

# Auxiliary Emergency Communications (AEC)

## Training Course

### Unit 1: The Communications Unit and Emergency Operations Center (EOC)



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# Terminal Learning Objective

## Enabling Learning Objectives

- TLO:** Confirm knowledge of responsibilities, roles, and functions within the Communications Unit, as well as roles and functions of the AEC.
- ELO A:** Identify positions within the Communications Unit.
- ELO B:** Describe responsibilities of positions within the Communications Unit, including AEC volunteers.



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# Terminal Learning Objective

## Enabling Learning Objectives (Cont)

**ELO C:** Describe the Planning Cycle.

**ELO D:** Identify other agencies/organizations responsible for coordination and providing assets.

**ELO E:** Describe the functions of an Emergency Operations Center (EOC).

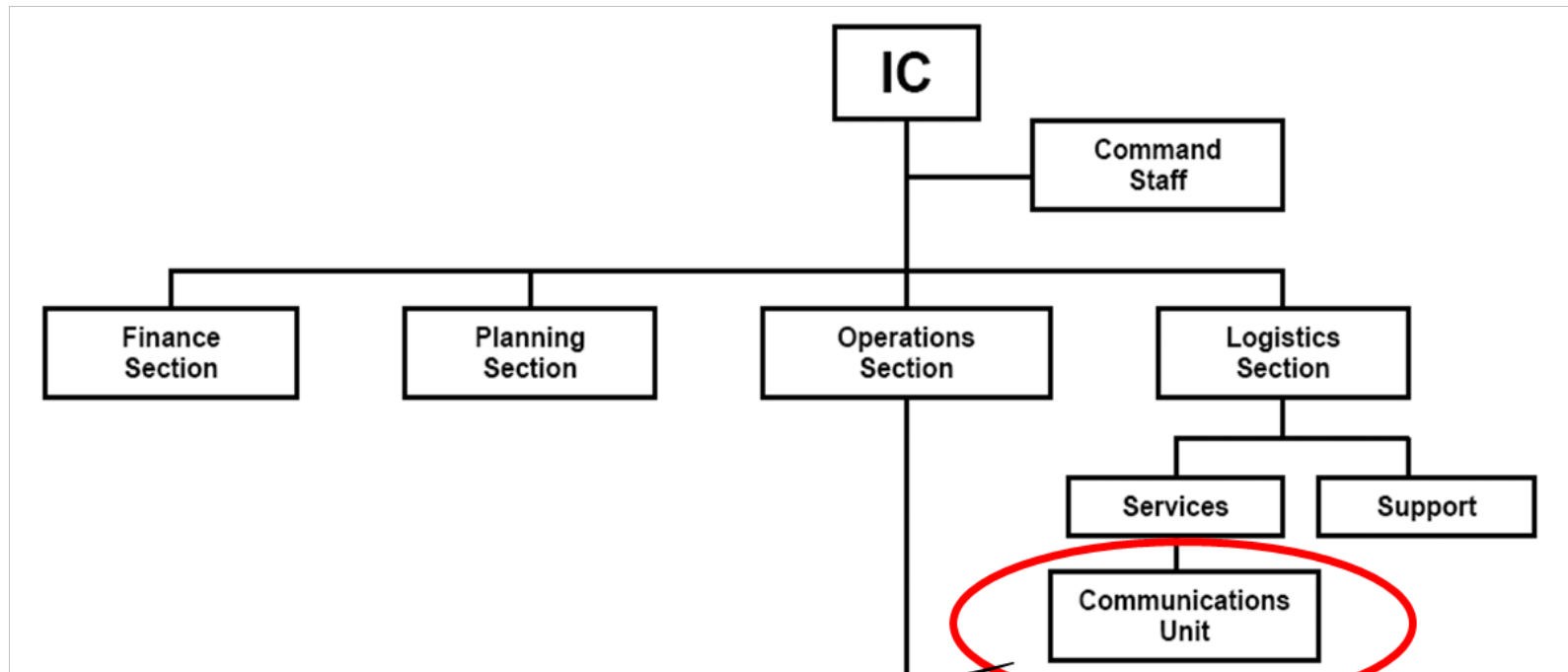


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# National Incident Management System (NIMS)/Incident Communications System (ICS)



We are Here

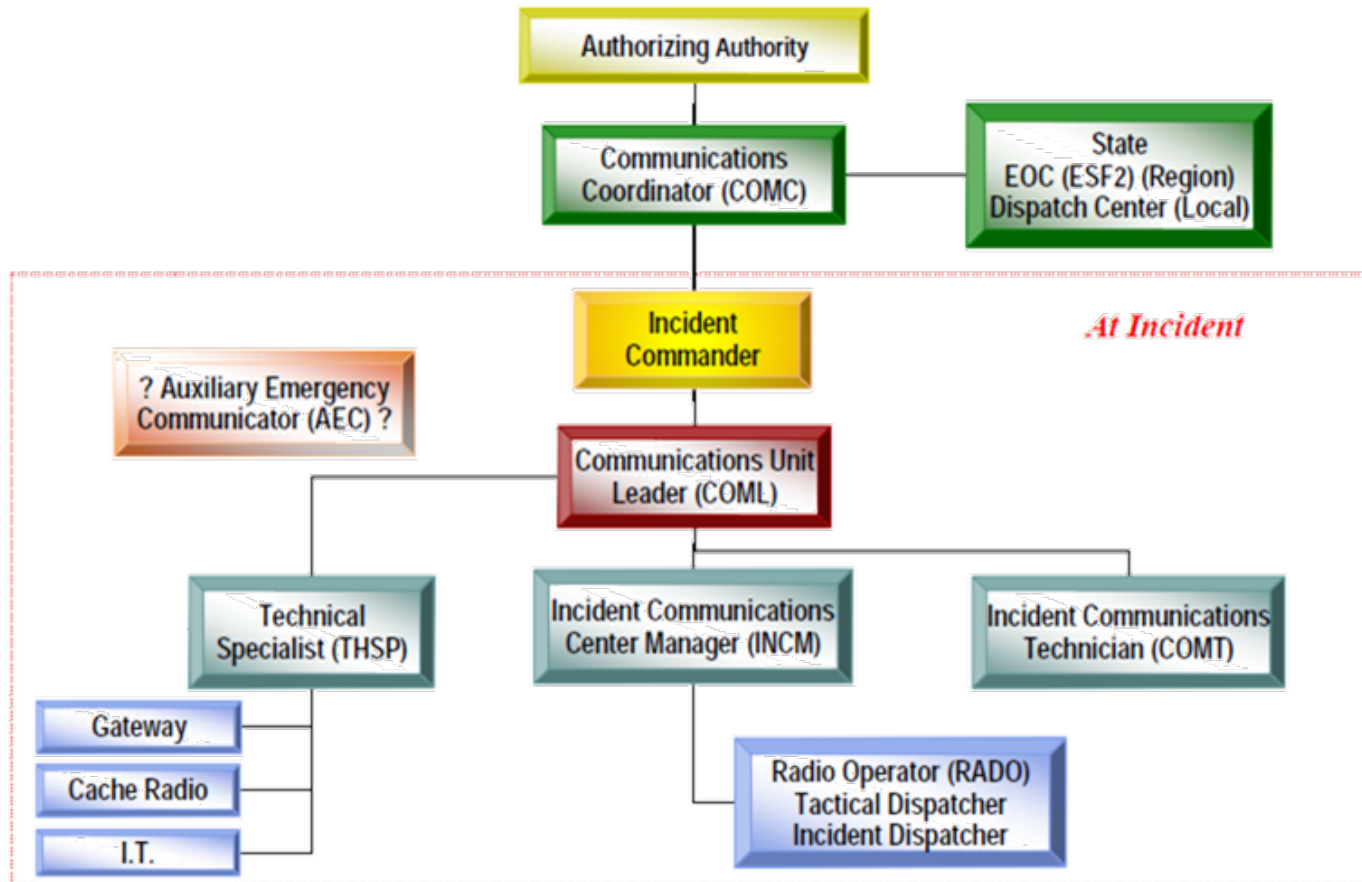


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# Communications Unit Personnel



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# Communications Unit Leader (COML)

## Duties:

Plans and manages the technical and operational aspects of the communications function during an incident.



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# COML (Cont)

## Duties:

- Prepares Incident Radio Communications Plan (ICS Form 205)
- Establishes Incident Communications Center (ICC)
- Orders and manages personnel, equipment
- Establishes needed capabilities
- Participates in incident action planning



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# COML (Cont)

## Duties:

As with any ICS position, the COML is responsible for the duties of organizationally subordinate positions (COMT, INCM, RADO and THSP) until delegated.



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# Incident Communications Center Manager (INCM)

## Duties:

- Assist the COML
- Manage the operational aspects of the Communications Center
- Supervise Radio Operators (RADOs)/Runners
- Establish and maintain the ICC



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# Incident Communications Technician (COMT)

The COMT assists the COML with the design, ordering, installation, operation, and ongoing maintenance of incident communications systems.



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# COMT (Cont)

COMT also supports:

- Other incident functions to assist in accomplishing the overall goals and objectives
- Maintenance and accountability of assigned communications equipment



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# Technical Specialists (THSP)

THSP is a “catch-all” position that allows for the formal incorporation of personnel who may not be “qualified” in a specific NIMS/ICS position, such as:

- Cache Radio Specialist
- Geographical Information System (GIS) Specialist
- Interoperability Gateway Specialist



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# Technical Specialists (THSP) (Cont)

- Local Agency Radio Technicians (not qualified as a COMT)
- Mobile Communications Unit (MCU) Specialist
- Telephone/Computer Technicians



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# Radio Operator (RADO)

- Staffs a radio position at the ICC and is responsible for documenting all radio and telephone messages
- May also staff a data position responsible for operating data communications equipment



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# Incident Dispatchers and Tactical Dispatchers

Some local agencies have trained public safety dispatchers as Incident or Tactical Dispatchers who can bring additional training and experience to an ICC.

- Incident Dispatcher is generally an Emergency Medical Service (EMS)/Fire term
- Tactical Dispatcher is generally a law enforcement term



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# Communications Coordinator (COMC)

- COMC coordinates communications across multiple incidents when there are multiple request for communications resources
- COMLs work with the COMC to coordinate communications/notifications
- Locally, dispatch supervisors can act as the COMC
- Different at the field, regional, state, and federal levels



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# Auxiliary Emergency Communicator

- This unofficial ICS position supports the operational and technical aspects of the Auxiliary Communications Unit
- Maintains and/or operates the AEC network
- Staffs the AEC Center
- The knowledge to perform this function applies to every AEC position



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# Auxiliary Emergency Communicator (Cont)

- Performs AEC duties:
  - Radio Operator
  - Technician
  - Other duties as required and/or assigned



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# AEC Manager

- This individual manages the operational and technical aspects of the Auxiliary Communications Unit
- Establishes and maintains the AEC network
- Establishes and/or staffs the AEC Center
- Supervises AEC personnel:
  - Radio Operators
  - Technicians
  - Other support personnel



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# Planning Cycle

- Command and General Staff Meeting
- Tactics/Planning Meeting
- Operations Briefing
- Assertive participation by the COML
  - The AEC Manager and other volunteers do not typically get invited to these meetings so it is critical that any AEC requirements be carried to/from these meetings by the COML

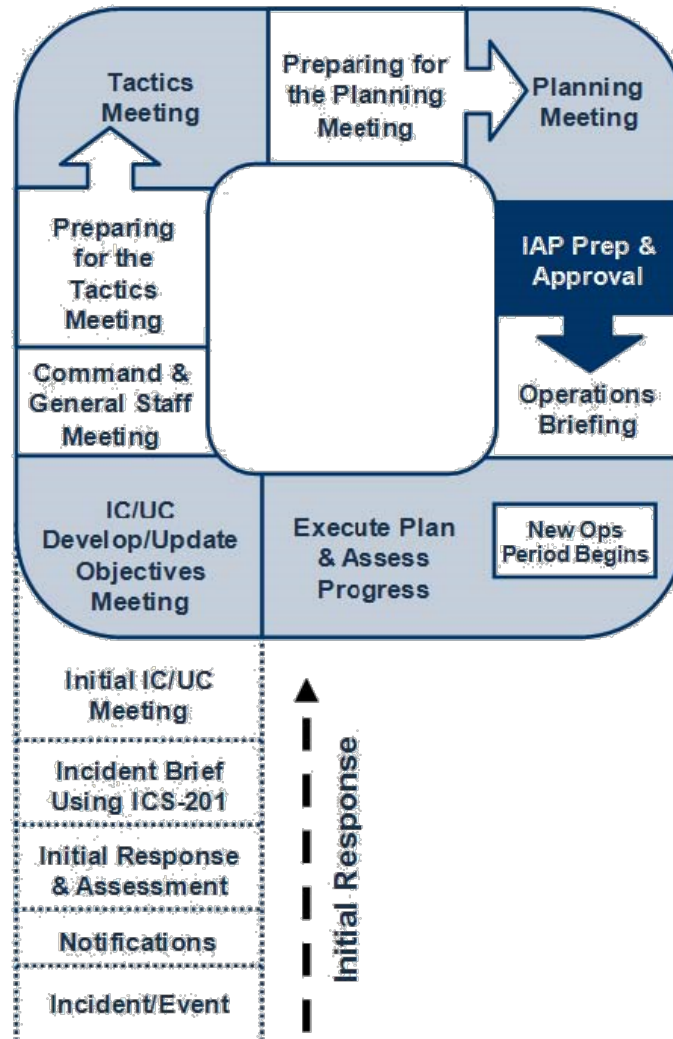


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# Incident Action Planning Cycle



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# Declared Emergency Coordination

- JFO: Joint Field Offices
- ESF2: Emergency Support Function (Communications)
- EOC: Emergency Operations Centers
- MERS: Mobile Emergency Response Systems



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# Other “Potential” Jurisdiction Communications Assets

- CERT: Community Emergency Response Team
- CST: National Guard Civil Support Teams
- IMT: Regional, state, and National Incident Management Teams (Type 3, 2 or 1 IMTs)
- FEMA USAR/SUSAR: Federal Emergency Management Agency Urban Search and Rescue Teams/State Urban Search and Rescue Teams



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# Other “Potential” Jurisdiction Communications Assets

- IST: Incident Support Team
- FCC FedTech
- Other communications response groups



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# Emergency Operations Center (EOC)

- What is an EOC?
- How is it different from ICS?
- How do they interface?



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# EOC (Cont)

The EOC does not command or control the on-scene response. The EOC carries out the coordination and support function through:

- Information collection and evaluation
- Priority setting
- Resource management



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# EOC (Cont)

- Decision making at the EOC affects the incident response as well as the public response. The decisions made at the EOC are not tactical decisions
- Tactical decisions are made by the Incident Commander and the Command Staff at the incident scene



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# EOC (Cont)



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# EOC (Cont)

- EOCs coordinate with on-scene incident managers and other agencies and organizations to:
  - Acquire, allocate, and track resources
  - Manage and share information
  - Establish response priorities among incidents
  - Provide legal and financial support
  - Liaison with other jurisdictions and other levels of government



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# EOC (Cont)

- An EOC is generally organized according to the ICS model
- Modified as needed based on nature of emergency or local considerations
- Focus on ESF's
- AUXCOMM can play a significant part in supporting the communications link between the EOC and the incident

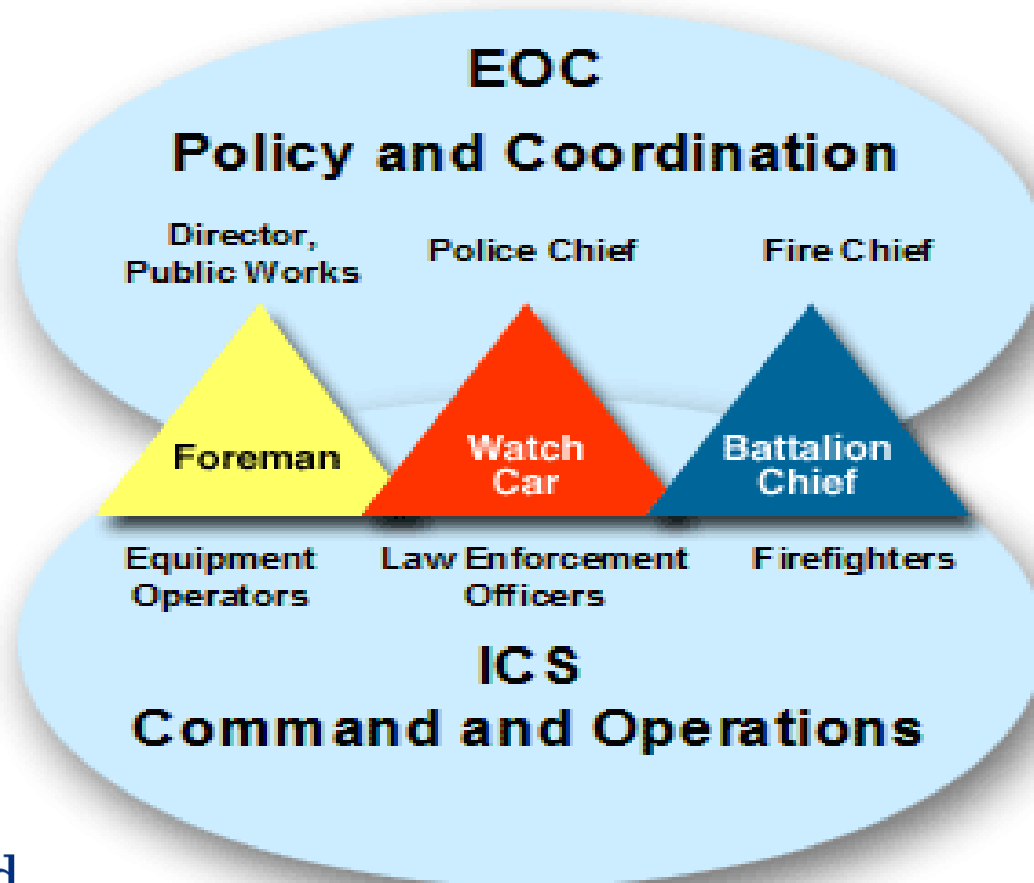


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# EOC (Cont)



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# EOC (Cont)

- The purpose of an EOC is to establish a central location where government at any level can provide interagency coordination and execute decision making to support incident response
- The EOC operates in the strategic realm, not tactical
- Communications is the key to effective operations and interface



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# Unit 1: Summary

- 1) Described the responsibilities, roles, and functions within the Communications Unit, as well as roles and functions of the AEC.
- 2) Identified positions within the Communications Unit.
- 3) Described the responsibilities of positions within the Communications Unit, including AEC volunteers.



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# Unit 1: Summary

- 4) Described the Planning Cycle.
- 5) Identified other agencies/organizations responsible for coordination and providing assets.
- 6) Described the functions of an EOC.



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