Emergency Support Function (ESF) #17b: COMMUNICATIONS: INCIDENT RESPONSE

**ESF Activation Contact:** Cornell University Police (607)255-1111

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<tr>
<th>Primary Department</th>
<th>Cornell University Police</th>
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<tr>
<td>PH: (607)255-1111</td>
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<td>Contact: Mark Conrad</td>
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| Support Departments                 | Cornell Environmental Health and Safety |
|-------------------------------------| PH:(607)255-8200                    |
| Contact: Daniel Maas                |                                          |

| Support Departments                 | Cornell Facilities Services          |
|-------------------------------------| PH:(607)255-5322                    |

| Support Departments                 | Cornell Information Technologies    |
|-------------------------------------| PH:(607)255-5500                    |

| External Agencies                   | Tompkins County Department of Emergency Response |
|-------------------------------------| PH:(607)257-3888                      |

| External Agencies                   | Tompkins County Amateur Radio Association |
|-------------------------------------|                                         |

| External Agencies                   | Cornell Amateur Radio Club             |
|-------------------------------------|                                         |

I. Purpose
   a) This ESF lists the Cornell University departments and external agencies responsible for management of incident response communication resources that may take place during an emergency.

II. Scope
   a) Includes all emergencies where communications by incident and emergency response personnel are required.

   b) Coordinate response communication resources including equipment, channel/frequency allocation, and interoperability capabilities.

   c) May be activated by the Incident Commander to respond to incidents that are beyond the capabilities of the initial emergency response actions.

   d) May be activated to respond to incidents that overwhelm normal Incident Command response actions.

III. Situation
   a) Emergency Conditions and Hazards

       i) Cornell University may periodically experience emergency and disaster situations that will require response by University resources and outside agencies and the restoration of essential services. Potential emergencies and disasters include both natural and human-caused incidents.
ii) See Cornell’s Risk Assessment for a description of potential emergencies.

IV. Assumptions

   a) Coordinated interoperable communications between campus and community responders is critical to successful emergency response operations.

   b) Responders use a variety of communications devices and modalities including landline telephone, cellular telephone, radios, pagers, computer/internet equipment for voice and text communications.

   c) Initial emergency response capabilities may be inadequate for the scope of emergency response operations.

   d) University resources will be quickly overwhelmed.

   e) Communication systems may fail during a major incident.

   f) Backup systems will be available but may take time to activate.

   g) Shortfalls can be expected in both support personnel and equipment.

   h) State and federal assistance may not be immediately available.

V. Concept of Operations

   a) General


      ii) ESF Annexes define roles and responsibilities, planned concept of operation, and internal and external capabilities and resources.

      iii) ESF annexes are designed to provide basic information to include points of contact in case additional resources or expertise is needed at the incident scene or on an Incident Management Team.

   b) Organization

      i) National Incident Management System concepts will be used for response to all incidents.

      ii) Incident or Unified Command will be used by responding departments.

      iii) When requested, ESF personnel will report to the Incident Command Post or other location, or will participate as members of an Incident Management Team.

   c) Notification
i) Campus incidents involving requests for ESF #17b Communications: Incident Response assistance are to be reported to the Cornell University Police Department (CUPD) Dispatch Center by calling 911 from a campus phone or 607-255-1111 from an off campus phone.

ii) The CUPD Dispatch Center will notify additional dispatch staff as needed

   (1) The CUPD Dispatch Center will notify the on duty EHS Emergency Services staff of requests for EHS communications assistance

      (a) As needed, EH&S personnel will request the CUPD Dispatch Center to activate EH&S Emergency Management Hot Pager via text or voice message.

   (2) The CUPD Dispatch Center will notify Cornell Facilities Services Customer Service Center (607)255-5322 of requests for FS communications assistance.

iii) Requests for additional resources shall occur under the authority of the Incident/Unified Command

d) Direction, Control and Authority to Act

   i) The Incident Command System (ICS) is used by University personnel to respond to emergencies and incidents.

   ii) During the emergency response phase, all responders will be under the direction and control of the incident’s Incident/Unified Command.

   iii) Responders reporting to the incident scene will report to the Incident Commander at the Incident Command Post unless otherwise directed by the Incident Commander.

   iv) The Incident/Unified Command is authorized to take actions necessary to contain and control the incident to protect and reduce impact to lives, research, property, the environment, and campus operations.

e) Actions

   i) Preparedness

      (1) Develop and maintain a list of campus, community, and vendor resources that could be requested during an emergency.

      (2) Maintain continuity of operation (COOP) plans for the scope of capabilities identified in the ESF. Service recovery priorities and resources shall be identified in the C-COOP planning tool and further detailed through plans and procedures.
(3) Maintain a list of personnel (at least one primary and one back-up) that can be called to serve on an Incident Management Team to manage utility related support functions.

(4) Develop procedures to document costs for any potential reimbursement.

(5) Participate in exercises and training to validate this annex and any supporting plans and procedures.

ii) Response

(1) Coordinate campus response communications.

(2) Coordinate with outside agencies and organizations that can provide communication services.

(3) In conjunction with the Incident Commander, coordinate emergency information for public release through ESF-17 Communications.

iii) Recovery

(1) Coordinate communications assistance through the Incident Commander, Incident Management Team, or EOC Director as appropriate.

(2) When requested, provide personnel to respond to the incident command post or other location to serve on an Incident Management Team to manage incident response related communications support functions.

(3) Ensure that ESF-17b personnel, departments or agencies maintain appropriate records of costs incurred during the event.

VI. Responsibilities

a) Primary Department: Cornell Police

i) Serve as the lead agency for incident response communications support functions and support the response and recovery operations after ESF activation.

ii) Develop, maintain, and update plans and procedures during an emergency.

iii) Operate the campus 911 answering point

iv) Maintain and operate the Cornell Police Dispatch Center including the Cornell Police radio system

v) Maintain and operate as needed a backup Cornell Police Dispatch Center
vi) Coordinate assignment and use of Cornell Police licensed radio frequencies.

vii) Coordinate use of Tompkins County Department of Emergency Response radio system talk-groups that are not permanently assigned for Cornell University use.


ix) Identify, train, and assign personnel to serve as ESF-17b representatives at an Incident Command Post or on an Incident Management Team (IMT) when a University IMT is assembled.

b) Support Departments

i) General

(1) Develop, maintain, and update plans and procedures for use during an emergency.

(2) Identify, train, and assign personnel to assist the primary department at the Incident Command Post or on the Incident Management Team as needed.

(3) Support the primary department as needed.

ii) Cornell Environmental Health and Safety

(1) Maintain and operate Cornell EHS radio system.

(2) Coordinate assignment and use of Cornell EHS licensed radio frequencies

(3) Maintain, operate, and coordinate use of the EHS Emergency Operations Center.

iii) Facilities Services

(1) Maintain and operate the Cornell Facilities Customer Service Center including the Facilities Services radio system.

(2) Maintain and operate as needed a backup (portable) Cornell Facilities Customer Service Center.

(3) Coordinate assignment and use of Facilities Services licensed radio frequencies.

(4) Coordinate incident notifications to Building Coordinators and Facilities Services personnel.
iv) Cornell Information Technologies

   (1) Maintain Communications Disaster Response Kits to support campus response communications in the event of loss of normal communication system.

VII. Capabilities

   a) Cornell Police

      i) Operates 3 FCC licensed VHF radio channels

      ii) Operates 2 fixed base simulcast repeaters and one simplex simulcast base station

         (1) Barton Hall, Vet Research Tower, Johnson Art Museum

      iii) Computer Based Dispatch instant messaging

   b) Cornell University EH&S

      i) Operates 6 FCC licensed VHF radio channels

      ii) Operates 2 fixed base repeaters – High Rise #5, Cascadilla Hall

   c) Facilities Services

      i) Operates 6 FCC licensed VHF radio channels

      ii) VHF base station radio – Bradfield Hall

      iii) Mobile radio for EHS communications – set up as base radio at Humphreys Service Building

      iv) Cellular phone service coordination for Facilities Services

VIII. Resources

   a) Cornell Police Resources

      i) Portable command post base station and CAD equipment

   b) EH&S Resources

      i) 24 spare Tompkins County 800 MHz radios

      ii) 1 mobile repeater

      iii) 1 portable repeater

      iv) 1 portable cross-band repeater

      v) IP based radio system controlling a base radio at 201 Palm Road.
c) Support Department Resources
   i) Facilities Services
      (1) 120 spare VHF portable radios
      (2) 2 portable control stations for Bradfield base station
      (3) Various spare cellular phones and accessories

d) Cornell Information Technologies
   i) 3 Disaster Response Communications Kits – assigned to Cornell Police, EHS Office of Emergency Management, and CIT

IX. Policies and Procedures
   a) Cornell Police Dispatch Center Policies and Procedures

X. Attachments
   a) None
Plan Review and Revision History

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<tr>
<th>Summary of Changes</th>
<th>Date</th>
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<tr>
<td>Version 2.0 updates</td>
<td>9/14/2017</td>
<td>D.Maas</td>
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