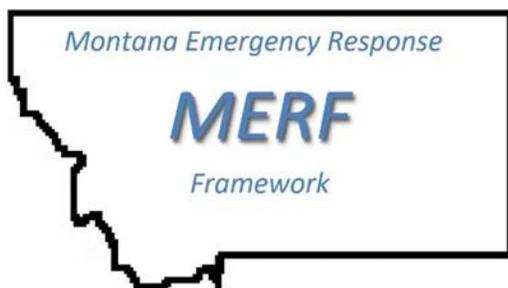


Emergency
Support
Function

2016

Annex # 2
Communications



Authorization & Concurrence:

This Annex is considered operational and serves as a guide for rendering assistance whenever the **Montana Emergency Response Framework (MERF)** is activated. It supersedes all previous editions.

Approved: _____

Date: _____

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Section I: Agencies

Coordinating Agency:

Montana Disaster & Emergency Services

Primary Agency:

Department of Administration

Support Agencies:

Governor's Office
Department of Transportation
Department of Corrections
Department of Natural Resources & Conservation
Department of Justice
Department of Military Affairs
Department of Public Health & Human Services
Local & Tribal Governments
Federal Emergency Management Agency
National Weather Service
General Services Administration
Federal Communications Commission
Private/Non-Governmental/Volunteer Organizations

Section II: Purpose & Scope

Purpose:

Emergency Support Function (ESF) #2 – Communications supports the restoration of communications infrastructure, coordinates communications support to response efforts, facilitates the delivery of information to emergency management decision makers, and assists in the stabilization and reestablishment of systems and applications from cyber-attacks during incidents.

The Montana Department of Administration (DOA) *Emergency Support Function #2 Annex (ESF #2)* is written as a planning document for the DOA to meet the emergency response requirements assigned to it by the State through the *Montana Emergency Response Framework (MERF)*. This annex is supported by additional MERF annexes, standard operating procedures (SOP), guides, and other planning and response documents.

This annex is a flexible document providing general guidance. Adjustments to the contents of this annex can, and will, occur due to the unique nature of incidents. This deviation, using initiative and common sense, is authorized and encouraged in order to adapt to a specific incident and to ensure safety of all involved personnel and the public.

Scope:

This annex supports the telecommunications and essential elements of information needs of local, tribal, and state governmental agencies; nongovernmental organizations; industry essential service providers; other private sector partners; and individuals, families, and households, including individuals with disabilities and others with access and functional needs.

This annex is for all levels of government within the State of Montana and is applicable statewide. It is the policy of the state that all available resources for emergencies are ready for immediate use at any time. This annex provides for the routine use of state telecommunications and warning resources to augment local resources for any multi-agency response, or as a means of testing and exercising such equipment and systems.

Section III: Assumptions & Relationships

Assumptions

Montana is vulnerable to a host of natural and/or man-made hazards that include but are not limited to - wildfires, earthquakes, volcanoes, severe weather, floods, cyber-attacks, and hazardous material incidents. Communications systems play an integral part in the successful response and recovery of any emergency or disaster. This communication annex is developed as a part of the MERF, but it is also designed to be a stand-alone plan for which other state agencies and local government jurisdictions may base their communications plans.

For the purpose of designing responses in an all hazard environment, this annex outlines the following assumptions.

- Key DOA staff will be trained in the incident command system (ICS) and the principles of emergency planning, response and recovery;
- During an incident, DOA will work closely to support our responding partners as the situation allows;
- Availability of resources could impact DOA's response during incidents. If response requirements go beyond DOA capabilities, assistance will be requested through DES;
- This plan assumes that the authority of the Director of DOA is conferred upon his or her designees to make command and operational decisions in an incident or crisis response;
- DOA maintains its responsibilities under continuity of operations planning (COOP) to ensure the performance of State Essential Functions by following SOPs.

Relationships

This section describes how ESF #2 relates to other elements of the whole community. Basic concepts that apply to all members of the whole community include:

Local, Tribal, & State Government

- Gain situational awareness through reporting that occurs at each level: from local and tribal agencies; nongovernmental organizations; industry essential service providers; other private sector partners; and residents. Information and support requests generally flow from the incident level, through operations and coordination centers, to decision makers. At the same time, decision makers and operations and coordination centers provide accurate, actionable, and relevant information to support incident operations.
- Initiate actions to save and sustain lives, reduce human suffering, and provide additional resources and assistance to response efforts. ESF #2 accomplishes this by coordinating assistance and request to stabilize and reestablish critical communication infrastructure quickly and efficiently, identifying and integrating resources and capabilities, and coordinating information flow.
- Local authorities are responsible for obtaining required waivers and clearances related to ESF #2 support.

Private Sector/Nongovernmental Organizations

- The private sector owns or operates most of the Nation’s communications infrastructure and is a partner and/or lead for the rapid restoration of infrastructure-related services.
- Through planning and coordination, private sector entities provide critical information for incident action planning and decision making during an incident. Private sector mutual aid and assistance networks also facilitate the sharing of resources to support response.
- Radio Amateur Civil Emergency Services (RACES) is an organization of amateur radio operators sponsored by the Federal Emergency Management Agency (FEMA) who volunteer to provide radio communications for State and local governments in times of emergency.
- The participants of RACES are licensed under the club name Montana Emergency Amateur Radio Service (MEARS) and operate under the coordination of DES when activated.

Section IV: Core Capabilities

The following table lists the Response core capability, Operational Communications, that ESF #2 supports, along with the related ESF #2 actions. Though not listed in the table, all ESFs, including ESF #2, support the core capabilities of Planning, Operational Coordination, and Public Information and Warning. The following table lists the Response core capabilities that ESF #2 most directly supports:

Core Capability	ESF #2 – Communications
Operational Communications	<ul style="list-style-type: none">• Ensure the capacity to communicate with both the emergency response community and the affected populations and establish interoperable voice and data communications between local, state,

	<p>tribal, territorial, insular area, and Federal first responders.</p> <ul style="list-style-type: none"> • Re-establish sufficient communications infrastructure within the affected areas to support ongoing life-sustaining activities; provide basic human needs, including the needs of individuals with disabilities and others with access and functional needs; and transition to recovery.
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Section V: Operational Functions

The following table lists the Response operational functions that ESF #2 primary agency and support agencies most directly supports:

Primary Agency	Operational Functions:
Department of Administration	<p>The Department directs, oversees, and ensures a heightened level of service in the continuance and implementation of all programs during an incident, emergency, or disaster. It also:</p> <ul style="list-style-type: none"> • Provides information technology services to more than 100 government customers and is responsible for maintaining and structuring critical technological and telecommunications systems to provide information to internal and external partners. • Directs and monitors security requirements for all state owned information technology. • Establishes and maintains the Information Systems Incident Response Team (ISIRT). • Maintains and ensures coordination of radio frequencies within the state. • Delivers services to government agencies and the public in the areas of facilities management, print, mail, and surplus property management. • Administers Capitol Security for the State Capitol complex in Helena. • Provides loss prevention services, insurance coverage, claims adjudication, and tort litigation representation to state agencies, universities, boards, councils, and commissions. • Administers and operates an emergency notification system that uses multi-modal communication (multiple points of entry and delivery) to send emergency notifications and crisis communications simultaneously to potentially thousands of State employees and other pre-identified recipients worldwide, via common voice and text-based communication points. • Provides planning and financial support for public safety communications statewide, which include three programs: <ul style="list-style-type: none"> ○ State 9-1-1 Program which assists local and tribal governments in the development of 9-1-1 emergency telephone systems throughout the state;

	<ul style="list-style-type: none"> ○ Public Safety Spectrum Coordination Program which engages in spectrum planning, frequency licensing assistance and management of statewide mutual aid frequencies. ○ State and Local Implementation Grant Program (SLIGP) administered by the U.S. Dept. of Commerce, National Telecommunications and Information Administration (NTIA) and is designed to provide resources to assist state, local and tribal government entities as they plan for the nationwide public safety broadband network (NPSBN) that is being deployed by the First Responder Network Authority (FirstNet).
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Primary Agency	Operational Functions:
<p style="text-align: center;">Department of Administration – Montana Lottery</p>	<ul style="list-style-type: none"> • Administers operations of the Lottery according to state law and the directives of the Lottery Commission, including: licensing retailers, maintaining security, and negotiating contracts for equipment and services required for Lottery operations. • Maintains a statewide communication platform that includes cellular and dual satellite capability and is utilized by the Department of Justice for statewide Amber alerts

Supporting Agencies	Operational Functions:
<p style="text-align: center;">Local & Tribal Governments</p>	<ul style="list-style-type: none"> • Initiate actions to save and sustain lives, reduce human suffering, and provide additional resources and assistance to response efforts. • Gain situational awareness through reporting that occurs at each level: from local, tribal, and state governmental agencies; nongovernmental organizations; industry essential service providers; other private sector partners; and residents. • (Generally) Provide information and support requests from the incident level, through operations and coordination centers, to decision makers. • Decision makers and operations and coordination centers provide accurate, actionable, and relevant information to support incident operations.
<p style="text-align: center;">Montana Disaster & Emergency Services - DES</p>	<ul style="list-style-type: none"> • Coordinate State resources and support to local, state, and non-governmental organizations needing assistance. • Activates and coordinates state agencies and communication resources to respond to an incident of national significance or any emergency situation in Montana requiring state assistance. • Maintains the SECC in a state of readiness and provides staffing support for SECC when activated. • Coordinates state emergency planning activities that include immediate, short-term and long term strategic planning for

	<p>communications.</p> <ul style="list-style-type: none"> • Maintains and operates the FEMA National Radio System (FNARS). The radio system currently covers and permits contact with participants within FEMA Region VIII and FEMA Headquarters. Surrounding states may be contacted through use of this system but coordination is required in order to ensure that contact can be established on a specific frequency. • Maintains a cache of handheld radios that may be deployed as needed. • Maintains and operates an Army Military Auxiliary Radio System (MARS) station. The system supports the Department of Defense and is operated by volunteers. The station is capable of passing both voice and data through High Frequency (HF) radio frequencies.
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Supporting Agencies	Operational Functions:
Montana Disaster & Emergency Services – DES (continued)	<ul style="list-style-type: none"> • Maintains and operates a Shared Resources (SHARES) station. The SHARES station operates in the HF frequency spectrum and is capable of both passing both voice and data. SHARES stations are local, state, federal, MARS and Corporate entities providing redundant communications. • Maintain and operate the SECURE Net (State Emergency Capability Using Radio Effectively) station. The SECURE Net consists of state government operating in the HF bands and provides both voice and data capabilities. • Maintain and provide an Amateur Radio (HAM) station which provides support through the use of Very High Frequency (VHF), Ultra High Frequency (UHF), and High Frequency (HF) frequency use. The HAM equipment permits voice and data operation thru repeater, satellite and station-to-station transmissions. <p>When requested by State, tribal, or local officials, in coordination with their partner organizations, DES will assist with:</p> <ul style="list-style-type: none"> • Coordinating relevant training & exercises for State and local agencies. • Activating and managing the SECC. • Coordinating State resources in response & recovery operations. • Contacting and requesting Federal resources.
Department of Corrections - DOC	<ul style="list-style-type: none"> • Utilizes contracted services for Codeplug development for their Motorola subscriber units: it has no personnel trained for in-house development. It possesses a current subscription for Customer Programming Software (CPS) and a KVL4000 Encryption device, in order to maintain the capacity to load Codeplugs and encryption keys onto its subscriber units. • Information Technology Division personnel are trained in restoration and repair of information technology resources.
Department of	<ul style="list-style-type: none"> • Resources include a Mobile Command Vehicle with multi-platform

Natural Resources & Conservation - DNRC	<p>communication capability, as well as a large number of mobile radios that are available in all areas of the State.</p> <ul style="list-style-type: none"> Resources also include technicians who can assist with set-up and support of communication infrastructure.
Department of Justice/Montana Highway Patrol – DOJ/MHP	<ul style="list-style-type: none"> Has an extensive network of mobile radios. The MHP has direct contact with the local 24 hour warning points (Sheriff, Police, EMS, and Fire Departments), particularly in rural areas of the state, utilizing their mobile communication system. Vehicles are equipped with an in-car computer system capable of telecommunications. Resources also include technicians who can assist with set-up and support of communication infrastructure.

Supporting Agencies	Operational Functions:
Department of Military Affairs - DMA	<ul style="list-style-type: none"> The Montana Army National Guard (ANG) has a mobile communications vehicle capable of interoperability with numerous radio systems. This unit has VHF, UHF, HF, Citizen Band as well as Amateur Band capabilities. ANG additional means of communication include Satellite Reach-back and Voice-Over-Internet-Protocol (VOIP). The ANG can offer service facilities and technicians. State, Tribal and Local Governments may request ANG assistance through the Disaster Emergency Services (DES) Duty Officer The Montana Air National Guard (MANG) has a mobile communications vehicle capable of interoperability among numerous radio systems. This unit has VHF, UHF, HF, Citizen Band, Satellite Reach-back and VOIP, as well as Amateur Band capabilities and can act as a repeater for various radio systems.
Department of Public Health & Human Services – DPHHS	<ul style="list-style-type: none"> Maintains resources for alternate communications capability including a communication trailer with mobile, satellite and internet capability. Resources also include technicians who can assist with set-up and support of communication infrastructure.
Department of Transportation - MDT	<ul style="list-style-type: none"> Maintains resources for alternate communications capability including platforms with land mobile, satellite and internet capability. Resources also include technicians who can assist with set-up and support of communication infrastructure. MDT also has an Aeronautics division with specific aircraft communications platforms.
Private Sector/Non-Governmental/Volunteer Organizations	<p>Civil Air Patrol:</p> <ul style="list-style-type: none"> Maintains Very High Frequency (VHF) repeaters in Great Falls, Lewistown, Missoula, Billings, Kalispell, and Butte. Has 3-Motorola Rapid Deployment Packages (RDP), radios operating on High Frequency (HF). Can provide airborne platforms in which to operate VHF radio. <p>Radio Amateur Civil Emergency Services (ARES) & Amateur Radio Emergency Services (RACES):</p> <ul style="list-style-type: none"> Supply manpower, equipment and technical services to the SECC in support of this plan. Provide essential communications and warning links to supplement

State and local government assets during emergencies.

- Provide emergency communications for civil preparedness purposes only.

Note: RACES are conducted by amateurs using their primary station licenses, by existing RACES stations license or the MEARS club license. In the event that the President invokes the War Emergency powers, amateurs officially enrolled in the local civil preparedness group would become limited to certain frequencies, while all other amateur operations would be silenced.

Montana PBS

Montana PBS is the Public Broadcasting Service (PBS) member Public television state network for Montana. It is a joint venture between Montana State University (MSU) and the University of Montana-Missoula (UM). The network is headquartered in the Visual Communications Building on the MSU campus in Bozeman, Montana, with a separate studio on the UM campus in Missoula.

The network comprises six stations — flagship KUSM-TV channel 9 in Bozeman; full-power satellites KUFM-TV channel 11 in Missoula, KBGS-TV channel 16 in Billings, KUHM-TV, channel 10 in Helena, KUGF, channel 21 in Great Falls and KUKL-TV channel 46 in Kalispell — and a network of 60 low-powered repeaters in Montana. KUSM and KUHM are licensed to MSU, KUFM to UM, and KBGS, KUGF and KUKL to the Board of Regents of the Montana University System.

A statement of resource capabilities is currently being developed and will be included in the final ESF Annex.