

Emergency Support Function (ESF) 2 – Communications and Warning

Coordinating Department (Warning)

Department of Public Safety (Communications/Police Operations/Emergency Management)

Coordinating Department (Communications)

Information Technology (Telecommunications)

Office of the Chancellor

University Communications & Media Relations

Supporting Outside Agencies

Cisco, CenturyLink, West-tech Communications, Colorado Springs Police Department (Communications Division), City of Colorado Springs and El Paso County (Radio Communications), Rave Mobile Solutions (UCCSAlerts), Communications Solutions, Verizon Wireless

Section I: Function Activation

Scope

The scope of this annex is to describe the communications and warning systems that will be used by UCCS prior to, during, and after a significant event. These systems will be used in support of the Emergency Operations Center (EOC), the campus community, and first responders. They include, but are not limited to, radio communications, landline telephone, cellular telephone, electronic and other specialized communications, and the campus' Emergency Notification System (ENS).

Concept of Operations

A. General

1. In the event of a significant incident on campus, communications and warning assets will be prioritized to support life safety, incident stabilization, and protection of property and the environment.
2. All communications and warning systems will coordinate activity with the Emergency Operations Center (EOC) or Incident Command Post (ICP) as appropriate. A representative from UCCS Information Technology (Telecommunications) may be requested to respond to the EOC or ICP if necessary.

B. Specific

1. Telecommunications

- a) A portion of campus telephone communication is accomplished through hard line telephone systems, with switches located in the El Pomar Center, Alpine Village, and University Hall. These switches are independent and the system is not

redundant. The campus system can handle approximately 60 incoming or outgoing calls at a time.

b) In 2011, the majority of the campus phone system is operated through Voice over Internet Protocol (VoIP), and utilizes the campus network and servers in IT/El Pomar Center.

c) CenturyLink cables enter the main campus from the sidewalk on Austin Bluffs to a cabinet in El Pomar with 4 T1 lines.

d) Non-switched backup telephone service currently runs to the Public Safety Building (Dispatch Center) as well as the EOC. However, the T1 line enters campus at the same location as the switched lines, so damage to that physical area will still render the phones inoperative.

e) Response time for on-campus telecommunications failures is normally 1-2 hours through West-tech Communications. Response times for failures to the off-campus CenturyLink system are not guaranteed.

f) Battery backup of the campus ANALOG telephone switches will last 4-6 hours in the event of a prolonged power failure. VoIP equipment will last no longer than 30 minutes by the UPS, or until IT shuts down servers, whichever occurs first.

g) The campus fire alarm network is independent of the telephone system.

2. Department of Public Safety Communications/Police Operations/Emergency Management

a) Police radios are integrated into the Pikes Peak Radio Communications Network (PPRCN) 800 MHz system. These radios are capable of working with any other agency in El Paso County. This system (other than the equipment specifically used by the Department of Public Safety) is maintained by PPRCN.

b) The non-sworn members of the Department of Public Safety utilize a campus-specific digital UHF radio system. This system belongs entirely to the campus with all infrastructure located on campus property. This system also acts as a backup to the police radios in the event of PPRCN network failures.

c) The Public Safety radio system is integrated into a campus-wide network utilized by Public Safety, Transportation, the University Center, Athletics, Residence Life, the Recreation Center, Facilities Services, Dining and Food Services, and Information Technology. In an emergency, all campus radios can communicate on department channels or on a campus-wide emergency channel.

d) In the event of an emergency, Dispatch is capable of evacuating the center and setting up remotely. El Pomar Center room 105 is wired to facilitate Dispatch's Telecommunications and Information Technology requirements and can be quickly activated.

e)Dispatch and Emergency Management have multiple methods for making emergency public notifications. These include:

- i. Campus email;
- ii. Flashnews internet reporting;
- iii. Website and Emergency Information (closure) line updating; and
- iv. The Emergency Notification System, which is capable of text messaging, email, RSS feeds, social media integration (including, but not limited to Facebook and Twitter), and limited reverse calling functions.
- v. Social media channels, to include but not limited to, Facebook, Twitter, and YouTube.

Section II: Pre-Event Coordination and Planning Responsibilities

Coordinating Departments

Information Technology (Telecommunications)

- A. Maintain personnel on-call information with the Department of Public Safety (Dispatch).
- B. Coordinate routine and preventive maintenance to ensure emergency communications capabilities.

Department of Public Safety (Dispatch & Police) / Emergency Management

- A. Maintain capabilities and training to provide operations at a remote site.
- B. Coordinate tests and exercises involving all modes of communications and the Emergency Notification System to ensure functionality and staff familiarity.

Office of the Chancellor

- A. Authorize appropriate communications and warnings to the campus and local communities

University Communications and Media Relations

- A. Coordinate the use and monitoring of social media outlets

Supporting Outside Agencies and Facilities

West-tech Communications

- A. Provide routine and emergency telecommunications maintenance and repairs per contract.

Cisco

- A. Provide support for VoIP hardware

Century Link

- A. Provide support for VoIP hardware and infrastructure.
- B. Maintain campus trunk lines and independent extensions per contract.

Colorado Springs Police Department (Communications Division)

- A. Maintain primary 911 and Colorado Springs Police Department responsibilities.
- B. Provide redundant UCCS Police dispatching if requested.

City of Colorado Springs (Radio Communications)

- A. Provide UCCS Police radio installation, repair, and maintenance per contract.

Rave Mobile Solutions (UCCSAlerts)

- A. Provide Emergency Notification Services per contract.

Communications Solutions

- A. Provide UCCS campus radio installation, repair, and maintenance per contract.

Verizon Wireless

- A. Provide emergency cellular services through the Verizon Crisis Response Team (VCRT) including:
 - 1. Portable cellular towers;
 - 2. Network support;
 - 3. Law Enforcement Resource Teams; and
 - 4. Emergency cellular phone caches.