddo OHSEP via telephone or radio and relay the information so local emergency preparedness measures can be undertaken.

#### **VI. SKYWARN**

Project SKYWARN is a national program designed to place trained personnel in the field to spot and track tornadoes. These spotters are trained by the NWS in severe weather meteorology and how to report to the proper officials. Most of the local SKYWARN volunteers are amateur radio operators and law enforcement personnel. During periods of severe weather, they are dispatched to their assigned areas and report back to the NWS and EOC. Confirmed tornado sightings are relayed to the NWS that disseminates the appropriate warning.

## **VII. CADDO HYDROWATCH (FLOOD ALERT SYSTEM)**

Caddo OHSEP, Caddo Parish, Shreveport and the USGS have entered into a cooperative agreement to install and maintain a Flood Alert System. The system is known as **Caddo HydroWatch**. It includes a series of 14 satellite monitored rainfall and stage gauges installed on various lakes, rivers and bayous throughout Caddo Parish. When designated rainfall amounts and stage levels are attained the system automatically notifies, via telephone landlines or cellular, USGS personnel pagers that an alert status exists. USGS personnel, in turn, notify Caddo OHSEP and the National Weather Service Office in Shreveport as to the emergency situation. Caddo HydroWatch can be viewed at the USGS web site on the Internet. In addition, Caddo OHSEP has the software necessary to dial-up, monitor and archive data from each station gauge. The monitoring system is available at the Caddo Emergency Operations Center (EOC).

## **VIII. SCHOOL WARNING SYSTEM**

All public, private and parochial schools in Caddo Parish have NOAA Weather Warning Radios that are monitored constantly during school hours. Tornado drills are practiced twice a year in each school during testing procedures conducted by the NWS in conjunction with Caddo OHSEP. In addition to weather alerts, information pertaining to hazardous materials accidents, fires, explosions, etc. could be announced over these radios and evacuation procedures implemented, if necessary.

## **IX. NEWS MEDIA**

Caddo OHSEP maintains a list of 24 hour and unlisted telephone numbers for area news media organizations. In the event of a major emergency, emergency public information will be disseminated from the EOC to area TV stations, radio, and print media. A designated news media briefing area is located at the three areas EOCs.

## **X. FAXWARN**

Through pre-assigned groups in the OHSEP fax machine, area departments, agencies, hospitals, etc. are informed of emergency or potential emergency situations. Warnings for severe weather, hazardous materials incidents, evacuations, etc., will be faxed to various group assignments from the EOC. In addition, weather forecasts, training course announcements and meeting notices are routinely faxed to local departments.

## **XI. E-MAIL NOTIFICATION**

Key personnel can be informed of emergency or potential emergency situations by the use of e-mail. Updates for severe weather, hazardous materials incidents, evacuations, emergency meetings, etc., may be made to various essential personnel via e-mail by OHSEP.

## **XII. VEHICLE SIRENS AND PUBLIC ADDRESS SYSTEMS**

During emergencies and when neighborhoods need to be evacuated quickly, police

and fire department vehicles equipped with sirens and public address systems can move from street to street warning residents and workers to leave the area immediately. This type of warning would be effective for small areas, but could not be used for large-scale evacuations.

### **XIII. PORTABLE SIREN AND PUBLIC ADDRESS SYSTEM**

The Shreveport Police Department has available a portable siren and public address system mounted on a trailer that can be towed from place to place to provide neighborhood warnings. Such a system would be useful at the site of an industrial fire/explosion or hazardous materials incident where evacuation may be required. The system can provide warnings up to a mile in radius from its fixed location. The system was donated by OHSEP.

### **XIV. DOOR-TO-DOOR WARNING**

In some instances the only way to warn persons is through door-to-door contact by emergency services personnel and volunteers. This method is also used during the day in neighborhoods where low income and elderly persons reside. Many of these residents do not have private transportation, are physically unable to leave their homes, or do not have a means of receiving one of the other warning methods. If evacuation is required, SPORTRAN, school buses and ambulances may be used to move these persons to a safe environment.

### **XV. NEIGHBOR OR BUDDY SYSTEM**

Perhaps the cheapest and most effective way to pass warnings along is by contacting friends, relatives, and neighbors by phone or in person after a warning is issued. Once alerted to the danger, residents can take the necessary safety precautions or evacuate the area. The public should tune in local news media for the latest information and instructions. Do not tie up telephone lines by calling 9-1-1 for information, unless emergency assistance is needed.

### **XVI. RADIO AMATEUR CIVIL EMERGENCY SERVICE (RACES)**

RACES is a nationwide organization of amateur radio operators who provide supplemental warning and communications during periods of local, regional, or national emergencies. RACES are an essential link to help warn people about disasters. RACES personnel provide emergency communications to various response agencies, the EOC and the Command Post at the disaster scene.

Locally, the Shreveport Amateur Radio Association (SARA) coordinates this effort and assists Caddo OHSEP during times of disaster.

## Appendix 7 – FirstCall Procedures

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### **I. GENERAL**

OHSEP FirstCall provides a unique 24-hour telephone warning system for Caddo Parish. OHSEP FirstCall will provide citizens with critical information, warning and advisories concerning an emergency. By using a series of computers (with digitized mapping) and a recorded human voice message, OHSEP FirstCall rapidly and efficiently contacts all listed and unlisted telephone numbers to provide emergency notification.

OHSEP FirstCall provides a quick method to reach all residents with pertinent information. It allows citizens of Caddo Parish to take immediate positive actions to protect themselves in case of an emergency. It saves valuable time, effort and money, but most importantly OHSEP FirstCall saves lives. It permits emergency response agencies to organize evacuations and shelters at any hour of the day or night.

### **II. INCIDENT ACTIVATIONS**

OHSEP FirstCall may be used in numerous situations, such as:

- Hazardous materials emergencies
- Nuclear, Biological or Chemical (N-B-C) incidents
- Evacuations
- Levee failures
- Industrial accidents
- Fires or explosions
- Shelter-in-Place notification
- Train derailment
- Emergency personnel notification
- Jailbreaks or institutional escapes
- Missing children or persons
- Water and gas main breaks
- Emergency traffic conditions
- Other emergency or public service advisories as needed

OHSEP staff, emergency response agencies and authorized members of industry can activate OHSEP FirstCall. The system is available 24 hours a day, seven days a week during the year throughout Caddo Parish.

### **III. SYSTEM OPERATION**

The Caddo OHSEP maintains an annual contract with FirstCall Interactive Network, Inc. of Baton Rouge. FirstCall provides the phone lines, computers, software, telephone database and 24-hour operations to activate the system. If an event threatens Caddo Parish, law enforcement and fire service personnel respond to the scene to evaluate the problem. Caddo OHSEP or other emergency departments (fire, police, sheriff's offices) initiate activation of OHSEP FirstCall.

OHSEP FirstCall immediately begins the notification process by using over 1500 telephone lines. After all calls go out, OHSEP FirstCall faxes and e-mails a report to the initiating party detailing residences and businesses warned and/or receiving public information.

OHSEP FirstCall purchases the current phone number database from the BellSouth Telephone Company. Louisiana state law allows the sale of listed and unlisted numbers to agencies or companies directly responsible for public safety. Local businesses, industry, fire, police sheriff's departments and OHSEP fund the system. Caddo OHSEP serves as the repository for donated funds to the system.

#### **IV. AUTHORIZED ACTIVATORS**

The OHSEP FirstCall Telephone Warning System may be activated by Caddo OHSEP staff following a request from the Shreveport Mayor, Caddo Parish Commission President, Shreveport Fire Chief, Shreveport Police Chief, Caddo Parish Sheriff, or their designated representative.

In addition, personnel have been trained and authorized to activate the OHSEP FirstCall Telephone Warning System with the following agencies and companies:

- Shreveport Fire Department
- Shreveport Police Department
- Caddo Parish Sheriff's Office
- UOP, Inc.
- Calumet – Shreveport Refinery

#### **V. ACTIVATION INSTRUCTIONS**

1. In the event of an emergency, dial the toll-free 1-800 activation number:

**ACTIVATION NUMBER: 1-800-928-5549**

-Or- one of the alternate backup numbers:

BACKUP NUMBERS: 1-225-295-3265 or 1-225-295-8042

2. The activator will be asked for their 5-digit account number. The account number for all activators in Caddo Parish is the same:

**ACCOUNT #10002**

3. Next, you will be asked for YOUR NAME. Your name must appear on the list of people on file with FirstCall authorized to activate the system. To make additions, deletions or changes to the local list of authorized activators, contact Caddo OHSEP.
4. You will then be asked for your personal ACCESS CODE. This security measure is a code unique to each activator and is selected by each authorized activator.

5. The first thing the operator will ask is, “Will this be a pager or voice activation?” If you would like to do both, do the voice activation all the way to notification and come back for the pagers.
6. The operator will then ask if the message will be interactive (i.e., touchtone responses) or not.
7. The operator will then ask if you want to send a pre-recorded message or if you would like to record a custom message. If the activator would like to send a pre-recorded message, go to Step 9, if the activator would like to record a custom message, go to Step 8.
8. CUSTOM MESSAGE: The FirstCall operator will ask the authorized activator to hold while the custom recorder equipment is set-up. The activator will be prompted to record a custom message.

Custom message recorder options. The activator will hear these options while recording their custom message:

- a. To record the custom message, press 1 for English when prompted for the language.
- b. To hear the custom message, press 2.

After listening to the custom message, the FirstCall operator will ask if the activator is satisfied with the recording. If the activator is not satisfied, the message can be recorded again. NOTE: As mentioned in the custom message recorder instructions, the activator must press the # key to save the recorded message. DO NOT hang up the telephone after recording the message.

9. PRE-RECORDED MESSAGES: If the activator would like to use one of the pre-recorded messages on file for Caddo Parish, then he/she should select from one of the following:

- Message #1 Test Message
- Message #2 Chemical Emergency (Shelter-in-Place)
- Message #3 Chemical Emergency (Evacuation)
- Message #4 Flood Potential (Precautionary Measures)
- Message #5 Flood Emergency (Evacuation)
- Message #6 Wallace Lake Flooding
- Message #7 Off Duty Personnel Recall
- Message #8 “All Clear” Message (Emergency Over)

These messages are referred to as Interactive Messages. The FirstCall interactive feature allows the person receiving the call to reply to the message by using the touchtone keypad on their telephone. Thus, for these messages, the individuals receiving the call are able to provide information to the activator depending on the question contained in the message. For example, “Press 1 if



you received and understood this message, Press 2 if you can report to work immediately,” etc. Additional interactive messages are currently on file for select emergency services in Caddo Parish. Refer to the Warning Manual (under separate cover) for a complete list of interactive messages currently on file with FirstCall.

10. Next, the activator will be asked what TYPE of NOTIFICATION they would like to do. Choices include:

**A. GEOGRAPHIC NOTIFICATION BY ADDRESS/INTERSECTION**

The activator must provide FirstCall with the location of the incident. You may provide a street address or the intersection of two streets. Please have alternate addresses and/or intersections of nearby locations ready so that FirstCall may accurately target the area on their computer mapping system.

After the geographic target area is found, the activator will be asked for the **NOTIFICATION RADIUS**. This area will be the area surrounding the target area that will be notified. Example: If you tell the FirstCall operator to notify a 1/2 mile radius, their system will notify all available phone numbers that fall within 1/2 mile of the target area in all directions.

If there is a concern in evacuating those persons who are closest to the incident first (and then working outward to the full radius), request “**A RINGED-BUFFERED RADIUS.**” It takes a little more time initially to sort the numbers, but once the process starts, it ensures calling emphasis is placed on those persons closest to the hazard. This option should be reserved for densely populated areas where there is a large amount of phone numbers to be contacted.

**B. FIXED LIST NOTIFICATION**

The activator must provide FirstCall with the number of the fixed list database to be called. For example, Fixed List Database #2 – Disaster Drill contains a listing of all agencies that participate in the annual community disaster drill. This feature allows a directory of databases to be maintained for quick notification. Local emergency services may utilize this feature to notify their off-duty personnel to report to work. Refer to the **Warning Manual** (under separate cover) for a complete list of fixed list databases currently on file with FirstCall.

**C. SECTOR NOTIFICATION**

The activator must provide FirstCall with one or more sector number(s) or name(s) to be called (i.e., Cross Lake Dam Plan).

**D. HOT SPOT NOTIFICATION**

Hot Spots are pre-select locations identified on FirstCall’s computer mapping system. This feature saves time by having certain physical locations listed as potential problem areas. For example, you can provide a company name to FirstCall instead of having to perform a street name/intersection search.



All facilities in Caddo with Extremely Hazardous Substances (EHS) in their inventory have been listed as Hot Spots with FirstCall. After requesting a “Hot Spot” notification, the activator will be prompted to give the name of the Hot Spot and the required notification radius. The activator will then provide the message information to FirstCall.

1. **MULTIPLE STREETS:** The activator must provide the operator with the street name(s) and address range(s) to mark the street(s) one at a time. The operator then draws the boundaries using the designated street corners.
2. **NOTIFICATION PROCESS BEGINS:** After the notification is complete, a detailed call report is e-mailed/faxed to the activator.

#### **VI. MISCELLANEOUS INFORMATION**

Any trained and authorized party may activate the FirstCall system themselves instead of going through Caddo OHSEP. There may be occasions when incidents will occur after hours, holidays or weekends when the OHSEP administrative offices are closed and a staff member is on-call. If expediency is an issue and a particular emergency service entity wishes to activate the telephone warning system, then by all means they should do so. However, the activating agency should notify OHSEP as soon as possible that the system has been activated. This is extremely important so OHSEP can coordinate follow-up information, public shelters, EOC activation or additional resources if needed.

The activating party should also notify the Caddo 9-1-1 Center that FirstCall activation is in process. Many citizens will call 9-1-1 to confirm the message and seek out more information. If at all possible, it is a good idea to place a telephone number in the message text for the public to call for more information.

Unlisted telephone numbers for Caddo 9-1-1 Center is listed in the Caddo Emergency Telephone Directory located in the Emergency Operations Center (EOC). In the event FirstCall is utilized for a hazardous materials incident, the activating party should also determine if there is a Potential Response Party (PRP). This is extremely important so as to recoup as much of the cost of the activation as possible. Caddo OHSEP will bill the activating agency and/or the PRP for the cost of the activation.

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## Appendix 8 – School Dismissal

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### I. GENERAL

Under certain circumstances, the superintendent or school principal(s) might dismiss school early to clear the buildings during emergencies. Whether the motivation for dismissal is a bomb threat, fire, flood conditions, impending snow/ice storm, hazardous materials spill or some other incident, there must be coordination with local officials. Crossing guards, school buses, many children walking, worried parents and other factors affect local government activities—particularly during times of an emergency.

### II. COORDINATION

Even though individual schools systems (public, private and parochial) are responsible for school dismissal policy and practices, they should certainly include local emergency services in on school dismissal implementation. School officials should coordinate very closely with local government representatives in how the schools are closed and how the children are sent home or to shelters. Lacking full knowledge about the emergency, school authorities might actually be placing the students at greater risk by releasing them than by keeping them in their buildings.

### III. SCHOOL DISMISSAL POLICY

School dismissal policies for public, private and parochial schools will be maintained at Caddo OHSEP located at 1144 Texas Avenue in Shreveport. Each school system is requested to coordinate the development of their emergency plans and policies with Caddo OHSEP and local emergency services.

### IV. WARNING SYSTEMS

Every school (public, private and parochial) in Caddo Parish will utilize a **NOAA Weather Warning Radio** to receive severe weather warnings/watches for the local area. Caddo OHSEP and the National Weather Service Office in Shreveport will coordinate spring and fall tornado drills so schools may check their weather radio receivers and implement their tornado plans. In addition, schools may receive warnings and advisories from one of the other local warning systems for a variety of emergencies from such systems as: *FirstCall* Telephone Warning System, Emergency Alert System (EAS), Cable Warning System (CWS), mobile public address/siren systems, news media, and/or door-to-door notification by local emergency services.

### V. EMERGENCY CONTACTS

Caddo Parish School System  
Superintendent  
636-0210

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## Appendix 9 – Emergency Alert System (EAS) Instructions

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### I. GENERAL

- A. The EAS provides the President with the capability to provide immediate communications and information to the general public at the National, State and Local Area levels during periods of national emergency. The EAS is also used to provide the heads of state and local government, or their designated representatives, with a means of emergency communication with the public in their state or local area.
- B. The Louisiana State Emergency Alert System (EAS) plan divides the State into seven regions. Each of these regions is represented by one radio station. These stations are federally recognized as Common Point Control Stations or CPCS-1.
- C. The EAS is composed of broadcast networks; cable networks and program suppliers; AM, FM and TV broadcast stations; Low Power TV (LPTV) stations; cable systems; wireless cable systems and other entities and industries operating on an organized basis during emergencies at the national, state and local levels.
- D. The EAS may be activated on a day-to-day basis in response to emergencies such as power outages, tornadoes, floods, civil disorders, industrial complex emergencies, toxic leaks or any occurrence that poses a danger to life or property.
- E. The Emergency Action Notification (EAN) is the notice to all broadcast stations, etc., and to the general public that the EAS has been activated for a national emergency. The Emergency Action Termination (EAT) is the notice to all broadcast stations, etc., and to the general public that the EAN has terminated.
- F. EAS DESIGNATIONS:
  - 1. **National Primary (NP)** is a source of EAS Presidential messages.
  - 2. **Local Primary (LP)** is a source of EAS Local Area messages. **KWKH is the NW Louisiana LP-1.** As the area LP-1, KWKH is responsible for coordinating the carriage of common emergency messages from sources such as the National Weather Service, the Caddo Office of Homeland Security and Emergency Preparedness (OHSEP) and other OHSEPs in NW LA.
  - 3. **State Primary (SP)** is a source of EAS state messages. These messages can originate from the Governor or a designated representative in the State Emergency Operating Center (EOC) or State Capital. **State Relay (SR)** is a source of EAS State messages. It is part of the State Relay Network and relays National and State common emergency messages into Local Areas.
  - 4. **Participating National (PN)** sources transmit EAS National, State or Local Area messages. The EAS transmissions of PN sources are intended for direct public reception.
  - 5. **Non-participating National (NN)** sources have elected not to participate in the National level EAS and hold an authorization letter to that effect.

Upon activation of the national level EAS, NN sources are required to broadcast the EAS codes, Attention Signal, the sign-off announcement in the EAS Operating Handbook and then stop operating.

## II. AUTHORITY

Title 47 U.S.C. 151,154(i) & (o), 303(r), 524(g) & 606; and 47 C.F.R. Part 11, FCC Rules & Regulations, Emergency Alert System.

## III. KEY EAS SOURCES

Local Primary Source (LP-1): 1130 AM KWKH  
Address: 6341 Westport Avenue  
Shreveport, LA 71129

Local EAS Emergency Codes:

### **Originator code (ORG):**

EAS: Broadcast station or cable system  
CIV: Civilian Authorities  
EAN: Emergency Action Notification Network  
WXR: National Weather Service

### **Nature of Activation (EEE):**

ADR: Administrative Message  
CEM: Civil Emergency Message  
EVI: Evacuation Immediate  
FFS: Flash Flood Statement  
FFW: Flash Flood Warning  
FFA: Flash Flood Watch  
FLS: Flood Statement  
FLW: Flood Warning  
FLA: Flood Watch  
HWW: High Wind Warning  
HWA: High Wind Watch  
HLS: Hurricane Statement  
HUW: Hurricane Warning  
HUA: Hurricane Watch  
DMO: Practice/Demo Warning  
SVR: Severe Thunderstorm Warning  
SVA: Severe Thunderstorm Watch  
SVS: Severe Thunderstorm Statement  
SPS: Special Weather Statement  
TOR: Tornado Warning  
TOA: Tornado Watch  
WSW: Winter Storm Warning  
WSA: Winter Storm Watch

EAS Monitoring Assignments: LP-1  
Contact: John Lee

Telephone: Numbers can be found in the EOC Warning Manual  
Local Primary Source (LP-2): 94.5 KRUF FM  
Address: (Same as LP-1)

#### **IV. AUTHENTICATION**

Code Word: Code word may be found in EOC Warning Manual

#### **V. IMPLEMENTATION**

##### **A. PARISH DIRECTOR'S INITIATED EAS MESSAGE:**

1. Parish Directors can make pre-arrangements for the EAS messages to be broadcast by their EAS radio station or through the National Weather Service serving the Director's area.
2. Parish Directors provide either the radio station or the National Weather Service Office with the message(s) to be broadcast. The Director will make a phone call to the NWS Office to advise of the forthcoming message that will be faxed with the following data:
  - a. The emergency message or announcement
  - b. Instructions to the public
  - c. The length of the message and instructions are limited to 2 minutes
  - d. The request must also contain a call back number for the message or announcement to be confirmed or if there are questions on the material
  - e. The fax must be on letterhead paper or an agency fax form
  - f. Example of fax form is attached
3. Radio station or the National Weather Service will broadcast messages within Parish Directors area. The message or announcement is only good for a two-hour period or as otherwise requested. Continuation of the broadcast message can be requested at any time.
4. Should a Parish Director require an EAS message to be broadcast outside of his/her Parish area, the Director must contact GOHSEP and request the message be broadcast on the statewide EAS system.

B. State initiated EAS message will be handled through GOHSEP from the State EOC in Baton Rouge, LA.

##### **C. PROCEDURES FOR BROADCAST AND CABLE SYSTEM PERSONNEL**

1. Upon receipt of a request to activate the local EAS from appropriate authority (verify authenticity via code word indicated in EOC Warning Manual), the LP-1 (or LP-2) may proceed as follows:
  - a. Broadcast the following announcement: "We interrupt this program because of a local emergency. Important information will follow."
  - b. Transmit the EAS header codes and Attention Signal.

- c. Transmit the following announcement and material: “We interrupt this program to activate the emergency alert system for the Caddo Parish Local Area because of an emergency situation. Important instructions will follow.”

**\*\*\*Follow with Emergency Program\*\*\***

- d. To terminate the EAS message (immediately or later), make the following announcement: “This concludes EAS programming. All broadcast stations and cable systems may now resume normal operations.”
- e. Transmit the EAS End Of Messages (EOM) code.

**IMPORTANT NOTE:** For State and Local emergencies, broadcasters and cable operators have the option of transmitting only the EAS header and EOM codes without the Attention Signal and emergency message. This is acceptable so that EAS coded messages can be quickly relayed through areas unaffected by the emergency.

2. All other broadcast stations and cable systems are monitoring key sources via EAS equipment and will be alerted by the header codes and attention signal. Each station and cable system upon receipt of the signal will, at the discretion of management, perform the same procedures as in step 1 above by transmitting the emergency message from the LP-1 or LP-2. Broadcast stations and cable systems using automatic interrupt of programming should receive the EOM codes before retransmitting State or local level EAS messages. This will prevent downstream locations from missing parts of the EAS message.
3. Upon completion of the above transmission procedures, resume normal programming. Appropriate notations should be made in the station system records. A very brief summary may be sent to the FCC for information purposes only.

## **VI. TESTS**

Tests of these EAS procedures shall be conducted on a random or scheduled basis from a point that would originate the common emergency message. Unless a scheduled State test is received from the State Primary, the Local Primary will originate the Required Monthly Test (RMT).

## **VII. AUTHORIZED EAS ACTIVATION OFFICIALS**

- Caddo Parish Commission President
- Mayor of Shreveport
- Director, Caddo Parish Sheriff’s Office of Homeland Security and Emergency Preparedness
- Shreveport Chief Administrative Officer



- Deputy Director, Caddo Parish Sheriff's Office of Homeland Security and Emergency
- Preparedness

**VIII. AUTHORIZATION/COORDINATION**

This EAS Local Area plan was developed and approved by Caddo OHSEP in coordination with LP-1 and LP-2.

**IX. ATTACHMENT**

(1) EAS Fax Form

# Appendix 9: Attachment 1: EAS Fax Form

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

## EAS ACTIVATION FOR THE FOLLOWING

- SHELTER INFORMATION
- EVACUATION ROUTE INFORMATION
- INFORMATION POINTS AND INFORMATION
- OTHER INFORMATION

## CONTACT PERSON ON REQUEST:

NAME/TITLE/SECTOR: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

FAX NUMBER: \_\_\_\_\_

DATE/TIME CONFIRMED? \_\_\_\_\_

## INFORMATION TO BE RELEASED:

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THE NATIONAL WEATHER SERVICE IS REQUESTED TO FAX THE FORM BACK WITH THE BELOW INFORMATION:

DATE/TIME RELEASE OVER THE EAS: \_\_\_\_\_

NAME/TITLE OF PERSON RELEASING THE INFORMATION ON THE EAS

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## Appendix 10 – Caddo/Bossier Hydrowatch (Flood Alert Network)

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### I. GENERAL

Caddo OHSEP, Caddo Parish, Bossier Parish, Shreveport, Bossier City and the USGS have entered into a cooperative agreement to install and maintain a Flood Alert System. The system is known as **Caddo-Bossier HydroWatch**. It includes a series of 19 satellite monitored rainfall and stage gauges installed on various lakes, rivers and bayous throughout Caddo and Bossier Parishes. When designated rainfall amounts and stage levels are attained the system automatically notifies, via telephone landlines or cellular, USGS personnel pagers that an alert status exists. USGS personnel, in turn, notify Caddo OHSEP and the National Weather Service Office in Shreveport as to the emergency situation. Caddo-Bossier HydroWatch can be viewed at the USGS web site on the Internet. In addition, Caddo OHSEP has the software necessary to dial-up, monitor and archive data from each station gauge. The monitoring system is available at the Caddo and Bossier Emergency Operations Centers (EOCs).

### II. WORLD WIDE WEB SITE

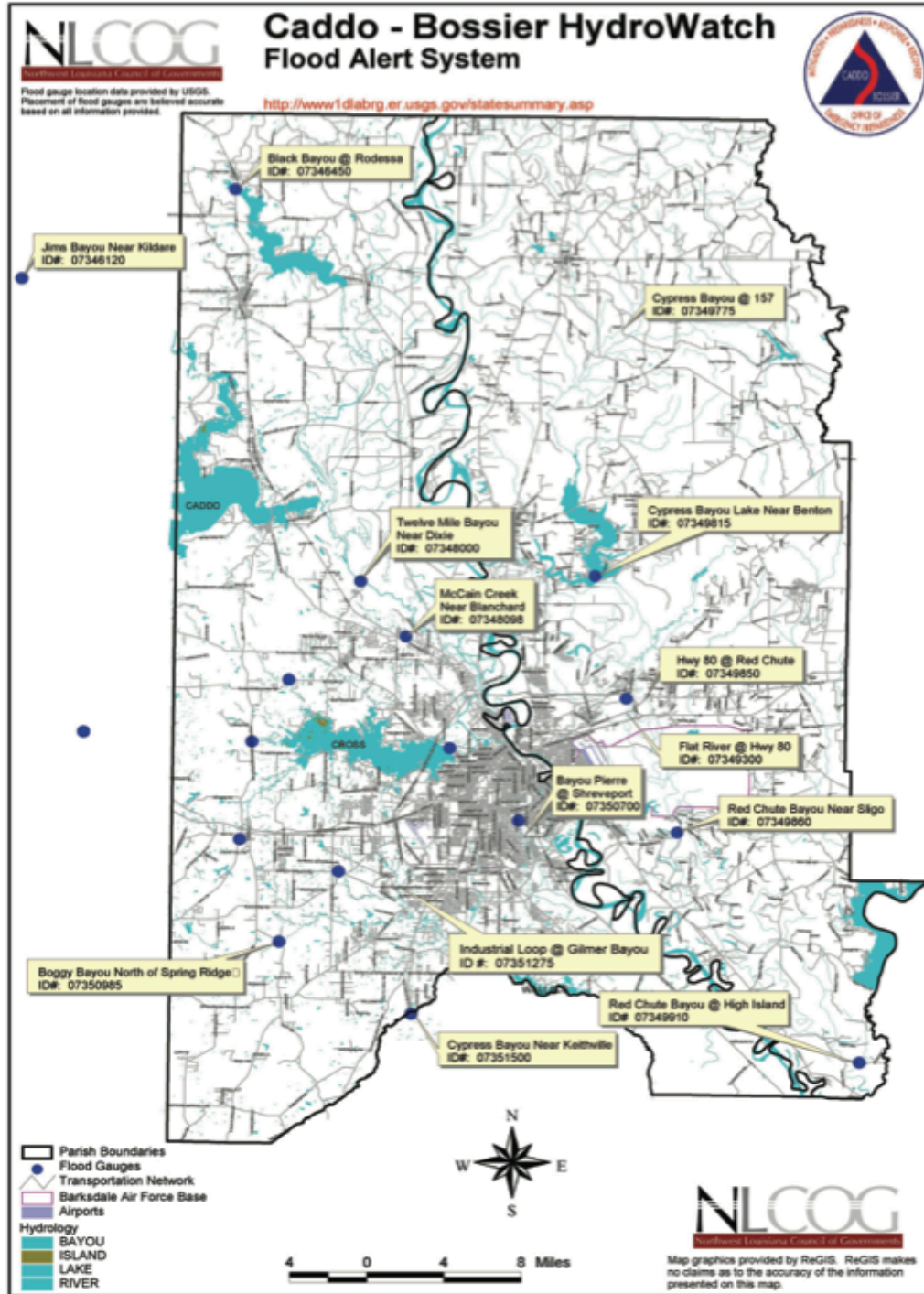
<http://water.usgs.gov/la/nwis/current/?type=flow>

### III. GAUGE SITES AND ACCESS NUMBERS

<u>GAUGES:</u>	<u>PHONE:</u>	<u>PARISH:</u>	<u>PARAMETERS:</u>
Bayou Pierre at Shreveport	318-797-1341	Caddo	Stage & Rain
Black Bayou at Rodessa	318-223-4751	Caddo	Stage & Rain
Boggy Bayou north of Spring Ridge	318-221-5870	Caddo	Stage & Rain
Bullard Creek near Jonesville, TX	903-687-3225	Harrison	Stage & Rain
Cross Bayou at Highway 80	318-938-6465	Caddo	Stage & Rain
Cross Lake at Shreveport	318-673-6558	Caddo	Stage, Wind, Rain
Cypress Bayou Lake near Benton	318-965-4526	Bossier	Stage & Rain
Cypress Bayou near Keithville	318-925-5284	Caddo	Stage & Rain
Cypress Bayou near Plain Dealing	318-326-7260	Bossier	Stage & Rain
Flat River near Shreveport	318-747-5784	Bossier	Stage & Rain
Gilmer Bayou near Shreveport	318-687-5941	Caddo	Stage & Rain
Jims Bayou near Kildare, TX	N/A	Cass	Stage & Rain
McCain Creek near Blanchard	318-459-1593	Caddo	Stage & Rain
Paw Paw Bayou near Greenwood	318-938-6058	Caddo	Stage & Rain
Red Chute at High Island	318-742-6917	Bossier	Stage & Rain
Red Chute near Shreveport	318-949-5918	Bossier	Stage & Rain
Red Chute at Sligo Road	318-746-3863	Bossier	Stage & Rain
Shettleworth Bayou near Blanchard	318-929-7851	Caddo	Stage & Rain
Twelve Mile Bayou near Dixie Inn	318-929-2670	Caddo	Stage & Radio

#### IV. HYDROWATCH MAP

Caddo/Bossier HydroWatch map showing 14 of the 19 flood gauge sites for Caddo and Bossier Parishes.



# Appendix 11 – Ozone Action Day Notification

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## I. GENERAL

### A. Ozone Action Day

The **Ozone Action Day** program is designed to support efforts by Caddo Parish to inform program participants of the potential for severe ozone levels and to advise the public to take appropriate action to prevent against the rise of ozone levels to the severe level.

### B. Clean Air Act

The Clean Air Act (CAA) establishes certain acceptable limits for air pollutants of particular concern, including ozone. Ozone results from emissions of oxides of nitrogen and volatile organic compounds. These pollutants come from automobile exhaust, the use of volatile oil-base paints/solvents, industrial factories, power plants, and the use of any gas-powered or diesel-powered equipment. The pollutants react with oxygen in sunny, hot weather to form ozone. The “ozone season” extends from May 1st to October 1st.

### C. Health Effects

Ozone is associated with numerous health effects in humans. Eye irritation is characteristic of ozone pollution. Ozone has a greater impact on the respiratory system, where it irritates the mucous membranes of the nose, throat and airways; 90 percent of the ozone inhaled into the lungs is never exhaled. Exposure can cause coughing, chest pain, and throat irritation. Ozone can also increase susceptibility to respiratory infections as well as impair normal functioning of the lungs and reduce the ability to perform physical exercise. The potential chronic effects of repeated exposure to ozone are of even greater concern. Laboratory studies show that people exposed over a six to eight hour period to relatively low levels develop lung inflammation. Animal studies suggest that if exposures are repeated over a long period (i.e., months, years, and lifetime), inflammation of this type may lead to permanent scarring of lung tissue, loss of lung function, and reduced lung elasticity.

## II. SITUATION

Some days are more prone to high ozone levels than others, especially summer days when temperatures climb above 90 degrees and the winds are less than 10 miles per hour.

## III. ASSUMPTIONS

- A. When a high ozone level is predicted, an ozone advisory for the next day will be issued to businesses, industry, governmental and media organizations.

These organizations, in turn, should notify their employees and the public that the atmospheric conditions are conducive to the formation of high levels of ozone.

- B. On days when ozone advisories are issued, the public will be asked to take certain actions to reduce emissions. These voluntary actions will help maintain our air quality.

**IV. AIR QUALITY INDEX**

The Air Quality Index, or AQI, is a scale used to report actual levels of ozone and other common pollutants in the air. The higher the AQI value, the greater the health concern. As shown in the table below, the AQI scale has been divided into categories that correspond to different levels of health concern.

<i>CATEGORY</i>	<i>AQI</i>	<i>COLOR CODE</i>	<i>HEALTH STATEMENTS</i>
Good	1-50	Green	No health impacts are expected when air quality is in this range.
Moderate	51-100	Yellow	Unusually sensitive people should consider limiting prolonged outdoor exertion.
Unhealthy for Sensitive Groups	101-150	Orange	Active children and adults, and people with respiratory disease, such as asthma, should limit prolonged outdoor exertion.
Unhealthful	151-200	Red	Active children and adults, and people with respiratory disease, such as asthma, should avoid prolonged outdoor exertion; everyone else, especially children, should limit prolonged outdoor exertion.
Very Unhealthy	201-300	Maroon	Active children and adults, and people with respiratory disease, such as asthma, should avoid all outdoor exertion; everyone else, especially children, should limit outdoor exertion.

**V. OZONE FORECASTS**

The Louisiana Department of Environmental Quality (LDEQ) reports Air Quality forecasts that are available 7 days a week during the ozone season (May 1 – October 1) at either of the following:

- DEQ Air Quality Hotline: 225-219-3543
- DEQ web site: [www.deq.state.la.us](http://www.deq.state.la.us)

**VI. OZONE ACTION DAY NOTIFICATION**

When LDEQ forecasts an OZONE ALERT for the following day, the Shreveport Office of LDEQ will send an e-mail notice to Caddo OHSEP as soon as the determination is made and declare an **Ozone Action Day** for the next day. The local news media will broadcast the alert during the afternoon or evening news. If an OZONE ALERT is called, the public will be advised to limit driving, limit the use of fuels and solvents, and limit outdoor activities (which increase your exposure to ozone).

## **VII. PREVENTATIVE MEASURES FOR INDUSTRY**

- Implement an **Ozone Action Day** plan.
- Postpone maintenance activities such as painting, lawn care or tank clean-outs until the **Ozone Action Day** has passed.
- Encourage employees to share rides or carpool.
- Alter production schedules to avoid heavy production on **Ozone Action Days**.
- Coordinate voluntary efforts to reduce emissions throughout technological advances.
- Delay fleet fueling until late in the day.
- Restrict permits for outdoor burning.

## **VIII. PREVENTATIVE MEASURES FOR THE GENERAL PUBLIC**

The following actions are suggested where appropriate and feasible to increase the effectiveness of the **Ozone Action Day** program:

- Drive less.
- Organize a carpool, walk or ride your bike.
- Don't idle the engine of your vehicle for extended periods.
- Postpone filling your tank on hot, sunny days until late in the afternoon.
- Keep your car tuned up. Emissions from one poorly maintained vehicle equal that of 25 properly functioning cars.
- Insulate and weather-strip your home.
- Run dishwasher and washing machines only when fully loaded.
- Turn off lights and appliances when not in use.
- Set your thermostat between 76-78 degrees in the summer.
- When using a gas mower, wait until late evening to mow the lawn.
- Apply paint with rollers and brushes instead of sprays to cut down on fumes and to save paint.

## **IX. SUMMARY**

Caddo OHSEP will coordinate efforts to minimize the impact of high ozone levels. For more information contact Caddo OHSEP at (318) 675-2255.



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