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# Operational Area Communication Plan Standard Operating Procedures (SOP)

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Coordinated by  
South Carolina Emergency Management Division  
South Carolina Budget and Control Board, Chief Information Office  
South Carolina Department of Public Safety

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## I. INTRODUCTION

### A. Purpose

This Standard Operating Procedure accompanies the Operational Area Communication Plan and is applicable to the deployment of the Operational Area Communication Teams.

### B. Mission

Trained communication teams will deploy to operational areas to implement a rapid emergency communication system to support state and local governments in response to a catastrophic event.

## II. CONCEPT OF OPERATIONS

1. The SC Budget and Control Board, Division of the State Chief Information Officer (CIO) is the primary agency responsible for coordination and implementation of this Plan.
2. CIO has overall responsibility for coordinating the utilization of Communication Teams. Communication Teams will be activated upon the request of the SC Emergency Management Division (SCEMD) director.
3. The state level support will consist of deploying communication teams with satellite radios and telephones and 800 MHz radios to support local government communication.
4. The teams will have a capability for long distance point-to-point communication from designated location(s) to the State Emergency Operations Center (SEOC).
5. This Plan would be applicable to any disaster response. CIO will adapt the composition and deployment of the teams to fit the specific disaster situation. However due to the uniqueness of an earthquake response, a specific deployment response is prepared and is Attachment 1 to the Operational Area Communication Plan.
6. This SOP will be reviewed and updated annually.

## III. STANDARD OPERATING PROCEDURES

The following procedures will be adhered in the activation and deployment of the Operational Area Communication Teams:

- A. Radio Frequency Assignments
- B. Duties

- C. Pre-Deployment Checklist
- D. Deployment Checklist
- E. Deployment Kit
- F. Personal Items to Bring
- G. Message Reporting
- H. Message Reporting Form
- I. Re-Call Procedures
- J. Debriefing Procedures
- K. Team Roster
- L. Team Assignment
- M. Emergency Contact Information
- N. Release Agreement

**ATTACHMENT 1 – RADIO FREQUENCIES ASSIGNED**

ATTACHMENT 2 – DUTIES

CIO

- 1. \_\_\_\_\_ Conduct coordination meeting with Communication Coordinators  
Time: \_\_\_\_\_
- 2. \_\_\_\_\_ Activate Communication Teams
  - \_\_\_\_\_ Team A Time: \_\_\_\_\_
  - \_\_\_\_\_ A-1 Team Time: \_\_\_\_\_ (if applicable)
  - \_\_\_\_\_ A-2 Team Time: \_\_\_\_\_ (if applicable)
  - \_\_\_\_\_ Team B Time: \_\_\_\_\_
  - \_\_\_\_\_ Team C Time: \_\_\_\_\_
- 3. \_\_\_\_\_ Confirm WebEOC entry and frequency assignments  
Time: \_\_\_\_\_
- 4. \_\_\_\_\_ Conduct coordination meeting with SC Division of  
Aeronautics Point of Contact  
Time: \_\_\_\_\_
- 5. \_\_\_\_\_ Conduct transportation coordination meeting with ESF-1  
to arrange and confirm transportation to site  
Time: \_\_\_\_\_
- 6. \_\_\_\_\_ Conduct care package coordination meeting with ESF-6  
to arrange and obtain MREs, blankets, bottled water etc. Time: \_\_\_\_\_
- 7. \_\_\_\_\_ Conduct equipment coordination meeting with Communication  
Coordinators  
Time: \_\_\_\_\_
- 8. \_\_\_\_\_ Provide Chief of Operations the communication activation preliminary  
details  
Time: \_\_\_\_\_

Remarks (substitutions, etc.) _____

- 9. \_\_\_\_\_ Reporting location confirmed  
Time: \_\_\_\_\_
- 10. \_\_\_\_\_ Reporting NLT \_\_\_\_\_ time confirmed
- 11. \_\_\_\_\_ Confirm available communication equipment  
Time: \_\_\_\_\_
- 12. \_\_\_\_\_ Equipment Ready  
Time: \_\_\_\_\_
- 13. \_\_\_\_\_ Request Communication Coordinators to initiate the Pre-Deployment  
Checklist  
Time: \_\_\_\_\_

**ATTACHMENT 3: PRE-DEPLOYMENT CHECKLIST/BRIEFING INFORMATION**

A. Communication Coordinator Duties:

- \_\_\_\_\_ 1. Identify available communication personnel at assembly and/or departure location Time: \_\_\_\_\_
- \_\_\_\_\_ 2. Assign Teams (see Attachment \_\_\_ Roster) Time: \_\_\_\_\_
- \_\_\_\_\_ 3. Notify CIO of Communication Teams \_\_\_\_\_ is fully activated and present Time: \_\_\_\_\_
- \_\_\_\_\_ 4. Conduct safety briefing Time: \_\_\_\_\_
- \_\_\_\_\_ 5. Provide Contact Information Cards (one to each member deploying) Time: \_\_\_\_\_
- \_\_\_\_\_ 7. Conduct pre-deployment briefing Time: \_\_\_\_\_
- \_\_\_\_\_ 8. Distribute equipment, care packages, forms to each team member Time: \_\_\_\_\_

Remarks: (personnel shortfalls, identified problem areas, point of contact in county, equipment and care package assignment, transportation, etc.)

O. Equipment Readiness

- \_\_\_\_\_ Individual equipment issued Time: \_\_\_\_\_
- \_\_\_\_\_ Communication checks performed Time: \_\_\_\_\_
- \_\_\_\_\_ Exchange numbers and Frequency assignments with teams Time: \_\_\_\_\_
- \_\_\_\_\_ Load team equipment onto helicopter or vehicles Time: \_\_\_\_\_
- \_\_\_\_\_ Issue maps of affected areas Time: \_\_\_\_\_
- \_\_\_\_\_ Roster of personnel created Time: \_\_\_\_\_
- \_\_\_\_\_ Teams depart for the affected area Time: \_\_\_\_\_

NOTE:

- 1. Request aerial assessment upon approach to assigned area.
- 2. Provide completed checklist to ESF-2 Leader.

**ATTACHMENT 4: DEPLOYMENT CHECKLIST**

Team Leader:

\_\_\_\_\_ Conduct a limited aerial assessment upon approach to assigned area.  
Coordinate follow-on activities of air asset (if applicable) Time: \_\_\_\_\_

Remarks: (noteworthy incidents during travel, etc.)          
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- \_\_\_\_\_ Off-load Team Equipment
- \_\_\_\_\_ Arrival of Team in affected area Time: \_\_\_\_\_
- \_\_\_\_\_ Coordinate with County EP Manager or Designee Time: \_\_\_\_\_
- \_\_\_\_\_ Conduct on-site briefing Time: \_\_\_\_\_
- \_\_\_\_\_ Identify priorities to report to SEOC Time: \_\_\_\_\_
- \_\_\_\_\_ Plot known damage and priorities of effort Time: \_\_\_\_\_
- \_\_\_\_\_ Establish timeline (shifts, overnight activities, return time to SEOC) Time: \_\_\_\_\_
- \_\_\_\_\_ Reiterate communication procedures (communication checks) Time: \_\_\_\_\_

Remarks:          
--

\_\_\_\_\_ Establishes communication with SEOC State Warning Point (SWP) Time: \_\_\_\_\_

\_\_\_\_\_ Inform SEOC of team arrival time and confirm location. Once the team leader reports to the county designee and received additional guidance, the team leader is responsible for reporting to the SEOC when team becomes operational. Time: \_\_\_\_\_

\_\_\_\_\_ Communicate on the operational channel assigned upon arrival at the incident site. Use plain language in all communications.



**ATTACHMENT 4: DEPLOYMENT CHECKLIST (continued)**

\_\_\_\_\_ Used the following unit identification convention: “Operational Area location + Team Name.” For example “This is Berkeley South Team A-1,” “This is Peninsula North Team A-2,” and “This is Dorchester North Team B.”

\_\_\_\_\_ Report to the SEOC the status of the mission and any of the following information as applicable and as conditions warrant:

- Equipment and supply status
- Anticipate resources needed
- Potential challenges for the team

\_\_\_\_\_ Report completion status and communicating whether the team is ready for additional mission(s) or is depleted in manpower and equipment/supplies to SEOC.

\_\_\_\_\_ Each member maintains operational journals (journal provided in kit).

NOTE:

Provide completed checklist to Communication Coordinator upon return to the SEOC)

**ATTACHMENT 5 – DEPLOYMENT KIT**

EQUIPMENT

<u>PRESENT</u>	<u>ITEM</u>	<u>AMOUNT / UI</u>
_____	Iridium 0505A SAT Satellite Telephone	2 EA
_____	Satellite Radio ST251 radio/telephone	2 EA
_____	Extra Batteries for above	
_____	800 MHz portable Radio with Alkaline battery pack	2 EA
_____	Cell Phone	2 EA
_____	GPS unit have been pre-assigned.	1 EA

SUPPLIES

<u>PRESENT</u>	<u>ITEM</u>	<u>AMOUNT / UI</u>
_____	Deployment Book (Telephone Directory, Checklists, Message Forms, Emergency Contact Sheet, Operational Journals)	
_____	Files	6 EA
_____	DOT Emergency Response Guide (ERG)	1 EA
_____	Pencils/pens (Blue/Black)	1 BX
_____	Note Pad, Yellow, 5x7	2 EA
_____	First-Aid Kit	1 EA
_____	Duct Tape	1 RO

**ATTACHMENT 5 (Continued)**

_____ Binoculars, Bushnell (7-15x35)	1 EA
_____ Flashlight, Yellow (w/batteries)	2 EA
_____ Gloves	3 PR
_____ Tilley Hard Hats	3 EA
_____ Large garbage bags	1 Box
_____ Goggles	1 per person

**CARE PACKAGE LIST**

_____ MRE	2 Cases
_____ Bottled Water	2 Cases
_____ Blankets	6 EA

**ATTACHMENT 6 - PERSONAL AND COMFORT ITEMS INDIVIDUALS SHOULD BRING:**

Weight is limited to \_\_\_\_\_

Comfort Items are limited to a total weight of \_\_\_\_\_ pounds per person.

- \_\_\_\_\_ Organization and SERT ID Card(s)
- \_\_\_\_\_ Copy of Amateur License, if applicable
- \_\_\_\_\_ Personal prescription and OTC medications
- \_\_\_\_\_ Eyeglasses (+ spare pair), sunglasses
- \_\_\_\_\_ Appropriate clothing, sturdy shoes/boots, and handkerchief (law enforcement personnel should wear Law Enforcement Tactical Gear and Uniform)
- \_\_\_\_\_ Cash
- \_\_\_\_\_ Toilet paper
- \_\_\_\_\_ Handy-wipes
- \_\_\_\_\_ Snacks breath mints, “energy bars”, or candy
- \_\_\_\_\_ Small pocket/pen knife
- \_\_\_\_\_ Hard Bottom Steel Toe boots

## ATTACHMENT 7 – MESSAGE REPORTING PROCEDURES

### I. MESSAGE/TRAFFIC FORMAT

ALL “OFFICIAL” VOICE TRAFFIC TO AND FROM THE STATE EOC SHOULD BE IN PLAIN LANGUAGE.

### II. TRAFFIC ORDER

Operators at the State EOC, at all times, will handle Urgent Traffic first, followed by Priority traffic.

**Urgent:** Any message having life and death urgency to any person or group or persons. This includes requests for supplies, materials, or instructions vital to relief in disaster stricken areas.

**Priority:** Official messages not otherwise covered in the Urgent category.

### III. REQUIREMENTS FOR ALL MESSAGES/TRAFFIC

1. Number begins with location (operational area) and message assignment number which is subsequential i.e. Charleston EOC-01, Charleston EOC-02. It is the responsibility of each team to keep up with the message assignment number.
2. (U)rgent or (P)riority. Urgent is life or death this includes requests for supplies, materials, or instructions vital to relief in life or death situation. Priority is official messages not otherwise covered in the Urgent category.
3. Caller, location, and name such as (i.e. Charleston EOC, A Team, Bob Jones).
4. Time filed will be recorded in the 24-hour system using LOCAL TIME. For example: 3:06 PM is given as 1506 EST etc.  
  
Date in Month, Day, and Year. Example: MAY 8, 2006
5. To: Designated location i.e., State EOC, Operational Area
6. Message Text: The number of words in the message. Limit to 25 words or less, if possible)

7. Message: Lifesaving reporting requirements should be the priority. In support of lifesaving, the type of intelligence to report should include but not be limited to:
  - a. Locations of collapsed structures for search and rescue.
  - b. Status of communication systems to include broadcast media.
  - c. Locations of critical need, i.e. food, water, medical.
  - d. Locations of out-of-control fires.
  - e. Locations of hazardous material releases.
  - f. Public safety needs, i.e., security, traffic control, law enforcement.
  - g. The general condition of transportation infrastructures (damaged or no damage).
  - h. The general condition of lifelines and critical facilities (damaged or no damage).
  - i. Locations of facilities or open spaces that could serve as landing zones and medical triage.
  
8. Operator Note: Type of communications equipment used to transmit i.e., SAT telephone, SAT radio, etc. Frequency indicates if one is being used, if not N/A. Operator's name is needed because all messages must have an authorized receipt.



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**ATTACHMENT 8: RE-CALL PROCEDURES**

\_\_\_\_ 1. Re-Call coordinated with ESF-2 Time: \_\_\_\_\_

\_\_\_\_ 2. TL coordinates personnel for return trip back to the SEOC. Time: \_\_\_\_\_

Remarks: (guidance provided to remaining personnel, etc.)

\_\_\_\_ 3. All personnel accounted for at departure location Time: \_\_\_\_\_

\_\_\_\_ 4. All Team Equipment accounted Time: \_\_\_\_\_

\_\_\_\_ 5. All Individual Equipment turned in Time: \_\_\_\_\_

\_\_\_\_ 6. Equipment maintenance performed. Time: \_\_\_\_\_

Remarks: (deficiencies, corrective action required, etc.)

\_\_\_\_ 7. Team Leader and Communication Coordinator initiate debriefing session  
(See Attachment 3H, Debriefing Format) Time:  
\_\_\_\_\_

**ATTACHMENT 9: DEBRIEFING FORMAT**

This debriefing format is to be utilized as a guideline only. Depending on the level of response to the affected area, many of the functions listed below may not be represented.

Ideally, a debriefing session should be conducted as soon as possible after the re-deployment or recall occurs and should not require more than 60 minutes. A detailed After Action Review (AAR) with "lessons learned" from the deployment should be disseminated in a timely manner.

FUNCTION		BRIEFING TOPICS
1.	Communication Coordinator	Provide opening remarks; introduce the debriefing agenda; provide a brief overview of the deployment highlights, to include: the Alert and Notification, Pre-Deployment, Deployment, and re-deployment phases; provide an overview of SEOC (SWP) communication activities; provide a final tally of messages transmitted; discuss/announce equipment status; do not introduce any problem areas at this time; and take notes for the written AAR.
2.	Team Leader (TL):	Provide a brief overview of the deployment highlights, to include: the Alert and Notification, Pre-Deployment, Deployment, and re-deployment phases.
2a.		Discuss the initial link-up with County EP Director; provide an overview of communication assessments (equipment operability); discuss county needs, discuss re-deployment activities and provide constructive input.
2b.		Discuss pre-deployment and deployment activities; note any transmission problems or any problems associated with maintaining contact with SEOC (SWP); or any problems associated with intra-team communication during all deployment phases; discuss re-deployment activities and provide constructive input; any unforecasted support requirements; note any transportation problems associated with flight.
3.	Team Member(s)	Discuss pre-deployment and deployment activities; provide an overview of any transmission problems; discuss re-deployment activities and provide constructive input; any unforecasted support requirements, and provide constructive input regarding Operational Area Communication Plan and procedures.

**ATTACHMENT 10: EMERGENCY CONTACT CARD**

<b>EMERGENCY CONTACT INFORMATION</b>					
1.	Name:	_____			
2.	1 <sup>st</sup> . Emergency Contact Person:	_____			
		Name	Home	Work	Cell
	2 <sup>nd</sup> Emergency Contact Person:	_____			
		Name	Home	Work	Cell
	3rd Emergency Contact Person:	_____			
		Name	Home	Work	Cell
3.	Important Information to know:	_____			
		_____			
		_____			
		_____			
4.	Physician's Name and Telephone Number:	_____			
		_____			

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**ATTACHMENT 11: OPERATIONAL AREAS IDENTIFICATION**

COUNTY	OP_ID
Beaufort	1301
Beaufort	1302
Beaufort	1303
Beaufort	1304
Beaufort	1305
Berkeley	1501
Berkeley	1502
Berkeley	1503
Berkeley	1504
Berkeley	1505
Charleston	1901
Charleston	1902
Charleston	1902
Charleston	1903
Charleston	1904
Charleston	1905
Charleston	1906
Charleston	1907
Charleston	1908
Colleton	2901
Colleton	2902
Colleton	2903
Colleton	2904
Dorchester	3501
Dorchester	3502
Dorchester	3503
Dorchester	3504
Dorchester	3505
Georgetown	4301
Georgetown	4302
Georgetown	4303
Georgetown	4304
Horry	5101
Horry	5102
Horry	5103
Horry	5104
Horry	5105
Jasper	5301
Jasper	5302
Jasper	5303

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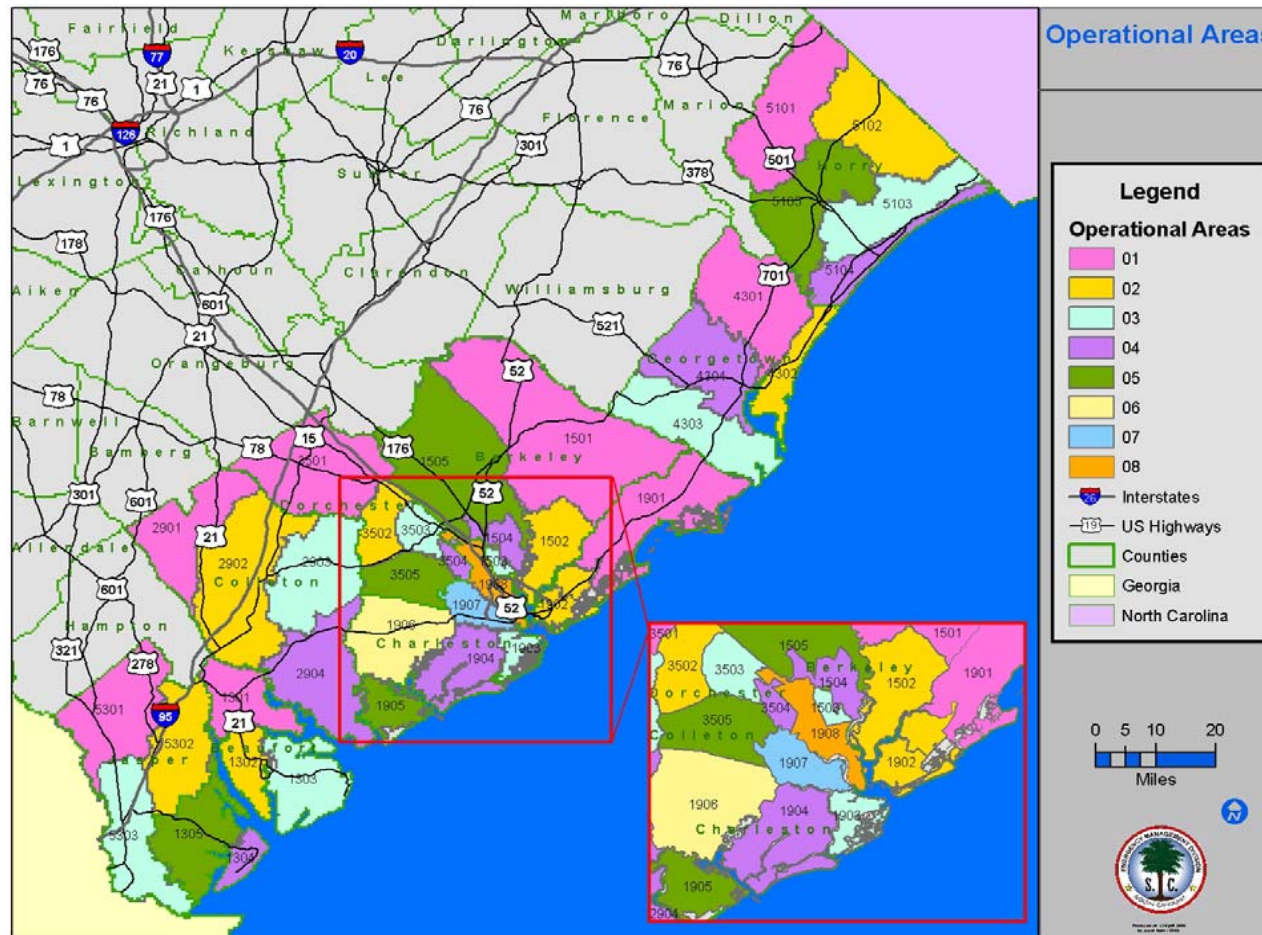
**ATTACHMENT 12: TEAM ASSIGNMENT**

TEAM ASSIGNMENT		SOURCE/ COMPOSITION	NAME	EQUIPMENT	DEPLOYMENT LOCATION	FREQUENCY ASSIGNMENT	
<b>A-Team Level I Response &lt;</b> <b>3 teams. Deployment</b> <b>within four (4) hours of</b> <b>notification and on scene</b> <b>within six (6) hours)</b>	<b>A-Team 1</b>	REM REM  SOALT SOALT		2-Iridium 9505A SAT phones 2-Satellite ST251 radio/telephones 2-800 MHz portables 2-Cell Phones			
	<b>A-Team 2</b>	REM REM  SOALT SOALT		2-Iridium 9505A SAT phones 2-Satellite ST251 radios/ telephones 2-800 MHz portables 2-Cell Phones			
	<b>A-Team 3</b>	REM REM  SOALT SOALT		2-Iridium 9505A SAT phones 2-Satellite ST251 radios/ telephones 2-800 MHz portables 2-Cell Phones			
	<b>A-Team Level II Response &gt;</b> <b>3 teams.</b> <b>Deployment within six (6)</b> <b>hours after notification and</b> <b>on scene within eight (8)</b> <b>hours.</b>	<b>A-Team 4</b>	REM REM  SOALT SOALT		2-Iridium 9505A SAT phones 2-Satellite ST251 radios/ telephones 2-800 MHz portables 2-Cell Phones		
		<b>A-Team 5</b>	REM REM  SOALT SOALT		2-Iridium 9505A SAT phones 2-Satellite ST251 radios/ telephones 2-800 MHz portables 2-Cell Phones		
		<b>A-Team 6</b>	REM REM  SOALT SOALT		2-Iridium 9505A SAT phones 2-Satellite ST251 radios/ telephones 2-800 MHz portables 2-Cell Phones		



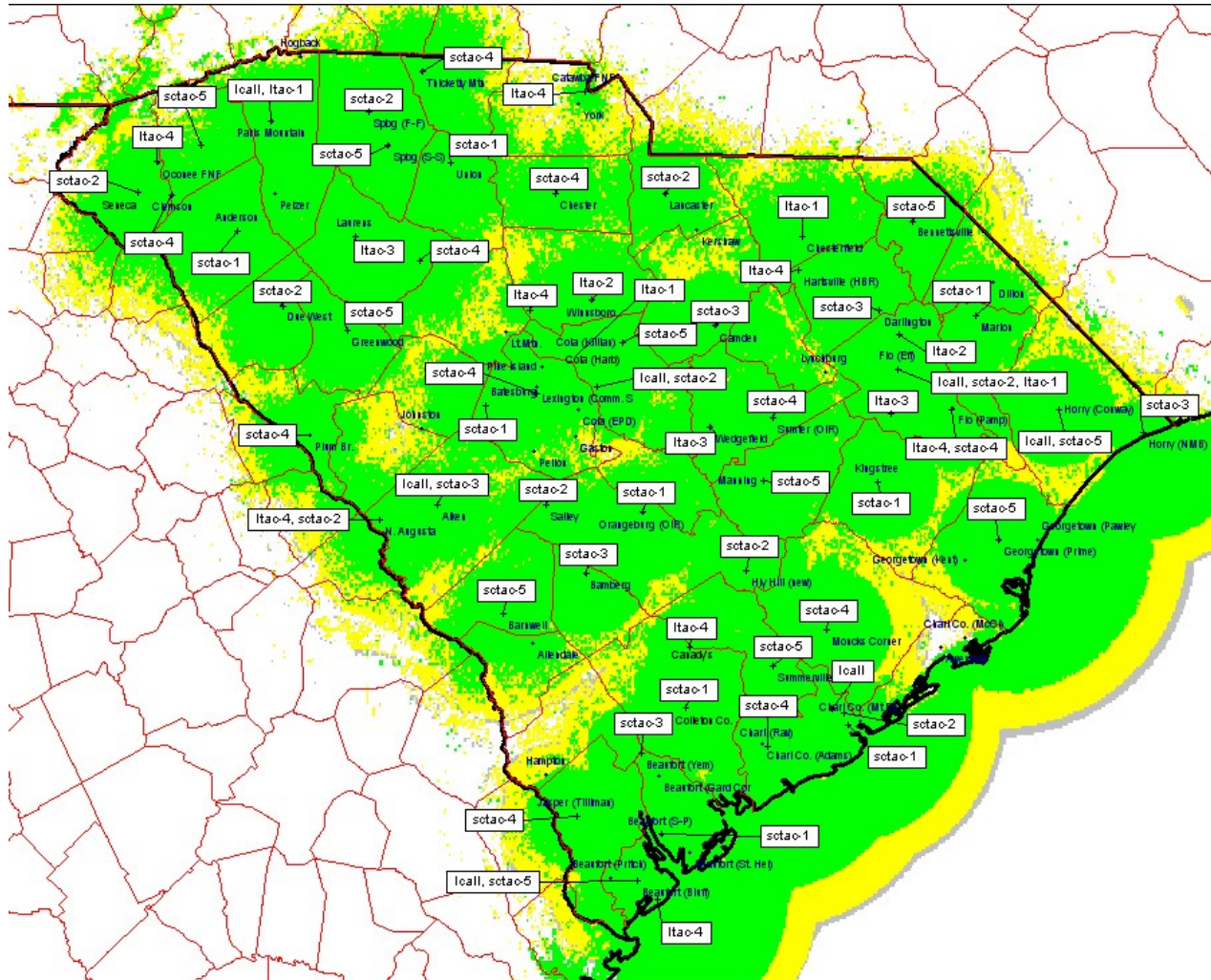


ATTACHMENT 13: STATE'S OPERATIONAL AREAS MAP



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ATTACHMENT 14: PALMETTO 800 FIX MOBILE COVERAGE



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**ATTACHMENT 15: CONVENTIONAL 800 MHZ MOBILE COVERAGE =  
TOWER LOCATIONS**

