

STATE OF LOUISIANA

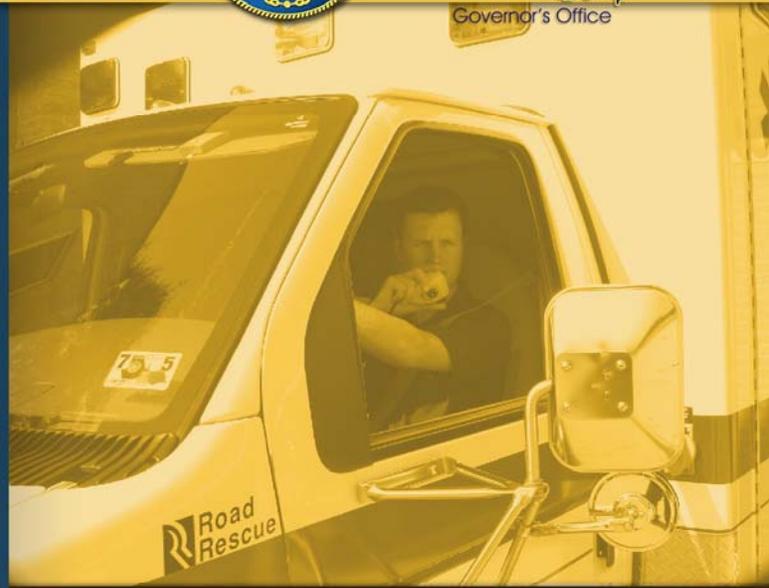
REGION 5



Regional Communications Unit Leader (COML) Drill

After Action Report/ Improvement Plan

June 5, 2009



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4. Points of contact (POCs):

Exercise Director

Travis Johnson
Communications Planning Branch Manager
Louisiana GOHSEP
7667 Independence Boulevard
Baton Rouge, LA 70805
225-358-5521 (office)
225-573-0300 (cell)
travis.johnson@la.gov

State of Louisiana POC:

Skip Breeden
Assistant Preparedness Section Chief
Louisiana GOHSEP
7667 Independence Boulevard
Baton Rouge, LA 70806
225-922-1318 (office)
225-485-7619 (cell)
skip.breeden@la.gov

Exercise Director:

Lauren Stevens
Exercise Branch Manager
Louisiana GOHSEP
7667 Independence Boulevard
Baton Rouge, LA 70806
225-925-7507 (office)
225-456-0357 (cell)
lauren.stevens@la.gov

Exercise Officer:

Nicholas Auck
Exercise Officer
Louisiana GOHSEP
7667 Independence Boulevard
Baton Rouge, LA 70806
225-925-7704 (office)
nicholas.auck@la.gov

GOHSEP Exercise Support Team:

Lawrence Long
Senior Evaluator
7839 Evian Court
Indianapolis, IN 46236
317-823-9673 (office)
571-228-8751 (cell)
lawrence.long@L-3Com.com

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Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan
(AAR/IP)

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EXECUTIVE SUMMARY

The Louisiana Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP) Communications Branch has developed an interoperable communications education and outreach program to educate State and local agency first responders on available interoperable communications resources. Additionally, it developed formalized interoperable communications training and exercise programs and workshops. These programs and workshops will enhance first responders' skills and capabilities on statewide system policies, protocols, procedures, plans, and interoperable communications resources.

Prior to the drill, the GOHSEP Communications Branch provided the following seminars to allow participants to become proficient in performing the tasks of a Communications Unit Leader (COML).

Incident Command System (ICS) Communications Unit Leader (COML) Training.

Louisiana conducted a Type III All-Hazards COML training for all Federal, State, regional, and local emergency response professionals and coordination and support personnel with a communications background. The course trained responders to become COMLs to support all-hazards emergency operations, helping improve overall radio and data communications across multiple disciplines and jurisdictions.

The course focused on the following topics:

- Incident Command System (ICS) Communications Unit
- Interoperable communications
- Communications equipment, systems, and technologies
- Communications planning
- Personnel management
- Development of effective incident communications plans

Prerequisites included successful completion of Independent Study (IS)-100.A, IS-200.A, ICS-300, Independent Study (IS)-700, and IS-800. First responder experience was preferred. Students were certified once they completed the course and the comprehensive, position-specific All-Hazards COML Task.

Radio Operations Training. This training provided students an overview of the controls, indicators, operation, and feature selections available for their specific radio models. Attendees were given detailed instructions on what each feature does and how to use each feature and were given live demonstrations of the basic operations of portable and mobile P25 radios used on the Louisiana Wireless Information Network (LWIN) system. All students were given the opportunity to interact with the radios and were encouraged to bring their own radios.

Radio Program Training. This training provided communications management personnel and technicians with the knowledge needed to program radio units efficiently and, depending on the system, the features and options they require. This introductory course provided a high-level demonstration of programming features of each radio and demonstrated how to change, modify, clone, or delete programming within the radio. Students were encouraged to bring their own radios.

Telecommunicators Emergency Response Taskforce (TERT) Training. The purpose of this training was to better prepare telecommunicators who will be part of a Telecommunicators Emergency Response Taskforce (TERT) deployment team so they can respond to emergency situations. Public safety call takers and telecommunicators in disaster areas often work in extremely challenging conditions.

This TERT basic awareness course trains experienced call takers and telecommunicators in one public safety answering point (PSAP) to assist another temporary, alternate, or permanent PSAP. This course was developed and approved by the National Joint TERT Initiative (NJTI) in cooperation with Western Illinois University and meets the requirements outlined in the NJTI Model Recommendations for TERT Deployment (MRTD).

Gateway Device Training. This 1-day overview training is ideal for existing auxiliary communications unit (ACU) users. The training reviewed ACU setup and operation and ACU controller software. Additionally, a wide area interoperability system (WAIS) was demonstrated.

The Louisiana Region 5 Regional COML Drill was developed to test Region 5's communications capabilities. The Exercise Planning Team comprised personnel from GOHSEP, Allen Parish, Beauregard Parish, Calcasieu Parish, Cameron Parish, and Jefferson Davis Parish. Based on the Exercise Planning Team's deliberations, the following objectives were developed for the Louisiana Region 5 Regional COML Drill:

1. Demonstrate the ability of Louisiana Region 5 to conduct interoperable communications during an organized drill among participants in conformity with minimum standards for the use of emergency services communications systems in accordance with the draft Louisiana Region 5 Tactical Interoperable Communications Plan (TICP).
2. Demonstrate the ability of Louisiana Region 5 to accurately, and in a timely manner, communicate specific previously established information between exercise participants during an organized drill to a standard satisfactory for an actual incident in accordance with the draft Louisiana Region 5 TICP.
3. Demonstrate the ability of Louisiana Region 5 to use ICS forms and followup notations to memorialize participant communications during an organized drill that will be utilized during an actual response consistent with established ICS guidelines and the draft Louisiana Region 5 TICP.
4. Demonstrate the ability to communicate in plain English and avoid 10-codes and dispatch signals during a communications drill consistent with the National Incident Management System (NIMS) and the draft Louisiana Region 5 TICP.

The purpose of this report is to analyze exercise results, identify strengths to be maintained and built on, identify potential areas for further improvement, and support development of corrective actions.

Major Strengths

The major strengths identified during this exercise are as follows:

- Public safety agencies demonstrated tactical interoperable communications.
- Participants exhibited high levels of cooperation and teamwork.

- Agencies demonstrated unprecedented cooperation in establishing and maintaining interoperable communications throughout the region.
- Participants demonstrated the ability to set up mobile 700 MHz towers to fill coverage holes and improve communications.
- Louisiana Region 5 has redundant communications systems, which allows effective, interoperable, and compatible communications.

Primary Areas for Improvement

Throughout the exercise, several opportunities for improvement in Louisiana Region 5's ability to respond to the incident were identified. The primary areas for improvement, including recommendations, are as follows:

- Develop a comprehensive list of available cached communications equipment, including points of contact and contact information.
- Encourage larger number of agencies within the region to participate in future exercises.
- Add standardized ICS forms to WebEOC[®].
- Standardize templates and fleet mapping.
- Purchase and install 700/800 MHz equipment and a satellite phone and radio system.

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SECTION 1: EXERCISE OVERVIEW

Exercise Details

Exercise Name

Louisiana Region 5 Regional Communications Unit Leader (COML) Drill

Type of Exercise

Drill

Exercise Start Date

June 5, 2009

Exercise End Date

June 5, 2009

Duration

3 hours

Location

Allen Parish, Beauregard Parish, Calcasieu Parish, Cameron Parish, and Jefferson Davis Parish

Sponsor

Louisiana Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP)

Program

Federal Fiscal Year 2008 – Interoperable Emergency Communications Governance Program

Mission

Response

Capability

Communications

Scenario Type

Category 4 hurricane and improvised explosive device (IED)

Exercise Planning Team

- Nicholas Auck (GOHSEP)
- Skip Breeden (GOHSEP)
- Ricky Edwards (Jefferson Davis Parish)
- Dick Gremillion (Calcasieu Parish)
- Kenneth Harlow (Beauregard Parish)
- Clifton Herbert (Cameron Parish)
- Travis Johnson (GOHSEP)
- John Richer (Allen Parish)
- Lauren Stevens (GOHSEP)

Participating Organizations

- 62nd Civil Support Team
- Allen Parish Emergency Operations Center (EOC)
- Allen Parish Sheriff's Office
- Beauregard Parish EOC
- Calcasieu Parish EOC
- Calcasieu Parish Sheriff's Office
- DeRidder Fire Department
- GOHSEP
- Jefferson Davis Parish EOC
- Jennings Fire Department
- Lake Charles Police Department
- Louisiana State Police
- Sulphur Fire Department
- U.S. Coast Guard
- Vinton Fire Department
- Volunteer Ham Radio

Number of Participants

- Players: 120
- Evaluators: 3
- Observers: 10

SECTION 2: EXERCISE DESIGN SUMMARY

Exercise Purpose and Design

The purpose of the Louisiana Region 5 Regional COML Drill was for a variety of public safety agencies within Louisiana Region 5 to demonstrate that a continuous flow of critical information is maintained as needed among emergency responders, command posts, agencies, and government officials for the duration of an emergency response operation in compliance with the National Incident Management System (NIMS). To accomplish this, Louisiana Region 5 has developed a draft Regional TICP for public safety communications within the region, including consideration of critical components, networks, support systems, and an appropriate level of redundant communications in an emergency.

Exercise Objectives, Capabilities, and Activities

Capabilities-based planning allows for Exercise Planning Teams to develop exercise objectives and observe exercise outcomes through a framework of specific action items that were derived from the Target Capabilities List (TCL). The Exercise Planning Team chose to focus on the Communications capability during the drill. Exercise objectives were developed based on the Communications capability. The exercise objectives for the drill were:

1. Demonstrate the ability of Louisiana Region 5 to conduct interoperable communications during an organized drill among participants in conformity with minimum standards for the use of emergency services communications systems in accordance with the draft Louisiana Region 5 TICP.
2. Demonstrate the ability of Louisiana Region 5 to accurately, and in a timely manner, communicate specific previously established information between exercise participants during an organized drill to a standard satisfactory for an actual incident in accordance with the draft Louisiana Region 5 TICP.
3. Demonstrate the ability of Louisiana Region 5 to use ICS forms and followup notations to memorialize participant communications during an organized drill that will be utilized during an actual response consistent with established ICS guidelines and the draft Louisiana Region 5 TICP.
4. Demonstrate the ability to communicate in plain English and avoid 10-codes and dispatch signals during a communications drill consistent with NIMS and the draft Louisiana Region 5 TICP.

Scenario Summary

The exercise scenario included the simulated Hurricane Linda, which had the potential to become a weak Category 4 storm before landfall. The scenario also included an IED that breached a chlorine container, causing the container to discharge large amounts of chlorine. The response to this scenario required activation of the TICP, which incorporates all aspects of NIMS and tactical interoperable communications to support regional and local responders.

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The scope of play for the drill required establishment of an incident scene and positioning of responders in the field to perform actions usually associated with an initial response to a terrorist incident, including command and control and tactical interoperable communications.

SECTION 3: ANALYSIS OF CAPABILITIES

This section of the report reviews the performance of the exercised capability and its associated activities and tasks. In this section, observations are organized by capability and associated activities. Each activity is followed by related observations, which include references, analyses, and recommendations.

Capability: Communications

Communications is the fundamental capability within disciplines and jurisdictions that practitioners need to perform the most routine and basic elements of their job functions. Agencies must be operable, meaning they possess sufficient wireless communications capabilities to meet their daily internal and emergency communication requirements before they focus on interoperability, which means being able to work with other agencies.

Communications interoperability is the ability of public safety agencies (e.g. police, fire, emergency medical services [EMS]) and service agencies (e.g. public works, transportation, hospitals) to talk within and across agencies and jurisdictions when needed and authorized using various communications systems to exchange voice, data, and/or video with one another on demand or in real time. It is essential that public safety has the intra-agency operability it needs and that it builds its systems toward interoperability.

Activity 1: Alert and Dispatch

Observation 1.1: Area for Improvement. The 700/800 MHz radio system was not fully deployed.

References:

- Exercise Objective 1
- Communications Exercise Evaluation Guide (EEG), Task 1.1
- Louisiana Region 5 TICP

Analysis: Not all parishes and jurisdictions have direct access to the 700/800 MHz radio system. Rural jurisdictions are unable to afford the radios without outside financial assistance, and jurisdictions that have purchased radios are deploying them gradually. Many jurisdictions have purchased ACU-1000 units as a temporary solution to act as a communications bridge and bring disparate radio systems together with the 700/800 MHz system. In a real-world incident, it would take extra time to set up the ACU-1000 units.

Recommendations:

1. Prioritize grant funds so that all jurisdictions can purchase 700/800 MHz radios.
2. If not enough grant funding is available to place all departments on the same radio system, funding should be prioritized for the purchase of permanent gateways that can be installed in dispatch centers to set up bridges or patches on the fly.

Observation 1.2: Strength. Exercise participants demonstrated the use of plain English and common terminology.

References:

- Exercise Objective 1
- Communications EEG, Tasks 1.3 and 2.4
- Louisiana Region 5 TICP
- NIMS

Analysis: Effective incident communications prohibit the use of 10-codes and dispatch signals. Plain English ensures that information dissemination is timely, clear, and understood by all receivers. All participants complied with the ICS doctrine of using plain English.

Recommendations:

3. Periodically monitor communications to ensure the use of plain English.
4. Encourage the use of plain language throughout all phases of incident response.

Observation 1.3: Strength. GOHSEP possesses redundant communications equipment.

References:

- Exercise Objective 1
- Communications EEG, Tasks 1.1 and 2.11
- Louisiana Region 5 TICP
- NIMS

Analysis: GOHSEP has three “rapid com” units that are immediately deployable, self-contained communications platforms. These units can restore communications capabilities to Emergency Operations Centers (EOCs). The rapid com apparatus is attached to a small trailer that can be towed by any vehicle with a towing hitch or airlifted by a helicopter. The rapid com system contains one 700/800 MHz mobile radio, two ultra high frequency (UHF) radios, two very high frequency (VHF) radios, one ACU-1000 unit for radio interoperability, eight laptop computers, Voice over Internet Protocol (VoIP), eight telephones, and a 30-foot extendable tower that can sustain antennas for each radio and phone system.

Recommendations:

5. Continue to drill and train with communications equipment to reinforce familiarity and expertise.
6. Conduct communications exercises utilizing the rapid com trailers to validate communications capabilities and determine operational gaps.

Observation 1.4: Area for Improvement. Inspection logs were not used to facilitate the inspection and maintenance of specialized communications equipment.

References:

- Exercise Objective 1
- Communications EEG, Task 1.4

- Louisiana Region 5 TICP
- NIMS

Analysis: The GOHSEP MCP and rapid com trailers were clean, well maintained, and fully operational. An informal inspection and maintenance schedule is used for this equipment: GOHSEP personnel choose one apparatus a week to clean, maintain, and operate. Each apparatus is maintained monthly.

Though each piece of equipment is maintained regularly, the communications systems within the units are complex and require considerable training and experience to fully develop, operate, troubleshoot, and maintain. A comprehensive inspection checklist specific to each apparatus and a formal inspection log would contribute to the adequacy and thoroughness of each inspection. Personnel should be held accountable at regular intervals to ensure that inspections are conducted and adequate.

Recommendations:

7. Develop inspection logs.
8. Develop a comprehensive inspection checklist for each communications apparatus.
9. Develop a schedule to maintain and inspect equipment at regular intervals.

Observation 1.5: Strength. The GOHSEP Rapid Com Trailer Operator’s Manual is thorough and clear.

References:

- Exercise Objective 1
- Communications EEG, Task 1.5
- Louisiana Region 5 TICP
- NIMS
- GOHSEP Rapid Com Trailer Operator’s Manual

Analysis: A comprehensive operator’s manual was developed for the three GOHSEP rapid com trailers. During manual development, a person with no previous experience was asked to fully deploy and operate the rapid com trailer using the manual. As this person encountered difficulties, the manual was revised and clarified. The result is a comprehensive manual that supports trailer deployment and operation and is laminated for durability.

Recommendation: None.

Observation 1.6: Strength. The drill increased familiarity and cooperation between exercise participants.

References:

- Exercise Objective 1
- Communications EEG, Task 1.5
- Louisiana Region 5 TICP

Analysis: Participants expressed appreciation of the opportunity to meet, work, and share contact information with colleagues with whom they would not normally interact. It is beneficial to establish rapport before a real-world incident.

Recommendations:

10. Organize periodic communications checks among responders to continually assess the quality of communications within the region.
11. Participate in meetings and organizations to promote professional relationships.

Observation 1.7: Strength. There are procedures for equipment repairs.

References:

- Exercise Objective 1
- Communications EEG, Task 1.5
- Louisiana Region 5 TICP

Analysis: Emergency plans should include procedures for the timely reporting and repair of broken, inoperable, or defective equipment. Participants noted that most of the communications equipment must be repaired by a factory-authorized repair facility. In addition, policies prevent personnel from conducting onscene repairs in most cases.

The CST has a formal notification procedure regarding inoperable or defective equipment. When necessary, surrogate equipment is immediately distributed. Equipment essential to the operation of the GOHSEP MCP is authorized to be shipped for repair immediately. Both practices help keep downtime to a minimum.

Recommendation: None.

Observation 1.8: Strength. Many GOHSEP personnel have received training on the use and operation of the MCP and rapid com trailers.

References:

- Exercise Objective 1
- Communications EEG, Task 1.5
- Louisiana Region 5 TICP
- Region 5 Training Records

Analysis: GOHSEP recognizes the importance of comprehensive training on the vehicle platforms and resources, equipment, and systems inside the MCP and rapid com trailers. Refresher training is conducted periodically as indicated by the COML. This training is updated to reflect upgrades in the equipment and capabilities of the MCP.

Schedules for authorized MCP and rapid com operators ensure that the vehicles can be staffed and fully operational in a timely manner. During the drill, the MCP and all three rapid com trailers were operational, demonstrating enough personnel depth to staff three simultaneous real-world events.

Recommendation:

12. Continue to assess the number of trained and authorized personnel to operate the Mobile Command Post (MCP) and rapid com trailers, and adjust as needed.

Observation 1.9: Area for Improvement. Participants thought that the drill injects should be more challenging.

References:

- Exercise Objective 1
- Communications EEG, Task 1.5
- Louisiana Region 5 TICP
- NIMS

Analysis: Participants noted that the drill injects, which are coordinated in the Master Scenario Events List (MSEL), should be more challenging. For example, a contingency inject could cause a responder to have his portable radio reprogrammed.

Recommendation:

13. Adjust Master Scenario Events List (MSEL) injects for future exercises to challenge and align more closely with the abilities of participants.

Observation 1.10: Area for Improvement. Participants thought that more agencies should be asked to participate in exercises.

References:

- Exercise Objective 1
- Communications EEG, Task 1.5
- Louisiana Region 5 TICP
- NIMS

Analysis: Though participants expressed a desire for additional agency participation in the drill, the Exercise Planning Team agreed that the exercise objectives were accomplished with the existing level of participation.

Recommendation:

14. Develop strategies to encourage responding agencies within the specified jurisdictional boundaries to participate in future exercises to more accurately validate tactical interoperable communications within the region.

Observation 1.11: Area for Improvement. A full set of ACU cables is required for each rapid com trailer.

References:

- Exercise Objective 1
- Communications EEG, Task 1.5
- Louisiana Region 5 TICP

- NIMS

Analysis: Not enough ACU cables are available to operate all the rapid com trailer communications systems simultaneously, resulting in underdeveloped communications capabilities. Funding priorities have prevented this purchase in previous budgeting cycles.

Recommendations:

15. Prioritize the purchase of enough auxiliary communications unit (ACU) cables to outfit all the rapid com trailer communications systems simultaneously.
16. Identify funding streams to facilitate the auxiliary communications unit (ACU) cable purchase.
17. Identify short-term strategies to mitigate the lost communications capability.

Observation 1.12: Area of Improvement. Participants had trouble finding the correct radio talkgroups.

References:

- Exercise Objective 1
- Communications EEG, Task 1.5
- Louisiana Region 5 TICP

Analysis: During real-world incidents, radio operators would not have time to search for specific talkgroups. Standardized fleet mapping or common talkgroups installed in each radio would maximize efficiency and ease of use.

Recommendations:

18. Complete fleet mapping of all talkgroups.
19. Set standardized programming, including hailing and calling talkgroups, for each parish.

Observation 1.13: Area of Improvement. Participants were unable to locate cached radios.

References:

- Exercise Objective 1
- Communications EEG, Task 1.6
- Louisiana Region 5 TICP

Analysis: A single document for emergency managers that includes information on each radio cache in the region, radio templating, and the connectors needed to tie the radios into an ACU-1000 would prevent radio operators from spending time looking for this information in a real-world incident.

Recommendations:

20. Include all caches of radios within Region 5 and surrounding regions in the Region 5 Tactical Interoperable Communications Plan (TICP).

21. Include fleet mapping information for cached radios in the Region 5 Tactical Interoperable Communications Plan (TICP).
22. Include information on which auxiliary communications unit (ACU)-1000 cable is needed to tie cached radios into the system in the Region 5 Tactical Interoperable Communications Plan (TICP).

Observation 1.14: Area of Improvement. There was not sufficient time before the drill to consult with every jurisdiction regarding jurisdiction-specific exercise objectives.

Reference:

- Louisiana Region 5 TICP

Analysis: Scheduling and time constraints impeded the design and development process of the drill. A regional Exercise Planning Team should have been formed to identify capabilities, tasks, and objectives; design a scenario; and develop exercise support documents (e.g., Exercise Plan, Controller and Evaluator Handbook, MSEL, EEGs). This lack of design and development prevented parish offices of emergency preparedness from identifying jurisdiction-specific objectives on which to be evaluated.

Recommendation:

23. In preparation for future exercises, establish a regional Exercise Planning Team—including representatives from each of the Region 5 parish Offices of Emergency Preparedness (OEPs)—to assist in exercise planning, design, conduct, and evaluation.

Activity 2: Provide EOC Communications Support

Observation 2.1: Area for Improvement. Satellite phones and radios are not installed in all parish EOCs.

References:

- Exercise Objective 1
- Communications EEG, Task 2.1
- Louisiana Region 5 TICP

Analysis: Before the drill, it was discovered that some State satellite phone and radio systems had not been installed in some parishes. These systems serve as a backup to the 700/800 MHz system and must be installed properly and verified to be operational.

Recommendations:

1. Determine which jurisdictions need to have equipment installed.
2. Determine deadlines for installing the satellite radio and phone systems.
3. Install radio and phone satellite equipment in all Emergency Operations Centers (EOCs) in Region 5.

Observation 2.2: Area for Improvement. The GOHSEP Mobile Command Post (MCP) was loud and inhibited effective communication.

References:

- Exercise Objective 1
- Communications EEG, Task 2.3
- Louisiana Region 5 TICP
- NIMS

Analysis: The GOHSEP MCP provides response and support mobility, interconnectivity, and interoperability between State and local emergency response entities. Its flexible design allows it to provide a response to all hazards.

The MCP generator, which provides AC power to the MCP, is mounted directly under the “media” area of the vehicle. The generator noise prevented personnel from being able to hear clearly.

Recommendation:

4. Identify alternate power sources to supplement existing outlets and reduce noise to ensure an environment conducive for effective management and response.

Observation 2.3: Strength. Excellent coordination and interoperability was noted between State and local resources and members of the Civil Support Team (CST).

References:

- Exercise Objective 1
- Communications EEG, Task 2.11
- Louisiana Region 5 TICP
- NIMS

Analysis: The 62nd CST has supported the State in both preplanned and no-notice events. The evaluation team noted high levels of cooperation and interoperability between State and local resources and the 62nd CST. The CST vehicle was equipped with a tactical digital intercom system (TDIS), which allows the Incident Commander to use any of the encrypted or unencrypted CST communications systems within 300 feet of the vehicle.

Recommendation:

5. Continue to conduct joint drills and training to maintain familiarity and confidence and establish relationships and enhance rapport before a real-world incident response.

Observation 2.4: Strength. Protection procedures were adequate for communication apparatus.

References:

- Exercise Objective 1
- Communications EEG, Task 2.6
- Louisiana Region 5 TICP
- NIMS

Analysis: Although perimeter fencing, credentialing, and Incident Command Post (ICP) security measures were outside the scope of this drill, evaluators noted that these measures were adequate. Uniformed and armed officers and CST personnel would provide a deterrence effect during a real-world incident.

Recommendations:

6. Consider limiting access to the Incident Command Post (ICP) and communications vehicles to essential personnel by implementing a system of credentialing and badging.
7. Consider deploying traffic bollards to direct pedestrian and vehicle traffic around the Incident Command Post (ICP) and other sites.

Observation 2.5: Area for Improvement. There was no comprehensive list of cached equipment.

References:

- Exercise Objective 1
- Communications EEG, Task 2.8
- Louisiana Region 5 TICP

Analysis: During the Hot Wash, participants cited the lack of an available regional communications resource cache list. Individual points of contact (POCs) with contact numbers were also requested. This list of available resources would be beneficial to responders and incident managers.

Recommendations:

8. Develop and distribute comprehensive lists of communications equipment, individual points of contact (POCs), and contact information.

Observation 2.6: Area for Improvement. Personnel need to be trained on all cached equipment before deployment for an incident response.

References:

- Exercise Objective 1
- Communications EEG, Task 2.8
- Louisiana Region 5 TICP

Analysis: During the Hot Wash, participants reinforced the need for training on all cached equipment so they are familiar with the equipment and its use before deployment.

Recommendations:

9. Assess the adequacy of existing levels of personnel training on the operation of cached equipment.
10. Provide training on cached equipment.

Observation 2.7: Strength. The procedure for tracking issued assets provides accountability.

References:

- Exercise Objective 1
- Communications EEG, Task 2.11

Analysis: GOHSEP maintains communications equipment to be utilized by personnel and response partners, including 300 portable radios, satellite phones, and laptops. GOHSEP uses Wasp MobileAsset[®] barcode hardware and software to catalog, inventory, issue, and provide accountability for equipment. Individual logout sheets can be printed out, and maintenance history for each asset can be generated.

Individual logout sheets can be printed from onboard printers and original signatures obtained in receipt for issued assets if desired. Maintenance history for each asset may also be generated. Outstanding equipment reports are easily generated using this program, which contributes to emergency preparedness.

Recommendation: None.

SECTION 4: CONCLUSION

This exercise provided Louisiana Region 5 with an opportunity to evaluate response communications in its parishes. The drill schedule was developed to include all levels of interoperability occurring from 0800 to 1108. The evaluation team praised this decision as providing an excellent way for them to observe preparation for the drill without impeding the work of operators.

Evaluators attended the multiple briefings that were conducted as the operators reported for duty and were impressed with the level of detailed communications information provided to participants. The operators thoroughly understood the equipment, and demonstrations were performed well. Unified Command (virtual) was established early in the drill.

Evaluators identified the following primary areas for improvement:

- Develop a comprehensive list of available cached communications equipment, including POCs and contact information.
- Encourage more agencies within the region to participate in future exercises.
- Add standardized ICS forms to WebEOC.
- Standardize templates and fleet mapping.
- Purchase and install 700/800 MHz equipment and a satellite phone and radio system.

The Louisiana Region 5 parishes and public safety agencies appear to be able to interoperate among regional and local first responders. The communications system was well planned and implemented, with adequate redundancies. Regional planners should continue to train and use the systems. Participants can use the recommendations included in this report to update TICPs and better prepare for real-world incidents.

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APPENDIX A: IMPROVEMENT PLAN (IP)

This Improvement Plan (IP) has been developed specifically for the State of Louisiana as a result of the Louisiana Region 5 Communications Unit Leader (COML) Drill conducted on June 5, 2009. These recommendations draw on both the After Action Report (AAR) and the After Action Conference.

Observation	Recommendation	Corrective Action Description	Capability Element	Responsible Party	Agency POC	Start Date	Completion Date
Capability: Communications							
Observation 1.1: Area for Improvement. The 700/800 MHz radio system was not fully deployed.	1. Prioritize grant funds so that all jurisdictions can purchase 700/800 MHz radios.	1. Corrective Action	Element	Agency	POC	Date	Date
	2. If not enough grant funding is available to place all departments on the same radio system, funding should be prioritized for the purchase of permanent gateways that can be installed in dispatch centers to set up bridges or patches on the fly.						
Observation 1.2: Strength. Exercise participants demonstrated the use of plain English and common terminology.	3. Periodically monitor communications to ensure the use of plain English.						
	4. Encourage the use of plain language throughout all phases of incident response.						
Observation 1.3: Strength. GOHSEP possesses redundant communications equipment.	5. Continue to drill and train with communications equipment to reinforce familiarity and expertise.						

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Observation	Recommendation	Corrective Action Description	Capability Element	Responsible Party	Agency POC	Start Date	Completion Date
	6. Conduct communications exercises utilizing the rapid com trailers to validate communications capabilities and determine operational gaps.						
Observation 1.4: Area for Improvement. Inspection logs were not used to facilitate the inspection and maintenance of specialized communications equipment.	7. Develop inspection logs.						
	8. Develop a comprehensive inspection checklist for each communications apparatus.						
	9. Develop a schedule to maintain and inspect equipment at regular intervals.						
Observation 1.6: Strength. The drill increased familiarity and cooperation between exercise participants.	10. Organize periodic communications checks among responders to continually assess the quality of communications within the region.						
	11. Participate in meetings and organizations to promote professional relationships.						
Observation 1.8: Strength. Many GOHSEP personnel have received training on the use and operation of the MCP and rapid com trailers.	12. Continue to assess the number of trained and authorized personnel to operate the Mobile Command Post (MCP) and rapid com trailers, and adjust as needed.						

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Observation	Recommendation	Corrective Action Description	Capability Element	Responsible Party	Agency POC	Start Date	Completion Date
Observation 1.9: Area for Improvement. Participants thought that the drill injects should be more challenging.	13. Adjust Master Scenario Events List (MSEL) injects for future exercises to challenge and align more closely with the abilities of participants.						
Observation 1.10: Area for Improvement. Participants thought that more agencies should be asked to participate in exercises.	14. Develop strategies to encourage responding agencies within the specified jurisdictional boundaries to participate in future exercises to more accurately validate tactical interoperable communications within the region.						
Observation 1.11: Area for Improvement. A full set of ACU cables is required for each rapid com trailer.	15. Prioritize the purchase of enough auxiliary communications unit (ACU) cables to outfit all the rapid com trailer communications systems simultaneously.						
	16. Identify funding streams to facilitate the auxiliary communications unit (ACU) cable purchase.						
	17. Identify short-term strategies to mitigate the lost communications capability.						
Observation 1.12: Area of Improvement. Participants had trouble finding the correct radio talkgroups.	18. Complete fleet mapping of all talkgroups.						
	19. Set standardized programming, including hailing and calling talkgroups, for each parish.						

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Observation	Recommendation	Corrective Action Description	Capability Element	Responsible Party	Agency POC	Start Date	Completion Date
Observation 1.13: Area of Improvement. Participants were unable to locate cached radios.	20. Include all caches of radios within Region 5 and surrounding regions in the Region 5 Tactical Interoperable Communications Plan (TICP).						
	21. Include fleet mapping information for cached radios in the Region 5 Tactical Interoperable Communications Plan (TICP).						
	22. Include information on which auxiliary communications unit (ACU)-1000 cable is needed to tie cached radios into the system in the Region 5 Tactical Interoperable Communications Plan (TICP).						
Observation 1.14: Area of Improvement. There was not sufficient time before the drill to consult with every jurisdiction regarding jurisdiction-specific exercise objectives.	23. In preparation for future exercises, establish a regional Exercise Planning Team—including representatives from each of the Region 5 parish Offices of Emergency Preparedness (OEPs)—to assist in exercise planning, design, conduct, and evaluation.						
Observation 2.1: Area for Improvement. Satellite phones and radios are not installed in all parish EOCs.	1. Determine which jurisdictions need to have equipment installed.						
	2. Determine deadlines for installing the satellite radio and phone systems.						

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Observation	Recommendation	Corrective Action Description	Capability Element	Responsible Party	Agency POC	Start Date	Completion Date
	3. Install radio and phone satellite equipment in all Emergency Operations Centers (EOCs) in Region 5.						
Observation 2.2: Area for Improvement. The GOHSEP Mobile Command Post (MCP) was loud and inhibited effective communication.	4. Identify alternate power sources to supplement existing outlets and reduce noise to ensure an environment conducive for effective management and response.						
Observation 2.3: Strength. Excellent coordination and interoperability was noted between State and local resources and members of the Civil Support Team (CST).	5. Continue to conduct joint drills and training to maintain familiarity and confidence and establish relationships and enhance rapport before a real-world incident response.						
Observation 2.4: Strength. Protection procedures were adequate for communication apparatus.	6. Consider limiting access to the Incident Command Post (ICP) and communications vehicles to essential personnel by implementing a system of credentialing and badging.						
	7. Consider deploying traffic bollards to direct pedestrian and vehicle traffic around the Incident Command Post (ICP) and other sites.						
Observation 2.5: Area for Improvement. There was no comprehensive list of cached equipment.	8. Develop and distribute comprehensive lists of communications equipment, individual points of contact (POCs), and contact information.						

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Observation	Recommendation	Corrective Action Description	Capability Element	Responsible Party	Agency POC	Start Date	Completion Date
Observation 2.6: Area for Improvement. Personnel need to be trained on all cached equipment before deployment for an incident response.	9. Assess the adequacy of existing levels of personnel training on the operation of cached equipment.						
	10. Provide training on cached equipment.						

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APPENDIX B: EXERCISE EVENTS SUMMARY

Time	From	To	System	Channel/Freq	Message
0800	Allen Parish Emergency Operations Center (EOC)	Beauregard Parish EOC	700/800 MHz	*BEAUREGARD1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0802	Allen Parish EOC	State EOC	700/800 MHz	*STATEWIDE1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0804	Allen Parish EOC	Calcasieu Parish EOC	Satellite Phone	LATF2	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0806	Allen Parish EOC	Calcasieu Parish EOC	Amateur VHF/UHF	LATF2	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0808	Allen Parish EOC	Calcasieu Parish EOC	Amateur High Frequency (HF)	3.873/7.111 CW 3.873/7.280 V	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0810	Allen Parish Sheriff's Office	Allen Parish EOC	700/800 MHz	*ALLEN1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0812	Allen Parish Sheriff's Office	Lake Charles Police Department	700/800 MHz	*CALCASIEU1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0814	Allen Parish Sheriff's Office	Cameron Parish Command Trailer	700/800 MHz	*CAMERON1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.

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Time	From	To	System	Channel/Freq	Message
0816	Allen Parish Sheriff's Office	Jennings Fire Department	700/800 MHz	*JEFFERSON DAVIS1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0818	Allen Parish Sheriff's Office	DeRidder Fire Department	700/800 MHz	*BEAUREGARD1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0820	Allen Parish Sheriff's Office	62nd Civil Support Team	700/800 MHz	*INTEROP1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0822	Allen Parish Sheriff's Office	GOHSEP Mobile Command Post	700/800 MHz	*STATEWIDE2	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0824	Allen Parish Sheriff's Office	State EOC	700/800 MHz	*STATEWIDE1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0830	Beauregard Parish EOC	Allen Parish EOC	700/800 MHz	*ALLEN1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0832	Beauregard Parish EOC	Jefferson Davis Parish EOC	700/800 MHz	*CALCASIEU1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0834	Beauregard Parish EOC	State EOC	700/800 MHz	*STATEWIDE1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.

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Time	From	To	System	Channel/Freq	Message
0836	Beauregard Parish EOC	Calcasieu Parish EOC	Satellite Phone	LATF2	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0838	Beauregard Parish EOC	Calcasieu Parish EOC	Amateur VHF/UHF	LATF2	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0840	Beauregard Parish EOC	Calcasieu Parish EOC	Amateur HF	LATF2	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0842	DeRidder Fire Department	Lake Charles Police Department	700/800 MHz	*CALCASIEU1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0844	DeRidder Fire Department	Cameron Command Trailer	700/800 MHz	*CAMERON1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0846	DeRidder Fire Department	Jennings Fire Department	700/800 MHz	*JEFFERSON DAVIS1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0848	DeRidder Fire Department	Allen Parish Sheriff's Office	700/800 MHz	*ALLEN1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0850	DeRidder Fire Department	Rapid Com 2	700/800 MHz	*INTEROP1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.

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Time	From	To	System	Channel/Freq	Message
0852	DeRidder Fire Department	GOHSEP Mobile Command Post	700/800 MHz	*STATEWIDE2	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0854	DeRidder Fire Department	State EOC	700/800 MHz	*STATEWIDE1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0900	Calcasieu Parish EOC	Cameron Parish EOC	700/800 MHz	*CAMERON1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0902	Calcasieu Parish EOC	State EOC	700/800 MHz	*STATEWIDE1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0904	Calcasieu Parish EOC	State EOC	Satellite Phone	LATF2	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0906	Calcasieu Parish EOC	State EOC	Amateur Winlink Message	E-mail address: wb5lhs@winlink.org	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0908	Calcasieu Parish EOC	State EOC	Amateur HF	3873KHz +-5KHz or 7285KHz +-5KHz	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0910	Vinton Fire Department	Calcasieu Parish EOC	Logistics Staging Area (LSA) Trailer@ Vinton Southside Fire	155.835 VHF SIMPLEX - ACU1000 - LWIN *INTEROP2	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.

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Time	From	To	System	Channel/Freq	Message
0912	Lake Charles Police Department	Calcasieu Parish Sheriff's Office	700/800 MHz	*CALCASIEU2	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0914	Lake Charles Police Department	Jefferson Davis Parish EOC	700/800 MHz	*JEFFERSON DAVIS1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0916	Lake Charles Police Department	Allen Parish Sheriff's Office	700/800 MHz	*ALLEN1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0918	Calcasieu Parish Sheriff's Office	DeRidder Fire Department	700/800 MHz	*BEAUREGARD1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0920	Lake Charles Police Department	Rapid Com 3	700/800 MHz	*INTEROP1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0922	Lake Charles Police Department	GOHSEP Mobile Command Post	700/800 MHz	*STATEWIDE2	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0924	Sulphur Fire Department	Calcasieu Parish Sheriff's Office	700/800 MHz	*STATEWIDE1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0930	Cameron Parish EOC	Jefferson Davis Parish EOC	700/800 MHz	*JEFFERSON DAVIS1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.

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Time	From	To	System	Channel/Freq	Message
0932	Cameron Parish EOC	State EOC	700/800 MHz	*STATEWIDE1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0934	Cameron Parish EOC	Calcasieu Parish EOC	Satellite Phone	LATF2	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0936	Cameron Parish EOC	Calcasieu Parish EOC	Amateur VHF/UHF	LATF2	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0938	Cameron Parish EOC	Calcasieu Parish EOC	Amateur HF	LATF2	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0940	Cameron Parish Command Trailer	Cameron Parish EOC	700/800 MHz	*CAMERON DISPATCH1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0942	Cameron Parish Command Trailer	Calcasieu Parish Sheriff's Office	700/800 MHz	*CALCASIEU1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0944	Cameron Parish Command Trailer	Jennings Fire Department	700/800 MHz	*JEFFERSON DAVIS1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0946	Cameron Parish Command Trailer	Allen Parish Sheriff's Office	700/800 MHz	*ALLEN1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.

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Time	From	To	System	Channel/Freq	Message
0948	Cameron Parish Command Trailer	DeRidder Fire Department	700/800 MHz	*BEAUREGARD1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0950	Cameron Parish Command Trailer	Rapid Com 4 (DeRidder Police Department)	700/800 MHz	*INTEROP1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0952	Cameron Parish Command Trailer	Calcasieu Parish EOC	700/800 MHz	*CALCASIEU1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0954	Cameron Parish Command Trailer	GOHSEP Mobile Command Post	700/800 MHz	*STATEWIDE2	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
0956	Cameron Parish Command Trailer	State EOC	700/800 MHz	*STATEWIDE1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
1000	GOHSEP Mobile Command	Cameron Parish EOC	700/800 MHz	*CAMERON1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
1002	GOHSEP Mobile Command	Jefferson Davis Parish EOC	700/800 MHz	*JEFFERSON DAVIS1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
1004	GOHSEP Mobile Command	Allen Parish EOC	700/800 MHz	*ALLEN1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.

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Time	From	To	System	Channel/Freq	Message
1006	GOHSEP Mobile Command	Beauregard Parish EOC	700/800 MHz	*BEAUREGARD1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
1008	GOHSEP Mobile Command	Calcasieu Parish EOC	700/800 MHz	*CALCASIEU1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
1010	GOHSEP Mobile Command	State EOC	700/800 MHz	*STATEWIDE1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
1012	GOHSEP Mobile Command	State EOC	Amateur VHF/UHF	LATF2	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
1014	GOHSEP Mobile Command	State EOC	Amateur HF	3873KHz +-5KHz or 7285KHz +-5KHz	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
1016	GOHSEP Mobile Command	State EOC	Satellite Phone	LATF2	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
1018	GOHSEP Mobile Command	State EOC	VoIP	225-925-7500	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
1020	GOHSEP Mobile Command	State EOC	Polycom Video		Establish link with audio/video.
1022	GOHSEP Mobile Command	Rapid Com 2	VoIP Phone		Establish phone link.
1024	GOHSEP Mobile Command	State EOC	WebEOC		Connect five to 10 laptops with WebEOC logged on to the system.

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Time	From	To	System	Channel/Freq	Message
1026	GOHSEP Mobile Command	GOHSEP	VPN		Connect to GOHSEP server "X drive." Download the following document: COMSEXERCISE/COMTEX. Follow the directions in the file
1030	Jefferson Davis Parish EOC	Allen Parish EOC	700/800 MHz	*ALLEN1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
1032	Jefferson Davis Parish EOC	State EOC	700/800 MHz	*STATEWIDE1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
1034	Jefferson Davis Parish EOC	Calcasieu Parish EOC	Satellite Phone	LATF2	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
1036	Jefferson Davis Parish EOC	Calcasieu Parish EOC	Amateur VHF/UHF	LATF2	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
1038	Jefferson Davis Parish EOC	Calcasieu Parish EOC	Amateur HF	LATF2	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
1040	Jennings Fire Department Unit	Jefferson Davis Parish EOC	700/800 MHz	*JEFFERSON DAVIS1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
1042	Jennings Fire Department Unit	Lake Charles Police Department	700/800 MHz	*CALCASIEU1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.

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Time	From	To	System	Channel/Freq	Message
1044	Jennings Fire Department Unit	Cameron Parish Command Trailer	700/800 MHz	*CAMERON1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
1046	Jennings Fire Department Unit	Allen Parish Sheriff's Office	700/800 MHz	*ALLEN1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
1048	Jennings Fire Department Unit	DeRidder Fire Department	700/800 MHz	*BEAUREGARD1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
1050	Jennings Fire Department Unit	62nd Civil Support Team	700/800 MHz	*STATEWIDE2	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
1052	Jennings Fire Department Unit	GOHSEP Mobile Command Post	700/800 MHz	*STATEWIDE1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
1054	Jennings Fire Department Unit	State EOC	700/800 MHz	*STATEWIDE1	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
1100	Rapid Com 2	State EOC	WebEOC		Connect five to 10 laptops with WebEOC logged on to the system.
1102	Rapid Com 3	State EOC	700/800 MHz	GOHSEPCMD	Establish communications. Get the person's name that you communicated with and the time the communications took place. Record this on your Exercise Communications Log.
1104	Rapid Com 4	GOHSEP Mobile Command Post	VoIP Phone		Establish phone link.
1106	Rapid Com 3	State EOC	VoIP Phone	225-925-7500	Establish phone link.

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Time	From	To	System	Channel/Freq	Message
1108	Rapid Com 4	Calcasieu Parish EOC	VoIP Phone	337-721-8307	Establish phone link.

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APPENDIX C: ACRONYMS

Acronym	Definition
AAR	After Action Report
ACU	auxiliary communications unit
COML	Communications Unit Leader
CST	Civil Support Team
EEG	Exercise Evaluation Guide
EMS	emergency medical services
EOC	Emergency Operations Center
FOUO	For Official Use Only
GOHSEP	Governor’s Office of Homeland Security and Emergency Preparedness
HF	high frequency
ICP	Incident Command Post
ICS	Incident Command System
IED	improvised explosive device
IP	Improvement Plan
IS	Independent Study
LSA	Logistics Staging Area
LWIN	Louisiana Wireless Information Network
MCP	Mobile Command Post
MHz	megahertz
MRTD	Model Recommendations for TERT Deployment
MSEL	Master Scenario Events List
NIMS	National Incident Management System
NJTI	National Joint TERT Initiative
OEP	Office of Emergency Preparedness
POC	point of contact
PSAP	public safety answering point
TCL	Target Capabilities List
TDIS	tactical digital intercom system
TERT	Telecommunicator Emergency Response Taskforce
TICP	Tactical Interoperable Communications Plan
UHF	ultra high frequency
VHF	very high frequency
VoIP	Voice over Internet Protocol
WAIS	wide area interoperability system

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