



## Operational Communication Plan

### **Purpose**

The purpose of this communication plan is to outline how the TCC EOC will communicate information to Bay of Plenty GECC and key stakeholders during a response.

### **Primary Communication Methods**

The primary methods of communication between the EOC, GECC and partner agencies will be through the cell phone service and through email.

The primary point of contact, and triage for all communications coming into the EOC should be through the Operations Team either via phone or email. The phone and email details are in Appendix A.

Wifi Capability – we have 7 wireless access points spread throughout 46 Spring St. Provided everyone is spread out at the desks and not congregated in one spot, this could handle the fully populated desks. If there are any issues, the digital support team can easily add access points with the spares they hold in stock.

### **Notification of an Activation**

When we activate in response to an event, it is the responsibility of the Local Controller to ensure the Group Duty Manager is notified of the activation. This can be done through the Duty EMO. It will then be the responsibility of the Group Duty Manager to ensure all Bay of Plenty local authorities/coordination centres are notified of the event in case support for the activation is required.

### **Dedicated Operations Centre Contact details**

Our EOC is required to have dedicated points of contact while activated. These points of contact are to be used for activation purposes only and should not be an individual's personal contact details or those used for other Council functional purposes.

The dedicated EOC Function specific contact details are detailed in Appendix A.

### **Information distribution**

Where the EOC is required to distribute information (e.g., sitreps, action plans) the operations desk will distribute directly to the GECC operations function as required.

If the GECC is not activated, correspondence will be sent to the Group Duty Manager.



### Secondary Communications

Where there is an impact on the telecommunications infrastructure, Satellite communications will be used as the secondary form of communication between coordination centres and partner agencies.

Coordination Centre	Satellite Phone Number
<b>Group ECC</b>	+
<b>Western BOP EOC</b>	+
<b>Rotorua EOC</b>	+
<b>Whakatane EOC</b>	+ s 7(2)(a) - Privacy
<b>Opotiki EOC</b>	+
<b>Kawerau EOC</b>	+
<b>Tauranga EOC</b>	+

When there is telecommunications failure, each coordination centre will ensure their satellite phone is turned on and being monitored by their respective operations desk.

Satellite Phone instruction is provided in Appendix 2.

### Tertiary Communications

Where Satellite communications are not an option or there is a need to supplement the communications capability, VHF will be used to communicate between the coordination centres.

- Communication between TCC EOC and GECC will be done using Channel ES148 REV.
- Communication between TCC EOC and Western BOP EOC will be on channel ES4.
- Communication between TCC EOC and BOP DHB EOC will be on channel ES4.

TCC EOC does not have clear communication with any other EOC due to interference of VHF frequency. If required, messages can be relayed through GECC or Western BOP EOC.

Basic VHF radio communication instruction is provided as Appendices 3.

### Communication with Iwi/Maori

Communication with Iwi should initially be directed through the Iwi liaison representative within the EOC. If unavailable communications could be directed through TCC's Takawaenga Maori team.



### **Public Communications Plan**

To ensure a coordinated approach is taken to public engagement, the Lead agency will be responsible for the development and dissemination of the responses Public Communication Plan. Any support agency developing an organisation Public Communications Plan will align their respective Communications Plan to the lead agencies arrangements.

### **Appendices**

- **Appendix 1 – Contact details**
- **Appendix 2 – Satellite Phone Instructions**
- **Appendix 3 – Basic VHF Radio Communication**



# Appendix 1

## Contact Details

<b>Tauranga City Council Emergency Operations Centre Contact Details</b>	
<b>Primary Point of contact</b>	
Operations	s 7(2)(a) - Privacy
<b>EOC Function Contacts</b>	
Controller	s 7(2)(a) - Privacy
PA to Controller	
Response Manager	
Iwi liaison	
Planning	
Intelligence	
PIM	
Operations Manager	
Logistics	
Welfare	
Safety	
<p><b>Mission Clarity</b>            Due to the nature and purpose of the EOC it is important that these contact details are not public facing, and that these details are not shared publicly. Should the EOC, in an event specific instance, require a public interface a number will be provided and publicised specific to the need at that time</p>	



<b>Group Emergency Coordination Centre Contact Details</b>	
<b>Primary Point of contact</b>	
Operations Manager	s 7(2)(a) - Privacy
<b>GECC Function Contacts</b>	
Controller	s 7(2)(a) - Privacy
Response Manager	
Welfare	
Iwi Technical Advisor	
Intelligence	
Logistics	
PIM	
Planning	
<p><b>Mission Clarity</b>            Due to the nature and purpose of the GECC it is important that these contact details are not public facing, that these details are not shared publicly. Should the GECC in an event specific instance require a public interface a number will be provided and publicised specific to the need at that time.</p> <p><b>Calls Only</b>            Due to record keeping requirements and the potential impact on travel, the dedicated GECC phones will only be used for calls and not texts. All written communication should be sent via email.</p>	

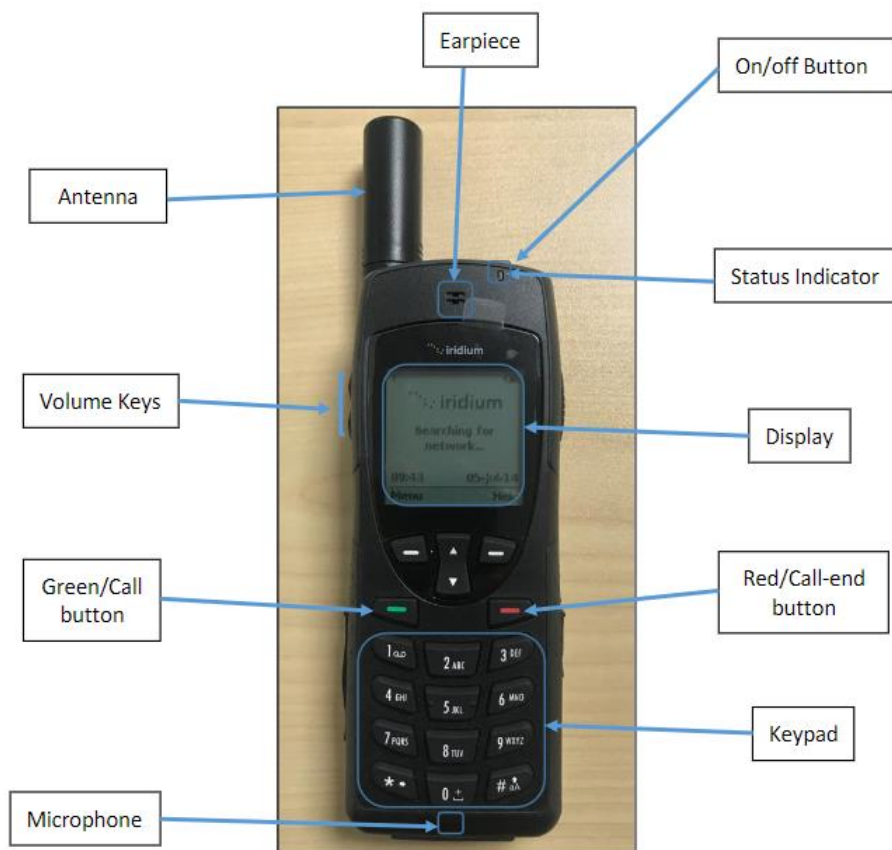
## Appendix 2.

# Satellite Phone Instructions

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### Satellite Phone Overview

To make and receive calls using the Iridium 9555 Satellite Phone, the following overview is required.






### Making and Receiving Calls

 <p>On/off Button</p>	<ol style="list-style-type: none"> <li>1. Turn on the satellite phone using the on off button. The screen will come on and begin searching for a network.</li> </ol>
 <p>Signal Strength</p> <p>Network/Sim Status</p>	<ol style="list-style-type: none"> <li>2. Before making a call, ensure the phone has obtained a signal and has registered.</li> </ol> <p><i>Note that it is unlikely that a good signal will be obtained within a building. Therefore you will need to move to a location outside where you get a suitable signal.</i></p>
	<ol style="list-style-type: none"> <li>3. Before making a call, the satellite phone must first be extended and angled to point towards the sky while in use</li> </ol>



	<ol style="list-style-type: none"><li>4. Using the keypad, call the number you need to dial and then press the green call button.</li><li>5. To end a call at any time, simply press the red call end button.</li></ol>
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### **Dialling out: New Zealand Numbers**

To make a call using a satellite phone, the country code of the phone being called needs to be added to the start of the number and must replace the leading zero. The country code for New Zealand is 0064. Therefore, making a call to a New Zealand number starting with '027', would become '006427'.

For example; s 7(2)(a) - Privacy would become s 7(2)(a) - Privacy

### **Dialling out: Satellite Phone's**

When calling another Satellite phone, the leading code will be determined by the network service provider and therefore a satellite phone in New Zealand would not use '0064'. Because of the variation in numbers, always ensure you have the full number when dialling another satellite phone.

All Bay of Plenty CDEM Group Satellite phones have their full number printed on the back and can be found within the BOP CDEM Group Contacts App with in the coordination centre contact details.



## Appendix 3.

# Basic VHF Radio Communication

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### **Role**

CDEM Groups use VHF radios to provide alternative communication capability in an emergency.

### **Basic guidelines**

- Each burst kept under 30 seconds
- Use phonetic alphabet when spelling words
- Clarity: Your voice should be clear. Speak a little slower than normal. Speak in a normal tone, do not shout.
- Simplicity: Keep your message simple enough for intended listeners to understand.
- Brevity. Be precise and to the point.

### **Setting up the radio**

The CD Radio should always be left on to help regulate the temperature of the equipment. It has 2 x pre-set Channels.

- s 7(2)(a) - Privacy – This channel is for communication directly between Group and TCC. You will not hear the response other channel users.
- s 7(2)(a) - Privacy – This is Groups channel for comms to each local authority and Regional Council.
- ES4 – WBOPDC use this channel to communicate with outposts ie: Matakana Is, Katakati, Waihi etc



If you need to swap between channels, select the appropriate arrow (shown below) till the correct channel is shown on the digital display.



Audio and chat setup. This radio has been set up to either listen through the headset or through the radio unit. The switch is shown below.

- Audio off is for all communication to be received and delivered through the headset only. When it is time to talk, you will need to depress the switch halfway down the headset cord.
- Audio on is for all communication to be received and delivered through the radio unit. To talk you need to pick up the handset and depress the switch and talk into the handset.



## Radio Checks

The purpose of a radio check is to ensure when communicating via VHF you can hear messages clearly and be understood clearly. Regular checks ensure we maintain this capability.

### Initiating a radio check

The person initiating a radio check should say the callsign (name) of the station being called. The words "THIS IS" the callsign of the station calling. The prowords "RADIO CHECK" followed by "OVER"

E.g.: If hailing Whakatane District Council

TCC: **Whakatane, Whakatane. This is Tauranga, Tauranga. Radio Check. Over.**

Whakatane: **Tauranga. This is Whakatane. You are loud and clear. Over.**

TCC: **Whakatane. This is Tauranga. You are also loud and clear. Out.**



### Common radio prowords and definitions

<b>Proword</b>	<b>Definition</b>
<b>ACKNOWLEDGE</b>	Acknowledging a message has been heard.
<b>CORRECT</b>	You are correct, or what you transmitted is correct.
<b>CORRECTION</b>	What has been said is wrong, the correct version is...
<b>FIGURES</b>	Used before sending groups of figures digit by digit.
<b>FROM</b>	Used by relaying station to indicate the station originating the message.
<b>I READ BACK</b>	Used by a receiving station to satisfy himself that he has received the transmission correctly.
<b>I SAY AGAIN</b>	Used by sender when making repetitions for emphasis.
<b>I SPELL</b>	Used when spelling out a word.
<b>MORE TO FOLLOW</b>	Used when message is long to break it up.
<b>NOTHING HEARD</b>	Indication that no signals have been received from a particular station.
<b>OUT</b>	This is the end of my transmission. No reply is expected.
<b>OUT TO YOU</b>	This is the end of my transmission to you. No reply is expected and a call to another station follows immediately.
<b>OVER</b>	This is the end of my transmission to you; a reply or acknowledgement is required, go ahead and transmit.
<b>RADIO CHECK</b>	Report how you receive my transmission.
<b>ROGER</b>	I have received your last transmission satisfactorily.
<b>SAY AGAIN</b>	Request for repetition of all or part of a transmission.
<b>SEND</b>	I am ready to receive your transmission.
<b>SPEAKING</b>	Used, in conjunction with an appointment title, to indicate who is speaking.
<b>THIS IS</b>	Indicates the identity of calling station.
<b>WAIT</b>	I must pause for up to 5 seconds before replying. No other station is to transmit during this period.
<b>WAIT OUT</b>	Your transmission is received; a further transmission on the same subject will follow later. Other stations may continue to transmit as normal.
<b>WILCO</b>	Message received, understood and will be complied with.



### Phonetic Alphabet

If you need to spell a word over the radio, we use the phonetic alphabet. The words we use have been set out on the table below.

LETTER	WORD USED	HOW TO SAY THE WORD
<b>A</b>	ALPHA	AL-fah
<b>B</b>	BRAVO	BRAH-vo
<b>C</b>	CHARLIE	CHAR-lee
<b>D</b>	DELTA	DELL-tah
<b>E</b>	ECHO	ECK-oh
<b>F</b>	FOXTROT	FOKS-trot
<b>G</b>	GOLF	Golf
<b>H</b>	HOTEL	Hoh-TELL
<b>I</b>	INDIA	IN-dee-ah
<b>J</b>	JULIET	JEW-lee-ETT
<b>K</b>	KILO	KEE-lo
<b>L</b>	LIMA	LEE-mah
<b>M</b>	MIKE	Mike
<b>N</b>	NOVEMBER	No-VEM-ber
<b>O</b>	OSCAR	OSS-car
<b>P</b>	PAPA	Pah-PAH
<b>Q</b>	QUEBEC	Kweh-BECK
<b>R</b>	ROMEO	RO-me-oh
<b>S</b>	SIERRA	See-AIR-ah
<b>T</b>	TANGO	TANG-go
<b>U</b>	UNIFORM	YOU-knee-form
<b>V</b>	VICTOR	VIK-tah
<b>W</b>	WHISKEY	WISS-key
<b>X</b>	X-RAY	ECKS-ray
<b>Y</b>	YANKEE	YANG-kee
<b>Z</b>	ZULU	ZOO-loo



### Pronouncing numbers

NUMBER	HOW TO SAY IT	COMMENTS
1	WUN	Emphasis on the N
2	Too	Short T and long "oo"
3	Thur-ee	Short U, slight roll of R, long "e"
4	FO-wer	Long "O" as in "FOE"
5	FI-yIV	Long 1 <sup>st</sup> "I" as in "PIE", short 2 <sup>nd</sup> "I" as in "GIVE"
6	siX	Emphasis on the "X"
7	SEV-en	2 distinct syllables, with the "en" as in "HEN"
8	Ate	Long "A" as in ATE
9	NINer	Long "I" as in "PIE". Emphahsise each "N"
0	ZERo	Emphasise first syllable