

**Rice-Le Sueur Counties Chapter  
Annex D  
Response Technology**

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**I. General Group/Activity Information**

**A. General Description**

Response technology is an internal support function comprised of the Communications, Networking, Computer Operations and Customer Service activities under the Material Support Services Group.

Response technology resources are activated in anticipation of, or in response to, a disaster. Response technology is responsible for ensuring the availability, effectiveness and interoperability of all disaster-related technology equipment and connectivity. This includes telephones, telephone lines, facsimile machines, conventional and amateur radio systems, cellular phones, computers and networking connectivity. They also ensure the availability of personnel, such as amateur radio operators and communication service providers.

Certain disasters can be expected to disrupt normal communication. The extent of communication disruption will vary depending on the type of the disaster and the duration of the disaster response. Basic internet connectivity is *essential*, along with computers, for access to email, the internet and American Red Cross (ARC) web-based applications.

**B. Reference and Resource Documents**

**1. Local Memoranda of Understanding**

The chapter does not have any local agreements specific to response technology.

**2. Nationally Developed Resource Documents**

- [Response Technology Handbook](#)
- [Foundations of the Disaster Services Program](#)
- [Disaster Response Handbook](#)
- [Disaster Operations Management Handbook](#)
- [Disaster Response Handbook Glossary](#)
- [Material Support Services – Invoice Review Handbook](#)

**3. Locally Developed Resource Documents**

The chapter maintains a locally developed resource document related to response technology. This document is maintained by the chapters Disaster Committee Chairperson.

Document Name	Brief Description of Document
Disaster Resource Manual	Contains information on available resources for disaster response

### **C. Responsibilities**

At the time of or in anticipation of a disaster, the response technology personnel at the chapter is responsible for assessing the status of the communication infrastructure within its jurisdiction. This includes determining if local telephone systems, cellular systems, etc. are operational, identifying known impediments to providing communications services, activating priority service agreements with local telephone companies, activating communications support from amateur radio organizations, initiating service to meet shortfalls, maintaining inventory tracking system of all assigned resources, etc. This is done with support from the Response Technology Team at the Disaster Operations Center.

### **D. Activation Triggers**

In the Rice-Le Sueur Counties Chapter for any disaster (single-family through large scale disasters) response technology use is triggered through a pager system by which response personnel are notified of the event. The “trigger” to the activation is a responder unit (fire, or police) determining there is damage to a housing unit(s) and notifying the county dispatcher to activate the disaster pager system.

### **E. Financial Authority**

Financial authority is defined by the Chapters’ Concept of Operations and Disaster Services Program Guidance

### **F. Readiness Outcomes**

#### **1. Equipment**

- An accurate and up to date inventory of all technology equipment assets of the chapter, including radios, computers, phone lines, satellite phones, etc. that are available in the event of a disaster are included in Attachment 1. A list of chapter available radio equipment and contacts are included in Attachment 2. Attachments 1 and 2 are maintained by the chapter disaster committee chairperson.
- Chapter disaster committee chairperson is responsible for ensuring that Agreements and Memoranda of Understanding that apply to the acquisition or use of technology equipment by the chapter for use during a disaster are maintained in accordance with local and national Red Cross policies and procedures. A copy of the chapter’s agreements related to response technology are kept in the chapter office

#### **2. Connectivity/Communication Lines**

- Chapter disaster committee chairperson is responsible for maintaining an accurate list of all Public Switched Telephone Networks (PSTN) that provide land line wired telephone services that are available to the general public within the jurisdiction of the chapter (Attachment 3).
- Chapter disaster committee chairperson is responsible for securing and maintaining appropriate agreements with the Public Switched Telephone Networks for Telecommunications Service Priority (TSP). Restorative certification for the

installation and/or repair of telephone lines and/or networking connectivity is crucial for the continued operation of the chapter, as well as the response of the chapter to a disaster (Attachment 4).

### 3. Human Resources

- Chapter disaster committee Chairperson is responsible for maintaining information with regard to response technology personnel and a copy of rosters is maintained in the Disaster Resource Manual.
- Chapter disaster committee chairperson is responsible for ensuring that Agreements and Memoranda of Understanding for additional human resources to work with response technology during a disaster are maintained in accordance with local and national Red Cross policies and procedures. A copy of the chapter's agreements related to response technology human resources is kept at the chapter office.

## II. Priority Task Checklists

### A. Immediate Response

- 🍎 With Operations Management designee, assess the current situation; determine operational needs and preliminary budget.
- 🍎 If required, activate an agreement with the local Amateur Radio Club in order to assist in providing radio communication personnel.
- 🍎 Arrange for re-distribution and/or acquisition of any assets that are necessary in order to implement the service delivery plan. This includes phone lines, radios, internet connectivity, other technology equipment and response technology personnel.
- 🍎 With the administrative designee and other activities, assess the network connectivity needs (i.e. web-based applications, internet, email, etc.).
- 🍎 With the administrative designee and other activities, develop a plan using existing and procured assets in order to meet identified technology needs.
- 🍎 Establish contact with facility representatives for sites that are being activated and assess building readiness, including completing a [Site Selection Worksheet](#).
- 🍎 Install and maintain interior telephone lines and devices in facilities secured for the disaster relief operation.
- 🍎 Install and maintain all connectivity and technology devices within and between facilities being used during the disaster relief operation.
- 🍎 Install and maintain HF radio equipment and appropriate antennas at the chapter and any other supported sites in the event the telephony infrastructure is or becomes inoperable.
- 🍎 Provide appropriate response technology staff to the designated facilities for installation and support of technology equipment.
- 🍎 Establish procedures for response technology equipment requests.
- 🍎 Establish an ongoing log book for the disaster relief operation.
- 🍎 Establish a tracking system for all equipment, phone lines and contacts established on the disaster relief operation.

- 🍷 Establish and distribute the Disaster Operations Information Sheet (DOIS).
- 🍷 Maintain a list of all expendable items used during the disaster relief operation.
- 🍷 Create and maintain an equipment inventory list of all of the equipment in use on the event. This list should include telephones, cellular phones, pagers, radios, satellite phones and fax machines.
- 🍷 Establish an invoice review process (see Material Support Services/Invoice Review Handbook).

**B. Sustained Operations**

- 🍷 Continue to update and assess the need for all types of equipment including radios, computers, networking supplies, printers, fax machines, cell phones, etc.
- 🍷 If required, request additional computer and communication resources including satellite communication equipment through the lead chapter (Rochester). If satellite communication equipment is requested, complete a Site Selection Worksheet on designated installation site (Attachment 8).
- 🍷 If an Emergency Communication Response Vehicle is required, initiate a request for the Emergency Communication Response Vehicle through the lead chapter (Southeast Chapter, Rochester) according to established lead chapter and National Headquarters protocols.
- 🍷 Secure and maintain adequate supplies of fax paper, batteries, printer cartridges, blank CDs, etc. on hand for operational needs.
- 🍷 Track and maintain all equipment and phone lines.
- 🍷 Monitor procedures for requesting, obtaining and distributing equipment and supplies.
- 🍷 Maintain, update and distribute the Disaster Operations Information Sheet (DOIS).
- 🍷 Act as a liaison to the local Amateur Radio Club.
- 🍷 Ensure maintenance of telephone lines and act as the primary contact point with local telephone line carrier(s).
- 🍷 Ensure maintenance of networking lines and act as the primary contact point with local provider(s).
- 🍷 Complete required reports as specified in American Red Cross policies and procedures and/or deemed necessary by Operations Management.

**C. If the decision is made to scale up to a formal relief operation structure**

- 🍷 Meet with the incoming Response Technology Team Manager.
- 🍷 Ensure that all of the records, invoices and information are reviewed and turned over to the Response Technology Team Manager.
- 🍷 Provide all resource information to the Response Technology Team Manager.
- 🍷 Work with incoming Response Technology Team Manager to plan an orderly transition of all chapter resources back to the control of the chapter.

**D. Closing**

- 🍷 Work with administration to determine reducing staff levels.

- Ensure that all of the equipment issued during the disaster relief operation is surrendered by users.
- Remove all interior phone lines and any Red Cross equipment that was installed for the disaster relief operation.
- Disconnect all network connectivity that was installed in facilities used by the disaster relief operation.
- Remove all interior network cables and Red Cross equipment installed for the disaster relief operation.
- Test all equipment that was used in the disaster relief operation in order to be assured of its operability for future disaster relief operations.
- Return all rented, borrowed or redistributed equipment to their owners or assigned people.
- Complete a narrative.
- Ensure that all invoices are collected, reviewed and forwarded for payment.

### **E. Reporting**

The activities comprising response technology will adhere to all Red Cross policies and procedures in accordance with the Disaster Response Handbook and Response Technology Handbook. The activities comprising response technology will report to the designated Administrator/Director of the disaster relief operation or report to the director’s designee. The activities comprising response technology will complete or provide input to the following reports:

- Service Delivery Plan
- Statistical and Cost Report of Disaster Operation (F2066 or Disaster Services Automated Reporting System (DSARS))
- Disaster Operations Control (F5266 or DSARS)
- Non-Expendable Property Record (F5692)
- Resource Record (F6455)
- Communications Equipment Loan Record (F4611)
- Daily Situation Report (Daily SitRep)
- Disaster Operation Information Sheet (DOIS)
- Equipment Master List
- Final Narrative

## **III. Group/Activity-Specific Attachments**

### **Attachment 1 – Chapter Technology Equipment Inventory**

#### **Chapter Technology Assets that are available for disaster relief use**

<b>Asset # or Serial #</b>	<b>Location</b>	<b>Item Description</b>
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CNK409T735	Chapter office	Monitor, HP 15" #1
CNK4154838	Chapter office	Monitor, HP 15" #2
MXD40209RD	Chapter office	Processor, HP w/windows XP
FWJTF41	Chapter office	Processor, Del w/windows XP
USQN474048	Chapter office	Printer B&W HP Lazerjet 1100
8361003383	Chapter office	Printer, Konica Minolta 2430DL
59958	Chapter office	Printer copier, fax MP2000
CN6AKA219H	Chapter office	Scanner, HP Scanjet
E005349512 – 24	Disaster team	Pagers

**Chapter Supported Sites**

<b>Location Name</b>	<b>Contact Person/Phone</b>	<b>Address</b>
Chapter office	Chapter Director	421 Central Ave Faribault MN





**Attachment 3 – Public Switched Telephone Network (PSTN) Providers**

**Public Switched Telephone Network Providers:**

***Incoming Line Service***

<i>Company</i>	<i>Contact Information</i>	<i>Telephone Number</i>	<i>Voice or FAX</i>	<i>No. of lines</i>
Qwest		800-222-0400	3	2
Hickory Tech		866-442-5679	0	0
Charter Communications		877-728-3814	0	0
Cannon Valley Telecom		800-753-5113	0	0
Frontier Communications		800-953-9335	0	0
Lonsdale Telephone Co.		800-753-0023	0	0

***Long Distance Providers:***

<i>Company</i>	<i>Contact Information</i>			
Quest		877-204-4357	3	2
Charter Communications		877-728-3814		
Digital Telecommunications		877-742-5384		

***Telephone Relay Number for Hearing Impaired:***

Most providers listed are from areas where the chapter would get phone service during a major operation outside of the Faribault MN area.

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**Attachment 4 – Telecommunication Service Priority (TSP) Restoration Certifications**

**NONE IN PLACE**

**Telecommunication Service Priority Agreements:**

<i>Company</i>	<i>Contact Information</i>	<i>Service Location</i>	<i>Reference#</i>
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**Attachment 5 – Government Emergency Telecommunications Service (GETS) Card Assignment**

**Attachment 5 is not applicable to Rice-Le Sueur Counties Chapter**

**Attachment 6 – Go Kit Configuration**

**Attachment 6 is not applicable to Rice-Le Sueur Counties Chapter**

**Attachment 7 – Vendor List**

**Technology Vendors:**

<i>Vendor Name</i>	<i>Vendor Address &amp; Contact Information</i>	<i>Equipment/Materials Available</i>
Phone Station Inc.	24 2 <sup>nd</sup> ST NE Faribault	All phone related equipment
Dave’s Electronic Service	1401 Cannon Circle, Faribault	



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**Attachment 8 – Response Technology Related Forms**

F4611 - Communications Equipment Loan Record [https://crossnet.redcross.org/forms/disaster\\_4611\\_equipment\\_loan\\_record.pdf](https://crossnet.redcross.org/forms/disaster_4611_equipment_loan_record.pdf)

F5692 - Inventory Record [https://crossnet.redcross.org/forms/disaster\\_5692\\_inventory\\_record.pdf](https://crossnet.redcross.org/forms/disaster_5692_inventory_record.pdf)

F6455 - Resource Record [https://crossnet.redcross.org/forms/disaster\\_6455\\_resource\\_record.pdf](https://crossnet.redcross.org/forms/disaster_6455_resource_record.pdf)

DOIS - Disaster Operations Information Sheet [https://crossnet.redcross.org/office/forms/Disaster\\_Operations\\_Information\\_Sheet.dot](https://crossnet.redcross.org/office/forms/Disaster_Operations_Information_Sheet.dot)

Site Selection Worksheet  
[https://crossnet.redcross.org/office/forms/disaster\\_rnt\\_site\\_selection\\_worksheet.doc](https://crossnet.redcross.org/office/forms/disaster_rnt_site_selection_worksheet.doc)

Statistical and Cost Report of Disaster Operation [https://crossnet.redcross.org/office/forms/disaster\\_2066\\_stat\\_cost\\_report.xls](https://crossnet.redcross.org/office/forms/disaster_2066_stat_cost_report.xls)

Disaster Operations Control [https://crossnet.redcross.org/office/forms/disaster\\_5266\\_disaster\\_operations\\_control.xls](https://crossnet.redcross.org/office/forms/disaster_5266_disaster_operations_control.xls)

Daily Narrative Situation Report [https://crossnet.redcross.org/office/forms/disaster\\_situation\\_report.doc](https://crossnet.redcross.org/office/forms/disaster_situation_report.doc)

Narrative  
[https://crossnet.redcross.org/office/forms/disaster\\_narrative.doc](https://crossnet.redcross.org/office/forms/disaster_narrative.doc)

**Attachment 9 – Additional Task/Equipment Oriented Checklists**

**Attachment 9 is not applicable to Rice-Le Sueur Counties Chapter**