2022 Service Denied Exercise (Pinellas County Segment) ACS Exercise Evaluation Guide for Communications Control Center

5 September 2022   Revision Draft REV (A)

Abstract

This document is used by exercise evaluators to document and score the performance of ACS Radio Operators (RADOs) during a simulated deployment to an Incident Communication Center, ICS staging area, or point of distribution center. This exercise is a component of the 2022 Service Denied Exercise and is sponsored by the Pinellas County department of emergency management.

Michael Drake
WA1RYQ

Homeland Security Exercise and Evaluation Program (HSEEP)

Record of Changes

REVISION	DESCRIPTION	DATE
Draft Rev (-)	Initial Release	08/31/2022
Draft Rev (A)	• Corrected minor formatting and spelling issues. • Corrected first use of abbreviations. • Updated wording to better clarify the meaning of the following critical tasks: DCT6T7, DCT6T8, DCT7T7, and DCT8T7. • Updated AUXC PTB traceability in Section 3 for the following Critical Tasks: DCT1T3, DCT3T3, DCT5T3, DCT6T3, DCT7T3, and DCT8T3.	09/05/2022

1 OVERVIEW

The *2022 Service Denied Exercise (Pinellas County Segment) – ACS Exercise Evaluation Guide for Communications Control Centers* documents the objectives, organizational capability targets, and critical tasks that were allocated to Auxiliary Communication Service (ACS) Radio Operators (RADOs) deployed to Pinellas County Communication Control Centers during the **2022 Service Denied** exercise. The document also contains a score sheet to be used by exercise evaluators to document player performance.

Exercise Name	**2022 Service Denied**
Exercise Dates	October 1st,2022
Scope	The Pinellas County segment of this exercise will evaluate the communications objectives and critical tasks performed by Pinellas ACS during a communications and power system emergency.
Focus Area(s)	Response
Capabilities	Operational Communications
PINCO-ACS Objectives	1. (DE01) During a simulated regional communications emergency, the Pinellas County ACS will emplace, configure, operate, and maintain deployable satellite ground stations that provide high speed internet, cellular phone, and Voice over Internet Protocol (VoIP) phone services to collocated emergency management personnel. Resource deployment, equipment operation, and demobilization will be performed in accordance with ACS standard operating procedures. 2. (DE02) During a simulated regional communications emergency, the Pinellas County ACS will emplace, configure, and maintain deployable Communications Command Centers that can support High Frequency (HF), Very High Frequency (VHF), Ultra High Frequency (UHF) amateur radio voice and data networks; SHARES voice and data networks; 700 and 800 MHz public safety networks, and maritime VHF radio communications. Resource deployment, equipment operation, and demobilization will be performed in accordance with ACS standard operating procedures.

Exercise Name	2022 Service Denied
	3. (DE03) During a simulated regional communications emergency, the Pinellas County ACS will emplace, configure, and maintain deployable Communications Command Centers that support high speed ethernet and Wi-Fi internet service; and VoIP telephone service to co-located emergency management personnel by using a commercially available cellular service Wide Area Network (WAN) backhaul capability. Resource deployment, equipment operation, and demobilization will be performed in accordance with ACS standard operating procedures
	4. (DE04) During a simulated regional communications emergency, Pinellas ACS RADOs located at deployable Communications Control Centers will establish and maintain VHF/UHF amateur radio and 800 MHz Public Safety voice and data networks that support resource management and tactical message exchanges between deployed ACS resources, Pinellas County municipalities, partner agencies, and the Pinellas County EOC. Network establishment, network management, and message exchange protocols will be performed in accordance with ACS standard operating procedures.
	5. (DE05) During a simulated regional communications emergency, Pinellas ACS RADOs located at deployable Communications Control Centers will establish and maintain HF amateur voice, HF amateur digital, SHARES voice, and SHARES digital radio networks that support resource management and tactical message exchanges between deployed ACS resources, the Pinellas County EOC, and the state of Florida EOC. Network establishment, network management, and message exchange protocols will be performed in accordance with ACS standard operating procedures.
Venue	*Pinellas County Incident Communication Centers*
Threat/Hazard	Communication and power distribution system emergency
Scenario	On October 1, 2022, at approximately 0900 EDT, news stations across the state have reported mass outages of all telecommunications services throughout the state of Florida. Service outages began with internet service being unavailable, but the outages have since spread to cellular and traditional voice communications methods.
Sponsor	Pinellas County Department of Emergency Management (DEM)

Exercise Name	**2022 Service Denied**
Participating Organizations	Pinellas County Auxiliary Communication Service.
Point of Contact	Clayton Parrott PMP, FPEM Pinellas County ACS/ARES EC- RO Phone (727) 464-4526 Cell: (727) 647-2388 cparrott@pinellascounty.org

1.1 CORE CAPABILITY: OPERATIONAL COMMUNICATIONS

Ensure the capacity for timely communications in support of security, situational awareness, and operations by any and all means available, among and between affected communities in the impact area and all response forces.

1.2 ICC OBJECTIVE AND CAPABILITY HIERARCHY

Figure 1 displays the hierarchy of exercise objectives and capability targets allocated to ACS RADOs deployed to each Incident Communications Center venue.

2022 Service Denied Exercise (Pinellas County Segment)
ACS EEG –Communications Control Center
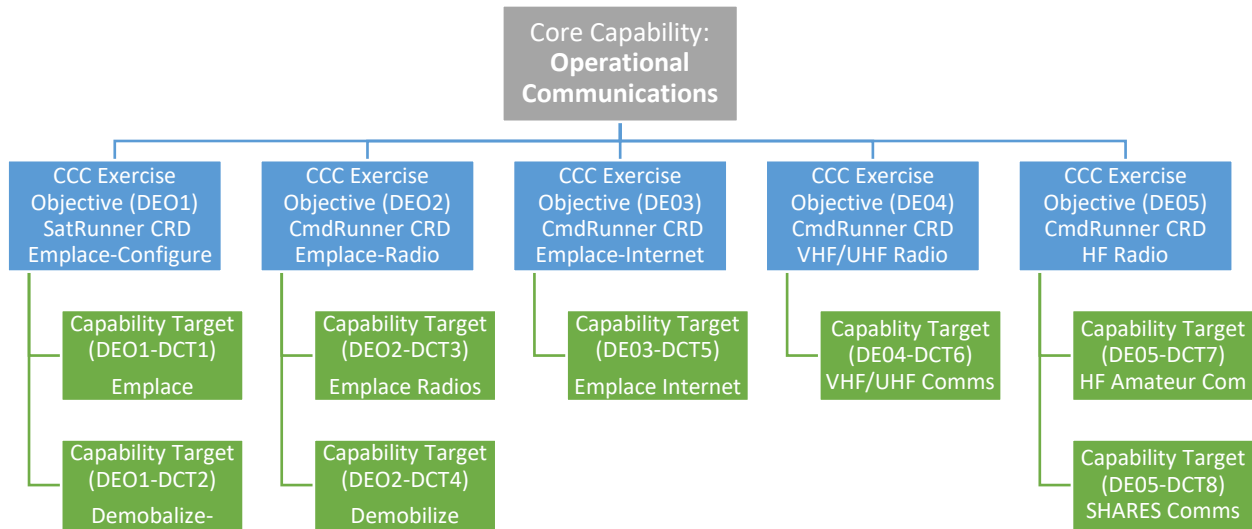Draft Rev (A)
5 September 2022

Figure 1. Communications Control Center – Capability Hierarchy

1.3   ALIGNMENT OF EXERCISE OBJECTIVES

The *2022 Service Denied* exercise plan identifies six objectives for the exercise. These objectives are listed in Table I. Venue specific objectives for each Pinellas County deployable Communications Control Center were previously defined and detail the capability targets and critical tasks needed to demonstrate compliance with the overarching *2022 Service Denied* exercise objectives.

Table I contains a cross reference between the *2022 Service Denied* exercise objectives and Communications Control Center venue specific objectives and capability targets. The exercise scenario states that all internet, phone, cellular phone, and regional communication satellite capabilities are inoperative; Therefore, Communications Control Center objectives *DE01* and *DE03* are not applicable and will not be evaluated during this exercise.

Table I. Exercise Objective Cross-Reference

	Exercise Objectives	PACS Objectives	Capability Targets
1	Ability to activate communication resources without traditional methods such as phone, text, or email.	DE02, DE04, DE05	DCT3, DCT6, DCT7, DCT8
2	Ability to communicate with state and other agency Departments of Emergency Management using only amateur or SHARES radio.	DE05	DCT7, DCT8
3	Ability to send structured messages by one or more techniques a. Ability to correctly utilize Incident Command System (ICS) forms for official messaging. b. Ability to provide health and welfare messaging to public.	DE02, DE04, DE05	DCT3, DCT6, DCT7, DCT8
4	Ability to gather and report situational utility reports from both agencies and individuals	DE02, DE04, DE05	DCT3, DCT6, DCT7, DCT8
5	Ability to withstand loss of electricity	DE02	DCT3
6	Interoperability	DE02, DE04, DE05	DCT3, DCT6, DCT7, DCT8

2 ORGANIZATIONAL CAPABILITY TARGETS AND TASKS

The following capability targets have been established for Pinellas ACS RADOs deployed to Pinellas County Communication Control Centers. For each target, it is the responsibility of the Pinellas County Department of Emergency Management to transport the identified SatRunner™ and CommandRunner™ Compact Rapid Deployable™ (CRD™) units to and from the specified deployment locations.

2.1 SATRUNNER™ CRD™ EMPLACEMENT AND CONFIGURATION (DEO1)

During a simulated regional communications emergency, the Pinellas County ACS will emplace, configure, operate, and maintain deployable satellite ground stations that provide high speed internet, cellular phone, and VoIP phone services to collocated emergency management personnel. Resource deployment, equipment operation, and demobilization will be performed in accordance with ACS standard operating procedures.

2.1.1 Organizational Capability Target (DCT1).

Within 30 minutes of arrival at an ICC, ICS staging area, or point of distribution center, emplace and configure a SatRunner™ CRD™ to provide AT&T Firstnet® and Verizon cellular service; high speed ethernet and Wi-Fi internet service; and VoIP telephone service to co-located emergency management personnel by using an embedded Satellite WAN backhaul capability. Communication and internet services are to be maintained for the duration of a 72-hour incident at locations that provide shelter from the elements but are unable to provide AC power for equipment operation.

2.1.1.1 Critical Tasks

   a.   (DCT1T1) ACS RADO obtains, assembles, and prepares the material for a personal Go-Kit that will support a 72-hour remote site activation.

b. (DCT1T2) When notified of ACS activation (Pinellas Alert, Email, text, phone, or radio), the ACS RADO notifies the ACS Radio Officer (RO) that he or she is available for activation and accepts the remote activation assignment.

c. (DCT1T3) ACS RADO arrives at the assigned location at the designated reporting time; completes the incident check-in process; and is shown to be properly equipped and attired.

d. (DCT1T4) ACS RADO obtains incident specific information regarding the deployment from ACS RO/Deputy RO (deployment location, duration, time of arrival, ICS 204, ICS 205, etc.).

e. (DCT1T5) ACS RADO will emplace and configure the SatRunner™ CRD™ to operate using its gasoline powered AC generator, monitor the operational status of the CRD™ power system, and take corrective action if an error is detected.

f. (DCT1T6) ACS RADO evaluates and monitors equipment installation for compliance with all applicable safety procedures and appropriate equipment grounding practices.

g. (DCT1T7) ACS RADO configures the SatRunner™ CRD™ to use a SATCOM WAN backhaul circuit, verifies proper satellite WAN connectivity, monitors the operational status of the satellite WAN, and takes corrective action if an error is detected.

h. (DCT1T8) ACS RADO configures the SatRunner™ CRD™ to provide AT&T Firstnet® and Verizon cellular service; verifies and monitors the operational status of both cellular net services; and takes corrective action if an error is detected.

i. (DCT1T9) ACS RADO configures the SatRunner™ CRD™ to provide highspeed internet, Wi-Fi, and VoIP telephone capabilities to co-located emergency management personnel, verifies and monitors the operational status of each capability, and takes corrective action if an error is detected.

j.   (DCT1T10) ACS RADO maintains a site-specific ICS 214 throughout the activation period.

2.1.1.2   Source(s):

a.   Pinellas County ACS/ARES® Emergency Communication Plan and Standard Operating Procedures

b.   Incident specific ICS 205

c.   Position Task Book (PTB) for the Position of Auxiliary Communicator (AUXC)

d.   SatRunner™ CRD™ installation and operating procedures document

2.1.2   Organizational Capability Target (DCT2).

Within 1 Hour of ACS and site deactivation, power down; inventory and stow all ancillary equipment; and configure for transport a SatRunner™ CRD™. Once complete, demobilize resources.

2.1.2.1   Critical Tasks

a.   (DCT2T1) ACS RADO packs, and readies for transport all personal Go-kit material.

b.   (DCT2T2) ACS RADO powers down; inventories and stows all ancillary equipment; and configures for transport a SatRunner™ CRD™.

c.   (DCT2T3) ACS RADO finalizes the site ICS 214; secures a copy of the event's ICS documentation package (e.g., ICS 201, ICS 205, elements of Incident Action Plan, etc.); and delivers station records to the Pinellas ACS Admin Officer.

d.   (DCT2T4) ACS RADO returns home and notifies EOC via ACS tactical-resource net of site departure and safe arrival home.

2.1.2.2   Source(s):

a.   Pinellas County ACS/ARES® Emergency Communication Plan and Standard Operating Procedures

b.   Incident specific ICS 205

c.   PTB for the Position of Auxiliary Communicator

d.   SatRunner™ CRD™ installation and operating procedures document

2.2   COMMANDRUNNER™ CRD™ EMPLACEMENT & RADIO CONFIGURATION (DEO2)

During a simulated regional communications emergency, the Pinellas County ACS will emplace, configure, and maintain deployable Communications Command Centers that can support HF, VHF, UHF amateur radio voice and data networks; SHARES voice and data networks; 700 and 800 MHz public safety networks, and maritime VHF radio communications. Resource deployment, equipment operation, and demobilization will be performed in accordance with ACS standard operating procedures.

2.2.1 Organizational Capability Target (DCT3).

Within 1 Hour of arrival at an ICC, ICS staging area, or point of distribution center, emplace and configure a CommandRunner™ CRD™ to support Amateur Radio (VHF, UHF, and HF) voice and Winlink Digital networks; SHARES voice and data networks, 700 and 800 MHz public safety networks, and maritime VHF communications. Communication services are to be maintained for the duration of a 72-hour incident at locations that provide shelter from the elements but are unable to provide AC power for equipment operation.

2.2.1.1 Critical Tasks

a.   (DCT3T1) ACS RADO obtains, assembles, and prepares the material for a personal Go-Kit that will support a 72-hour remote site activation.

b.   (DCT3T2) When notified of ACS activation (Pinellas Alert, Email, text, phone, or radio), the ACS RADO notifies the ACS RO that he or she is available for activation and accepts the remote activation assignment.

c. (DCT3T3) ACS RADO arrives at the assigned location at the designated reporting time; completes the incident check-in process; and is shown to be properly equipped and attired.

d. (DCT3T4) ACS RADO obtains incident specific information regarding the deployment from ACS RO/Deputy RO (deployment location, duration, time of arrival, ICS 204, ICS 205, etc.).

e. (DCT3T5) ACS RADO will emplace and configure the CommandRunner™ CRD™ to operate using its gasoline powered AC generator, monitor the operational status of the CRD™ power system, and take corrective action if an error is detected.

f. (DCT3T6) ACS RADO configures radios to support Amateur Radio (VHF, UHF, and HF) voice and digital networks; SHARES voice and data networks, 700 and 800 MHz public safety networks, and maritime VHF communication.

g. (DCT3T7) ACS RADO deploys antenna systems that support Amateur Radio (VHF, UHF, and HF) voice and digital networks; SHARES voice and data networks, 700 and 800 MHz public safety networks, and maritime VHF communication.

h. (DCT3T8) ACS RADO evaluates and monitors each CRD™ antenna system to ensure that the antenna system's SWR is less than 3:1 for each operational frequency documented in the Incident Action Plan's ICS 205 and takes corrective action if an error is detected.

i. (DCT3T9) ACS RADO evaluates and monitors equipment installation for compliance with all applicable safety procedures and appropriate equipment grounding practices.

j. (DCT3T10) ACS RADO configures CRD™ computer systems and Terminal Node Controllers (TNCs) to support Winlink digital communications.

k. (DCT3T11) ACS RADO maintains a site-specific ICS 214 throughout the activation period.

2.2.1.2   Source(s):

a.   Pinellas County ACS/ARES® Emergency Communication Plan and Standard Operating Procedures

b.   Incident specific ICS 205

c.   PTB for the Position of Auxiliary Communicator

d.   CommandRunner™ CRD™ installation and operating procedures document

e.   SHARES *TBD*

2.2.2 Organizational Capability Target (DCT4).

Within 1 Hour of ACS and site deactivation, power down; inventory and stow all ancillary equipment; and configure for transport a CommandRunner™ CRD™. Once complete, demobilize resources.

2.2.2.1   Critical Tasks

a.   (DCT4T1) ACS RADO packs, and readies for transport all personal Go-kit material.

b.   (DCT4T2) ACS RADO powers down; inventories and stows all ancillary equipment; and configures for transport a CommandRunner™ CRD™.

c.   (DCT4T3) ACS RADO finalizes the site ICS 214 and ICS 309; secures a copy of the event's ICS documentation package (e.g., ICS 201, ICS 205, elements of Incident Action Plan, etc.); and delivers station records to the Pinellas ACS Admin Officer.

d.   (DCT4T4) ACS RADO returns home and notifies Pinellas EOC via ACS tactical-resource net of site departure and safe arrival home.

2.2.2.2   Source(s):

a.   Pinellas County ACS/ARES® Emergency Communication Plan and Standard Operating Procedures

b.   Incident specific ICS 205

c.   PTB for the Position of Auxiliary Communicator

d.   CommandRunner™ CRD™ installation and operating procedures document

2.3 CommandRunner™ CRD™ Emplacement and Internet Configuration (DEO3)

During a simulated regional communications emergency, the Pinellas County ACS will emplace, configure, and maintain deployable Communications Command Centers that support high speed ethernet and Wi-Fi internet service; and VoIP telephone service to co-located emergency management personnel by using a commercially available cellular service WAN backhaul capability. Resource deployment, equipment operation, and demobilization will be performed in accordance with ACS standard operating procedures

2.3.1 Organizational Capability Target (DCT5).

Within 1 Hour of arrival at an ICC, ICS staging area, or point of distribution center, emplace and configure a CommandRunner™ CRD™ to support high speed ethernet and Wi-Fi internet service and VoIP telephone service to co-located emergency management personnel by using a commercially available cellular service WAN backhaul capability. Communication services are to be maintained for the duration of a 72-hour incident at locations that provide shelter from the elements but are unable to provide AC power for equipment operation.

2.3.1.1 Critical Tasks

    a.   (DCT5T1) ACS RADO obtains, assembles, and prepares the material for a personal Go-Kit that will support a 72-hour remote site activation.

    b.   (DCT5T2) When notified of ACS activation (Pinellas Alert, Email, text, phone, or radio), the ACS RADO notifies the ACS RO that he or she is available for activation and accepts the remote activation assignment.

    c.   (DCT5T3) ACS RADO arrives at the assigned location at the designated reporting time; completes the incident check-in process; and is shown to be properly equipped and attired.

    d.   (DCT5T4) ACS RADO obtains incident specific information regarding the deployment from ACS RO/Deputy RO (deployment location, duration, time of arrival, ICS 204, ICS 205, etc.).

e. (DCT5T5) ACS RADO will emplace and configure the CommandRunner™ CRD™ to operate using its gasoline powered AC generator, monitor the operational status of the CRD™ power system, and take corrective action if an error is detected.

f. (DCT5T6) ACS RADO evaluates and monitors equipment installation for compliance with all applicable safety procedures and appropriate equipment grounding practices.

g. (DCT5T7) ACS RADO configures the CommandRunner™ CRD™ to provide highspeed internet, Wi-Fi, and VoIP telephone capabilities to co-located emergency management personnel; verifies and monitors the operational status of each capability; and takes corrective action if an error is detected.

h. (DCT5T8) ACS RADO maintains a site-specific ICS 214 throughout the activation period.

2.3.1.2   Source(s):

a. Pinellas County ACS/ARES® Emergency Communication Plan and Standard Operating Procedures

b. Incident specific ICS 205

c. PTB for the Position of Auxiliary Communicator

d. CommandRunner™ CRD™ installation and operating procedures document

2.4   CommandRunner™ CRD™ RF network establishment & Maintenance (DEO4)

During a simulated regional communications emergency, Pinellas ACS RADOs located at deployable Communications Control Centers will establish and maintain VHF/UHF amateur radio and 800 MHz Public Safety voice and data networks that support resource management and tactical message exchanges between deployed ACS resources, Pinellas County municipalities, partner agencies, and the Pinellas County EOC. Network establishment, network

management, and message exchange protocols will be performed in accordance with ACS standard operating procedures.

2.4.1 Organizational Capability Target (DCT6).

Within 30 minutes of the CommandRunner™ CRD™ attaining a fully operational status, establish VHF/UHF voice and data networks that support the exchange of information with the deployed ACS resources, Pinellas County municipalities, and the Pinellas County EOC using VHF amateur radio and 800-MHz radio networks. Network communications is maintained for the duration of a 72-hour incident.

2.4.1.1 Critical Tasks

     a.   (DCT6T1) ACS RADO obtains, assembles, and prepares the material for a personal Go-Kit that will support a 72-hour remote site activation.

     b.   (DCT6T2) When notified of ACS activation (Pinellas Alert, Email, text, phone, or radio), the ACS RADO notifies the ACS RO that he or she is available for activation and accepts the remote activation assignment.

     c.   (DCT6T3) ACS RADO arrives at the assigned location at the designated reporting time; completes the incident check-in process; and is shown to be properly equipped and attired.

     d.   (DCT6T4) ACS RADO obtains incident specific information regarding the deployment from ACS RO/Deputy RO (deployment location, duration, time of arrival, ICS 204, ICS 205, etc.)

     e.   (DCT6T5) ACS RADO establishes and maintains VHF amateur and 800-MHz voice radio networks with deployed ACS resources, Pinellas County municipalities, and the Pinellas County EOC.

     f.   (DCT6T6) ACS RADO establishes and maintains VHF Winlink data communications with the Pinellas County EOC.

g.   (DCT6T7) Using VHF amateur radio and 800-MHz radio networks, ACS RADO sends tactical and formal message traffic to and receives tactical and formal traffic from deployed ACS resources, Pinellas County municipalities, and the Pinellas County EOC.

h.   (DCT6T8) Using a VHF Winlink data network, ACS RADO sends tactical and formal message traffic to and receives tactical and formal traffic from the Pinellas County EOC.

i.   (DCT6T9) ACS RADO maintains a site-specific ICS 214 and ICS 309 throughout the activation period.

2.4.1.2   Source(s):

a.   Pinellas County ACS/ARES® Emergency Communication Plan and Standard Operating Procedures

b.   Incident specific ICS 205

c.   PTB for the Position of Auxiliary Communicator

d.   CommandRunner™ CRD™ installation and operating procedures document

2.5   CommandRunner™ CRD™ HF network establishment & Maintenance (DE05)

During a simulated regional communications emergency, Pinellas ACS RADOs located at deployable Communications Control Centers will establish and maintain HF amateur voice, HF amateur digital, SHARES voice, and SHARES digital radio networks that support resource management and tactical message exchanges between deployed ACS resources, the Pinellas County EOC, and the state of Florida EOC. Network establishment, network management, and message exchange protocols will be performed in accordance with ACS standard operating procedures.

2.5.1 Organizational Capability Target (DCT7).

Within 30 minutes of the CommandRunner™ CRD™ attaining a fully operational status,

establish HF voice and data networks that support the exchange of information with the

Pinellas County EOC and state of Florida EOC using amateur radio equipment and frequencies.

Network communications is maintained for the duration of a 72-hour incident.

2.5.1.1 Critical Tasks

a. (DCT7T1) ACS RADO obtains, assembles, and prepares the material for a personal Go-Kit that will support a 72-hour remote site activation.

b. (DCT7T2) When notified of ACS activation (Pinellas Alert, Email, text, phone, or radio), the ACS RADO notifies the ACS RO that he or she is available for activation and accepts the remote activation assignment.

c. (DCT7T3) ACS RADO arrives at the assigned location at the designated reporting time; completes the incident check-in process; and is shown to be properly equipped and attired.

d. (DCT7T4) ACS RADO obtains incident specific information regarding the deployment from ACS RO/Deputy RO (deployment location, duration, time of arrival, ICS 204, ICS 205, etc.)

e. (DCT7T5) ACS RADO establishes and maintains HF voice and HF Winlink data communications with the Pinellas County EOC and state of Florida EOC.

f. (DCT7T6) ACS RADO maintains a site-specific ICS 214 and ICS 309 throughout the activation period.

g. (DCT7T7) Using HF voice and HF Winlink data radio networks, ACS RADO sends tactical and formal message traffic to and receives tactical and formal traffic from the Pinellas County EOC and state of Florida EOC.

2.5.1.2   Source(s):

a.   Pinellas County ACS/ARES® Emergency Communication Plan and Standard

Operating Procedures

b.   Incident specific ICS 205

c.   PTB for the Position of Auxiliary Communicator

d.   CommandRunner™ CRD™ installation and operating procedures document

2.5.2   Organizational Capability Target (DCT8).

Within 30 minutes of the CommandRunner™ CRD™ attaining a fully operational status,

establish HF voice and data networks that support the exchange of information with the

Pinellas County EOC and state of Florida EOC using amateur radio equipment and SHARES radio

frequencies. Network communications is maintained for the duration of a 72-hour incident.

2.5.2.1   Critical Tasks

a.   (DCT8T1) ACS RADO obtains, assembles, and prepares the material for a personal

Go-Kit that will support a 72-hour remote site activation.

b.   (DCT8T2) When notified of ACS activation (Pinellas Alert, Email, text, phone, or

radio), the ACS RADO notifies the ACS RO that he or she is available for activation

and accepts the remote activation assignment.

c.   (DCT8T3) ACS RADO arrives at the assigned location at the designated reporting

time; completes the incident check-in process; and is shown to be properly

equipped and attired.

d.   (DCT8T4) ACS RADO obtains incident specific information regarding the

deployment from ACS RO/Deputy RO (deployment location, duration, time of

arrival, ICS 204, ICS 205, etc.)

e. (DCT8T5) ACS RADO establishes and maintains SHARES voice and SHARES Winlink data communications with the Pinellas County EOC and state of Florida EOC.

f. (DCT8T6) ACS RADO maintains a site-specific ICS 214 and ICS 309 throughout the activation period.

g. (DCT8T7) Using SHARES voice and SHARES Winlink data radio networks, ACS RADO sends tactical and formal message traffic to and receives tactical and formal traffic from the Pinellas County EOC and state of Florida EOC.

2.5.2.2 Source(s):

a. Pinellas County ACS/ARES® Emergency Communication Plan and Standard Operating Procedures

b. Incident specific ICS 205

c. PTB for the Position of Auxiliary Communicator

d. CommandRunner™ CRD™ installation and operating procedures document

e. SHARES *TBD*

3   EXERCISE EVALUATION GUIDE (EEG) SCORE SHEETS

The Task IDs shown on each EEG score sheet uniquely identify each critical task scheduled for evaluation during the exercise. Each ID has three component parts. The first character identifies the EEG containing the critical task and is assigned one of three values.

a.   **E**: EOC Radio Room EEG

b.   **S**: Emergency Evacuation Shelter EEG

c.   **D**: Incident Communications Center (Deployable resource) EEG

The next three characters identify the Organizational Capability Target (**CT**) number within the EEG while the final two characters identify the Critical Task (**T**) number associated with the capability target. Refer to Figure 1 for an example.
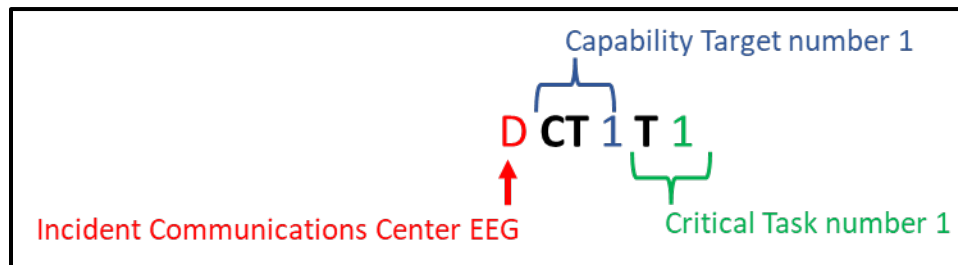

Figure 2. EEG Task Identifier

3.1   ORGANIZATIONAL CAPABILITY TARGET (DCT1).

Within 30 minutes of arrival at an ICC, ICS staging area, or point of distribution center, emplace and configure a SatRunner™ CRD™ to

provide AT&T Firstnet® and Verizon cellular service; high speed ethernet and Wi-Fi internet service; and VoIP telephone service to

co-located emergency management personnel by using an embedded Satellite WAN backhaul capability. Communication and

internet services are to be maintained for the duration of a 72-hour incident at locations that provide shelter from the elements but

are unable to provide AC power for equipment operation.

Table II. EEG Score Sheet – ACS RADO Capability Target (DCT1)

Task ID	Critical Task	AUXC PTB Item	Observation Notes and Explanation of Rating	Target Rating
DCT1T1	ACS RADO obtains, assembles, and prepares the material for a personal Go-Kit that will support a 72-hour remote site activation.	2a.1, 2a.2, 2a.3, 2a.4	This task will not be evaluated during the *2022 Service Denied* Exercise.	
DCT1T2	When notified of ACS activation (Pinellas Alert, Email, text, phone, or radio), the ACS RADO notifies the ACS RO that he or she is available for activation and accepts the remote activation assignment.		This task will not be evaluated during the *2022 Service Denied* Exercise.	
DCT1T3	ACS RADO arrives at the assigned location at the designated reporting time; completes the incident check-in process; and is shown to be properly equipped and attired.	2b.3, 3a.1(Part 5)	This task will not be evaluated during the *2022 Service Denied* Exercise.	

Table II. EEG Score Sheet – ACS RADO Capability Target (DCT1)

Task ID	Critical Task	AUXC PTB Item	Observation Notes and Explanation of Rating	Target Rating
DCT1T4	ACS RADO obtains incident specific information regarding the deployment from ACS RO/Deputy RO (deployment location, duration, time of arrival, ICS 204, ICS 205, etc.).	2b.1, 2b.2	This task will not be evaluated during the *2022 Service Denied* Exercise.	
DCT1T5	ACS RADO will emplace and configure the SatRunner™ CRD™ to operate using its gasoline powered AC generator, monitor the operational status of the CRD™ power system, and take corrective action if an error is detected.	5a.1, 6a.2(part1) 6a.3(part1)	This task will not be evaluated during the *2022 Service Denied* Exercise.	
DCT1T6	ACS RADO evaluates and monitors equipment installation for compliance with all applicable safety procedures and appropriate equipment grounding practices.	4a.2(part3), 4a.2(part4), 4a.3(part1), 4b.1,	This task will not be evaluated during the *2022 Service Denied* Exercise.	
DCT1T7	ACS RADO configures the SatRunner™ CRD™ to use a SATCOM WAN backhaul circuit, verifies proper satellite WAN connectivity, monitors the operational status of the satellite WAN, and takes corrective action if an error is detected.	4a.3(part1), 5a.1, 6a.2(part1) 6a.3(part1)	This task will not be evaluated during the *2022 Service Denied* Exercise.	

Table II. EEG Score Sheet – ACS RADO Capability Target (DCT1)

Task ID	Critical Task	AUXC PTB Item	Observation Notes and Explanation of Rating	Target Rating
DCT1T8	ACS RADO configures the SatRunner™ CRD™ to provide AT&T Firstnet® and Verizon cellular service; verifies and monitors the operational status of both cellular net services; and takes corrective action if an error is detected.	4a.3 (part1) 6a.2(part1) 6a.3(part1)	This task will not be evaluated during the *2022 Service Denied* Exercise.	
DCT1T9	ACS RADO configures the SatRunner™ CRD™ to provide highspeed internet, Wi-Fi, and VoIP telephone capabilities to co-located emergency management personnel, verifies and monitors the operational status of each capability, and takes corrective action if an error is detected.	4a.3 (part1) 6a.2(part1) 6a.3(part1)	This task will not be evaluated during the *2022 Service Denied* Exercise.	
DCT1T10	ACS RADO maintains a site-specific ICS 214 throughout the activation period.	5c.1	This task will not be evaluated during the *2022 Service Denied* Exercise.	

3.2   ORGANIZATIONAL CAPABILITY TARGET (DCT2).

Within 1 Hour of ACS and site deactivation, power down; inventory and stow all ancillary equipment; and configure for transport a

SatRunner™ CRD™. Once complete, demobilize resources.

Table III. EEG Score Sheet – ACS RADO Capability Target (DCT2)

Task ID	Critical Task	AUXC PTB Item	Observation Notes and Explanation of Rating	Target Rating
DCT2T1	ACS RADO packs, and readies for transport all personal Go-kit material.		This task will not be evaluated during the 2022 Service Denied Exercise.	
DCT2T2	ACS RADO powers down; inventories and stows all ancillary equipment; and configures for transport a SatRunner™ CRD™.	7a.1(Part 6)	This task will not be evaluated during the *2022 Service Denied* Exercise.	
DCT2T3	ACS RADO finalizes the site ICS 214; secures a copy of the event's ICS documentation package (e.g., ICS 201, ICS 205, elements of Incident Action Plan, etc.); and delivers station records to the Pinellas ACS Admin Officer.	5c.1, 7a.1(Part 1) 7a.1(Part 5)	This task will not be evaluated during the *2022 Service Denied* Exercise.	
DCT2T4	ACS RADO returns home and notifies EOC via ACS tactical-resource net of site departure and safe arrival home.	4b.1, 7a.1(Part 8)	This task will not be evaluated during the *2022 Service Denied* Exercise.	

3.3   ORGANIZATIONAL CAPABILITY TARGET (DCT3).

Within 1 Hour of arrival at an ICC, ICS staging area, or point of distribution center, emplace and configure a CommandRunner™ CRD™ to support Amateur Radio (VHF, UHF, and HF) voice and Winlink Digital networks; SHARES voice and data networks, 700 and 800 MHz public safety networks, and maritime VHF communications. Communication services are to be maintained for the duration of a 72-hour incident at locations that provide shelter from the elements but are unable to provide AC power for equipment operation.

Table IV. EEG Score Sheet – ACS RADO Capability Target (DCT3)

Task ID	Critical Task	AUXC PTB Item	Observation Notes and Explanation of Rating	Target Rating
DCT3T1	ACS RADO obtains, assembles, and prepares the material for a personal Go-Kit that will support a 72-hour remote site activation.	2a.1, 2a.2, 2a.3, 2a.4	This task will not be evaluated during the ***2022 Service Denied*** Exercise.	
DCT3T2	When notified of ACS activation (Pinellas Alert, Email, text, phone, or radio), the ACS RADO notifies the ACS RO that he or she is available for activation and accepts the remote activation assignment.			
DCT3T3	ACS RADO arrives at the assigned location at the designated reporting time; completes the incident check-in process; and is shown to be properly equipped and attired.	2b.3, 3a.1(Part 5)		

Table IV. EEG Score Sheet – ACS RADO Capability Target (DCT3)

Task ID	Critical Task	AUXC PTB Item	Observation Notes and Explanation of Rating	Target Rating
DCT3T4	ACS RADO obtains incident specific information regarding the deployment from ACS RO/Deputy RO (deployment location, duration, time of arrival, ICS 204, ICS 205, etc.).	2b.1, 2b.2		
DCT3T5	ACS RADO will emplace and configure the CommandRunner™ CRD™ to operate using its gasoline powered AC generator, monitor the operational status of the CRD™ power system, and take corrective action if an error is detected.	5a.1, 6a.2(part1) 6a.3(part1)		
DCT3T6	ACS RADO configures radios to support Amateur Radio (VHF, UHF, and HF) voice and digital networks; SHARES voice and data networks, 700 and 800 MHz public safety networks, and maritime VHF communication.	4a.3(part1), 5a.1		
DCT3T7	ACS RADO deploys antenna systems that support Amateur Radio (VHF, UHF, and HF) voice and digital networks; SHARES voice and data networks, 700 and 800 MHz public safety networks, and maritime VHF communication.	4a.2(part1), 4a.2(part2),		

Table IV. EEG Score Sheet – ACS RADO Capability Target (DCT3)

Task ID	Critical Task	AUXC PTB Item	Observation Notes and Explanation of Rating	Target Rating
DCT3T8	ACS RADO evaluates and monitors each CRD™ antenna system to ensure that the antenna system's SWR is less than 3:1 for each operational frequency documented in the Incident Action Plan's ICS 205 and takes corrective action if an error is detected.	4a.2(part6), 4a.2(part7),		
DCT3T9	ACS RADO evaluates and monitors equipment installation for compliance with all applicable safety procedures and appropriate equipment grounding practices.	4a.2(part3), 4a.2(part4), 4a.3(part1), 4b.1,		
DCT3T10	ACS RADO configures CRD™ computer systems and TNCs to support Winlink digital communications.			
DCT3T11	ACS RADO maintains a site-specific ICS 214 throughout the activation period.	5c.1		

3.4   ORGANIZATIONAL CAPABILITY TARGET (DCT4).

Within 1 Hour of ACS and site deactivation, power down; inventory and stow all ancillary equipment; and configure for transport a CommandRunner™ CRD™. Once complete, demobilize resources.

Table V. EEG Score Sheet – ACS RADO Capability Target (DCT4)

Task ID	Critical Task	AUXC PTB Item	Observation Notes and Explanation of Rating	Target Rating
DCT4T1	ACS RADO packs, and readies for transport all personal Go-kit material.		This task will not be evaluated during the *2022 Service Denied* Exercise.	
DCT4T2	ACS RADO powers down; inventories and stows all ancillary equipment; and configures for transport a CommandRunner™ CRD™.	7a.1(Part 6)		
DCT4T3	ACS RADO finalizes the site ICS 214 and ICS 309; secures a copy of the event's ICS documentation package (e.g., ICS 201, ICS 205, elements of Incident Action Plan, etc.); and delivers station records to the Pinellas ACS Admin Officer.	5c.1, 7a.1(Part 1) 7a.1(Part 5)		
DCT4T4	ACS RADO returns home and notifies Pinellas EOC via ACS tactical-resource net of site departure and safe arrival home.	4b.1, 7a.1(Part 8)		

3.5 ORGANIZATIONAL CAPABILITY TARGET (DCT5).

Within 1 Hour of arrival at an ICC, ICS staging area, or point of distribution center, emplace and configure a CommandRunner™ CRD™ to support high speed ethernet and Wi-Fi internet service; and VoIP telephone service to co-located emergency management personnel by using a commercially available cellular service WAN backhaul capability. Communication services are to be maintained for the duration of a 72-hour incident at locations that provide shelter from the elements but are unable to provide AC power for equipment operation.

Table VI. EEG Score Sheet – ACS RADO Capability Target (DCT5)

Task ID	Critical Task	AUXC PTB Item	Observation Notes and Explanation of Rating	Target Rating
DCT5T1	ACS RADO obtains, assembles, and prepares the material for a personal Go-Kit that will support a 72-hour remote site activation.	2a.1, 2a.2, 2a.3, 2a.4	This task will not be evaluated during the *2022 Service Denied* Exercise.	
DCT5T2	When notified of ACS activation (Pinellas Alert, Email, text, phone, or radio), the ACS RADO notifies the ACS RO that he or she is available for activation and accepts the remote activation assignment.		This task will not be evaluated during the *2022 Service Denied* Exercise.	
DCT5T3	ACS RADO arrives at the assigned location at the designated reporting time; completes the incident check-in process; and is shown to be properly equipped and attired.	2b.3, 3a.1(Part 5)	This task will not be evaluated during the *2022 Service Denied* Exercise.	

Table VI. EEG Score Sheet – ACS RADO Capability Target (DCT5)

Task ID	Critical Task	AUXC PTB Item	Observation Notes and Explanation of Rating	Target Rating
DCT5T4	ACS RADO obtains incident specific information regarding the deployment from ACS RO/Deputy RO (deployment location, duration, time of arrival, ICS 204, ICS 205, etc.).	2b.1, 2b.2	This task will not be evaluated during the *2022 Service Denied* Exercise.	
DCT5T5	ACS RADO will emplace and configure the CommandRunner™ CRD™ to operate using its gasoline powered AC generator, monitor the operational status of the CRD™ power system, and take corrective action if an error is detected.	5a.1, 6a.2(part1) 6a.3(part1)	This task will not be evaluated during the *2022 Service Denied* Exercise.	
DCT5T6	ACS RADO evaluates and monitors equipment installation for compliance with all applicable safety procedures and appropriate equipment grounding practices.	4a.2(part3), 4a.2(part4), 4a.3(part1), 4b.1,	This task will not be evaluated during the *2022 Service Denied* Exercise.	
DCT5T7	ACS RADO configures the CommandRunner™ CRD™ to provide highspeed internet, Wi-Fi, and VoIP telephone capabilities to co-located emergency management personnel; verifies and monitors the operational status of each capability; and takes corrective action if an error is detected.	4a.3(part1), 5a.1, 6a.2(part1) 6a.3(part1)	This task will not be evaluated during the *2022 Service Denied* Exercise.	
DCT5T8	EOC ACS RADO maintains a site-specific ICS 214 throughout the activation period.	5c.1	This task will not be evaluated during the *2022 Service Denied* Exercise.	

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3.6 ORGANIZATIONAL CAPABILITY TARGET (DCT6).

Within 30 minutes of the CommandRunner™ CRD™ attaining a fully operational status, establish VHF/UHF voice and data networks that support the exchange of information with the deployed ACS resources, Pinellas County municipalities, and the Pinellas County EOC using VHF amateur radio and 800-MHz radio networks. Network communications is maintained for the duration of a 72-hour incident.

Table VII. EEG Score Sheet – ACS RADO Capability Target (DCT6)

Task ID	Critical Task	AUXC PTB Item	Observation Notes and Explanation of Rating	Target Rating
DCT6T1	ACS RADO obtains, assembles, and prepares the material for a personal Go-Kit that will support a 72-hour remote site activation.	2a.1, 2a.2, 2a.3, 2a.4	This task will not be evaluated during the ***2022 Service Denied*** Exercise.	
DCT6T2	When notified of ACS activation (Pinellas Alert, Email, text, phone, or radio), the ACS RADO notifies the ACS RO that he or she is available for activation and accepts the remote activation assignment.			
DCT6T3	ACS RADO arrives at the assigned location at the designated reporting time; completes the incident check-in process; and is shown to be properly equipped and attired.	2b.3, 3a.1(Part 5)		

Table VII. EEG Score Sheet – ACS RADO Capability Target (DCT6)

Task ID	Critical Task	AUXC PTB Item	Observation Notes and Explanation of Rating	Target Rating
DCT6T4	ACS RADO obtains incident specific information regarding the deployment from ACS RO/Deputy RO (deployment location, duration, time of arrival, ICS 204, ICS 205, etc.)	2b.1, 2b.2		
DCT6T5	ACS RADO establishes and maintains VHF amateur and 800-MHz voice radio networks with deployed ACS resources, Pinellas County municipalities, and the Pinellas County EOC.			
DCT6T6	ACS RADO establishes and maintains VHF Winlink data communications with the Pinellas County EOC.			
DCT6T7	Using VHF amateur radio and 800-MHz radio networks, ACS RADO sends tactical and formal message traffic to and receives tactical and formal traffic from deployed ACS resources, Pinellas County municipalities, and the Pinellas County EOC.			
DCT6T8	Using a VHF Winlink data network, ACS RADO sends tactical and formal message traffic to and receives tactical and formal traffic from the Pinellas County EOC.	4a.1(Part2a), 4a.1(Part3)		

Table VII. EEG Score Sheet – ACS RADO Capability Target (DCT6)

Task ID	Critical Task	AUXC PTB Item	Observation Notes and Explanation of Rating	Target Rating
DCT6T9	ACS RADO maintains a site-specific ICS 214 and ICS 309 throughout the activation period.	5c.1		

3.7   ORGANIZATIONAL CAPABILITY TARGET (DCT7).

Within 30 minutes of the CommandRunner™ CRD™ attaining a fully operational status, establish HF voice and data networks that support the exchange of information with the Pinellas County EOC and state of Florida EOC using amateur radio equipment and frequencies. Network communications is maintained for the duration of a 72-hour incident.

Table VIII. EEG Score Sheet – ACS RADO Capability Target (DCT7)

Task ID	Critical Task	AUXC PTB Item	Observation Notes and Explanation of Rating	Target Rating
DCT7T1	ACS RADO obtains, assembles, and prepares the material for a personal Go-Kit that will support a 72-hour remote site activation.	2a.1, 2a.2, 2a.3, 2a.4	This task will not be evaluated during the *2022 Service Denied* Exercise.	

Table VIII. EEG Score Sheet – ACS RADO Capability Target (DCT7)

Task ID	Critical Task	AUXC PTB Item	Observation Notes and Explanation of Rating	Target Rating
DCT7T2	When notified of ACS activation (Pinellas Alert, Email, text, phone, or radio), the ACS RADO notifies the ACS RO that he or she is available for activation and accepts the remote activation assignment.			
DCT7T3	ACS RADO arrives at the assigned location at the designated reporting time; completes the incident check-in process; and is shown to be properly equipped and attired.	2b.3, 3a.1(Part 5)		
DCT7T4	ACS RADO obtains incident specific information regarding the deployment from ACS RO/Deputy RO (deployment location, duration, time of arrival, ICS 204, ICS 205, etc.)	2b.1, 2b.2		
DCT7T5	ACS RADO establishes and maintains HF voice and HF Winlink data communications with the Pinellas County EOC and state of Florida EOC.	4a.1(Part1),		
DCT7T6	ACS RADO maintains a site-specific ICS 214 and ICS 309 throughout the activation period.	5c.1		

Table VIII. EEG Score Sheet – ACS RADO Capability Target (DCT7)

Task ID	Critical Task	AUXC PTB Item	Observation Notes and Explanation of Rating	Target Rating
DCT7T7	Using HF voice and HF Winlink data radio networks, ACS RADO sends tactical and formal message traffic to and receives tactical and formal traffic from the Pinellas County EOC and state of Florida EOC.	4a.1(Part2)		

3.8 ORGANIZATIONAL CAPABILITY TARGET (DCT8).

Within 30 minutes of the CommandRunner™ CRD™ attaining a fully operational status, establish HF voice and data networks that support the exchange of information with the Pinellas County EOC and state of Florida EOC using amateur radio equipment and SHARES radio frequencies. Network communications is maintained for the duration of a 72-hour incident.

Table IX. EEG Score Sheet – ACS RADO Capability Target (DCT8)

Task ID	Critical Task	AUXC PTB Item	Observation Notes and Explanation of Rating	Target Rating
DCT8T1	ACS RADO obtains, assembles, and prepares the material for a personal Go-Kit that will support a 72-hour remote site activation.	2a.1, 2a.2, 2a.3, 2a.4	This task will not be evaluated during the ***2022 Service Denied*** Exercise.	
DCT8T2	When notified of ACS activation (Pinellas Alert, Email, text, phone, or radio), the ACS RADO notifies the ACS RO that he or she is available for activation and accepts the remote activation assignment.			
DCT8T3	ACS RADO arrives at the assigned location at the designated reporting time; completes the incident check-in process; and is shown to be properly equipped and attired.	2b.3, 3a.1(Part 5)		

Table IX. EEG Score Sheet – ACS RADO Capability Target (DCT8)

Task ID	Critical Task	AUXC PTB Item	Observation Notes and Explanation of Rating	Target Rating
DCT8T4	ACS RADO obtains incident specific information regarding the deployment from ACS RO/Deputy RO (deployment location, duration, time of arrival, ICS 204, ICS 205, etc.)	2b.1, 2b.2		
DCT8T5	ACS RADO establishes and maintains SHARES voice and SHARES Winlink data communications with the Pinellas County EOC and state of Florida EOC.	4a.1(Part1)		
DCT8T6	ACS RADO maintains a site-specific ICS 214 and ICS 309 throughout the activation period.	5c.1		
DCT8T7	Using SHARES voice and SHARES Winlink data radio networks, ACS RADO sends tactical and formal message traffic to and receives tactical and formal traffic from the Pinellas County EOC and state of Florida EOC.	4a.1(Part2)		

Evaluator Information	
Evaluator Name:	
Evaluator Email:	
Evaluator Phone:	

3.9   RATINGS DEFINITIONS

Performed without Challenges (P)	The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws.
Performed with Some Challenges (S)	The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws. However, opportunities to enhance effectiveness and/or efficiency were identified.
Performed with Major Challenges (M)	The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s), but some or all of the following were observed: demonstrated performance had a negative impact on the performance of other activities; contributed to additional health and/or safety risks for the public or for emergency workers; and/or was not conducted in accordance with applicable plans, policies, procedures, regulations, and laws.
Unable to be Performed (U)	The targets and critical tasks associated with the core capability were not performed in a manner that achieved the objective(s).

Appendix A

A APPENDIX A – ACRONYMS, ABBREVIATIONS, AND DEFINITIONS

A.1 ACRONYMS

The following acronyms are used in this document.

ACRONYM	DEFINITION
ACS	Auxiliary Communication Service
ARES®	Amateur Radio Emergency Service
CRD™	Compact Rapid Deployable™
DEM	Department of Emergency Management
EDT	Eastern Daylight Time
EEG	Exercise Evaluation Guide
EOC	Emergency Operations Center
HF	High Frequency
HSEEP	Homeland Security Exercise and Evaluation Program
IACC	Incident Auxiliary Communications Center
ICC	Incident Communications Center
ICS	Incident Command System
PTB	Position Task Book
RO	Radio Officer
SWR	Standing Wave Radio
TNC	Terminal Node Controllers
UHF	Ultra-High Frequency
VHF	Very-High Frequency

ACRONYM	DEFINITION
VoIP	Voice over Internet Protocol
WAN	Wide Area Network

A.2 ABBREVIATIONS

The following abbreviations are used in this document.

ABBREVIATION	DEFINITION
AUXC	Auxiliary Communicator
RADO	Radio Operator
MHz	Megahertz
SHARES	Shared Resources
SATCOM	Satellite Communications