North Carolina Department of Public Safety

# North Carolina Emergency Management Communications Plan (ESF-2)

August 2012

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# Emergency Support Function (ESF)-2 Communications

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| Primary Agency: | North Carolina Division of Emergency Management, Geospatial and Technology Management (GTM) Information Technology Branch |
| Support Agencies: | North Carolina Office of Information Technology Services (ITS) N.C. Department of Public Safety, N. C. Division of Emergency Management, State Highway Patrol, Civil Air Patrol, NC National Guard, Radio Amateur Civil Emergency Services (RACES),Amateur Radio Emergency Service (ARES). |

Primary Points of Coordination and Associated Actions:

- ESF-1 (Transportation): transport communications equipment and personnel to areas, designated by the NCEM Communications Coordinator and/or the NCEM Geospatial and Technology Management Branch.
- ESF-5 (Emergency Management): send Situation Reports (SITREPS), provide electronic briefings, request mission assignments, and receive consolidated SITREPS.
- Radio Amateur Civil Emergency Service (RACES) and Amateur Radio Emergency Service (ARES): provide personnel and equipment to augment and provide backup communications systems. RACES could also provide additional radio operators, if needed.
- Federal ESF-2 National Communications System (NCS)
- Federal Disaster Emergency Communications ( DEC) (FEMA)

# 1. Introduction

## 1.1 Introduction

Communications includes information and reports, surveillance of threatening conditions, and 24-hour radio, telephone, and internet capability. State assistance under this function consists of the utilization of equipment and personnel essential to coordinate and disseminate information before, during and after an impending or actual disaster situation. In the event normal emergency preparedness communications systems become overburdened or destroyed, other state agency systems shall be utilized as necessary to augment state communications; assist local law enforcement, firefighting, search and rescue; lifesaving, etc; and disseminate instructions and operational guidance relating to disaster relief

## 1.2 Purpose

The purpose of ESF-2 is to provide a rapid and efficient means of communication for State, County and Local response efforts during routine and emergency situations. It provides methods and procedures to manage the restoration of emergency and civil communications before, during, and immediately following the Governor's emergency declaration for the purpose of minimizing loss of life and property.

## 1.3 Authority

This plan is written at the Direction of the Director of North Carolina Emergency Management

## 1.4 Scope

ESF-2 plans, coordinates, and assists in telecommunications support to State, County and Local disaster response elements. This ESF will coordinate telecommunications assets (including both equipment and services) available from State agencies, volunteer groups, county agencies, the telecommunications industry, Federal government agencies, and the U.S. Military. ESF-2 will be the focal point of all communications activity at the State level before, during, and after activation of the North Carolina State Emergency Operations Center (SEOC).

# 2. Information Technology

**A.** Information technology (IT) is concerned with all aspects of managing and processing information. It includes all forms of technology used to create, store, exchange, and use information in its various forms. In the new threat environment, the interdependence of telecommunications and information technology justify the protection of each as a critical asset. The telecommunications infrastructure provides the transport medium and connectivity that enable the transmission of information.

**B.** Additionally, with the State's increasing dependency on interconnected information systems, it is anticipated that this emergency support function will be activated to ensure that telecommunications and information technology remain available and reliable. ESF-2 is the point of contact for County and local agencies for the procurement and

coordination of information technology services from the IT industry during a disaster response.

## 3. Policy

ESF-2 provides assets to assist State, County and local emergency operations agencies and other ESF's with their emergency efforts to communicate. The priorities for allocation of these assets are as follows:

- Identify operational communications assets available for use within the affected area.
- Identify communications facilities, equipment, and personnel located in and outside the affected area(s) that could be made available to support recovery efforts.
- Identify actual and planned actions of commercial telecommunications companies to restore services.
- Brief operational personnel on the status of communications.
- Coordinate the acquisition and deployment of communications equipment, personnel, and resources to establish temporary communications capabilities within the affected area(s).
- Coordinate information technology support to responding State, County and local agencies as directed by the SCO.

## 4. Situational Analysis

### 4.1 Disaster Conditions

A disaster condition may result from a significant natural, technological, or man-made disaster. Disasters such as hurricanes can cause widespread damage to commercial telecommunications and electrical transmission facilities. All surviving communications assets of the various State and local government agencies, as well as the industry, will be needed to ensure an immediate and effective response.

### 4.2 Facts:

The following planning assumptions have been made:

- Communications plays a critical role in emergency operations.
- Communications networks and facilities exist and operate throughout North Carolina.
- The coordination of communications assets during an emergency situation is essential to facilitate timely response activities during an emergency incident.
- Communications equipment is vulnerable during times of emergencies, and appropriate security measures must be established and carried out to reduce vulnerability

### 4.3 Planning Assumptions

The following planning assumptions have been made:

- Initially, local emergency service organizations will focus on lifesaving activities. Local government officials will work toward reestablishing control in the disaster area. A county emergency management agency will become the central point of coordination and control for local relief activities.
- All available forms of notification(s) to disseminate information in a timely manner will be used during an emergency situation.
- Initial reports of damage may be fragmented and provide an incomplete picture of damage to communications facilities.
- Weather and other environmental factors may restrict mobile or transportable communications equipment movement into the affected area.
- Significant portions of the emergency communications systems in the affected area may become overwhelmed or inoperable during an emergency situation or in the aftermath of a disaster.
- The SEOC will be operational or else an alternate site will be designated prior to the disaster.
- During emergencies, telephone companies may impose line-load limit controls capable of creating use-overload conditions that would result in jammed circuits.
- TSP (Telecommunications System Priority) agreements have been implemented.
- GETS (Government Emergency Telecommunications Service) access cards have been issued to key EM personnel, and ESF-2 has a supply of cards on hand.
- WPS (Wireless Priority Service) has been assigned to the GETS cards of key EM personnel.
- Federal and/or State assistance may be necessary to procure supplemental communications equipment and or locate available repair technicians following an emergency situation.

# 5. Concept of Operations

Success in providing emergency telecommunications service in time of disaster is predicated upon good planning. This ESF-2 plan addresses the areas of Preparedness, Response, Recovery, and Mitigation. Among the topics addressed in these areas are planning, roles and responsibilities, training, assets available from NCEM and other State agencies, identification of communications vulnerabilities, and mitigation strategies to reduce or remove such vulnerabilities. It is imperative that the plan be tested by exercises, and be subject to a process of continuing quality improvement.

## 5.1 Preparedness

The following goals have related objectives, tasks, and procedures specified in this Plans Annexes:

- The Geospatial and Technology Management (GTM) Information Technology Section is responsible for coordinating all communications administrative, management, planning, training, preparedness, mitigation, response and recovery activities to include developing, and maintaining this document. All other NCEM sections supporting SERT agencies will assist the NCEM GTM Technology Branch in the planning and execution of the above. All personnel will be trained on the principles of the National Incident Management System (NIMS) and Incident Command and integrate those principles into all planning and response operations.
- The GTM Technology Section will coordinate with all supporting departments/agencies and organizations to ensure communications readiness at all times.
- Develop and maintain a list of telecommunications company points of contact (POC's) and/or Account Managers that will be responsive to the mission of ESF-2 on a 24/ 7 basis. Refer to Annex E (Telecommunications Provider 24/7 Points of Contact).
- Develop and maintain a Point of Contact List for reporting service issues at Public Safety Answering Points (PSAP's) aka 911 regional or local dispatch centers. Refer to Annex F (Public Safety Answering Points).
- In the event of an imminent or actual emergency/disaster, the GTM Technology Section will initiate actions appropriate to the functions of communications. Every effort will be made to support local response and recovery needs when requested and to integrate local resources when appropriate to a regional or statewide response.
- In coordination with, and in support of, the GTM Technology Section will assess the situation (both pre-and post-event), and in coordination with local emergency management officials, develop communications strategies to respond to the emergency.

- The NCEM Satcom Trailer capability shall be maintained in coordination with the NCEM Division in order to:
    - Support local government emergency communications in the event of a catastrophic system failure as a result of an actual disaster.
    - Use as a Mobile Command Post to provide on-scene coordination of state emergency agencies participating in emergency operations in support of local government.
    - Support the State Emergency Response Team (SERT)
- Contact with other Emergency Operation Centers (EOCs), the Federal Emergency Management Agency (FEMA) Region IV, other states, major cities and county emergency management organizations shall be maintained.
- Local governments should prepare plans and procedures for employment of local emergency communications, utilizing all available systems and networks. Personnel and facilities should be organized and exercised to provide centralized communications on a 24-hour-a-day basis.
- NCEM Communications shall develop and maintain agreements and contracts to ensure equipment and system maintenance is available on a 24-hour-a-day basis. Alternate communications systems shall be identified, maintained, and tested quarterly (as a minimum) for use in the event the existing government systems are damaged and rendered inoperable. High frequency radio capability will be provided through the NC Radio Amateur Civil Emergency Services (RACES), which will be supported by the NC Amateur Radio Emergency Services (ARES).
- NCEM Communications will participate in State and Local Exercises to validate this plan and supporting SOPs/SOGs.
- Prepare and maintain a current alert roster to include personnel that are required to carry out responsibilities as assigned under ESF -2. Refer to Annex E (Alert Roster, Including List of Personal Equipment).
- Identify critical infrastructure necessary to maintain major portions of the State communications network. Refer to Annex D (Critical Infrastructure).
- Develop and maintain an ESF-2 Continuity of Operations Plan (COOP) to ensure uninterrupted operations during disasters.
- Develop and maintain an Amateur HAM Radio Activation Plan listing the team members and their contact information. Refer to Annex G (Amateur HAM Radio).
- Develop Action Checklists for the ESF-2 GTM Communications Coordinator.. Refer to Annex A.
- Develop a stand-alone Interoperable Communications Concept of Operations guide to address the use of disparate radio systems deployed by various first responder groups.

- Create a State communications support response that provides for the command, control, coordination of communications planning, operations, and mutual aid.
- Coordinate the dispatch and use of communications resources and provide the means of coordination with local government.
- Provide a system for the receipt and dissemination of information, data, and directives pertaining to emergency response activities among organizations providing communications resources.
- Prescribe a procedure for the inventory of communications personnel, facilities, and equipment in the State.
- Pre-plan distribution and allocation of State resources in support of the overall communications mission.
- Provide information to the public and media on disaster activities.
- Develop and maintain an ESF-2 personnel training plan designed to keep skill sets current with state-of-the art communications technologies.
- ESF-2 will conform to the National Incident Management System (NIMS) guidelines. NIMS principles shall be integrated into all ESF-2 planning, and all ESF-2 personnel shall complete appropriate required NIMS training.
- GETS – Government Emergency Telecommunications Service

  This service consists of a user card that is carried by emergency responders and provides the capability to complete a telephone call through the local Public Switching Telephone Network (PSTN) during times of network congestion due to emergencies and disasters. GETS cards have been issued to all command level staff personnel, and ESF-2 has a cache of spare GETS cards to be assigned on an as needed basis.
- WPS – Wireless Priority Service

  This service is added to an existing cell phone and provides priority end to-end call completion across the wireless network during times of wireless network congestion. WPS has been added to the cell phones of all command level staff personnel.
- TSP – Telecommunications Service Protection

  This service can be applied to all voice and data circuits that are deemed critical, and insures priority restoration by the applicable telecommunications provider. All SEOC critical circuits have been identified, and are covered by TSP agreements with the appropriate telecommunications providers.
- Each of the above three services can be ordered by contacting the NCS One-Stop shop at telephone number 866-NCS-CALL (866-627-2255). For more information, go to the NCS website at www.ncs.gov:

## 5.2 Response

Under the leadership of the North Carolina Emergency Management Agency (NCEM), representatives from each of the support and voluntary agencies will staff the SEOC as needed. NCEM, as primary agency for ESF-2, will notify each agency and/or volunteer agency as required. The role of the NCEM is to identify communication requirements, prioritize these requirements, and develop a plan to acquire and deploy communications equipment to meet the needs of the affected areas. Individual agencies will retain operational control of their communications systems and equipment during emergency operations. The State emergency communications system is a redundant system employing:

- 800 MHz Voice Interoperability Plan for Emergency Responders (VIPER) Radio in fixed, mobile, and portable configurations. This is the primary system.
- UHF radio repeater system including base, mobile and portable radios. This is a backup communications system. These radios also include the national interoperable frequencies.
- VHF radio frequencies including base, mobile and portable radios. These radios include the national interoperable frequencies.
- HF radio systems including the Federal National Radio System (FNARS) and Shared Resources (SHARES) systems.
- Mobile and transportable equipment that can be used on site for temporary replacement of damaged existing systems.
- An IP based system used to interconnect radio gateways located in the counties to allow remote access.
- BlackBerry system equipment, cellular telephone, and wireless computer air card capability.
- Satellite telephone and satellite data capability
- Other state agency radio systems
- Radio Amateur Civil Emergency Service / Amateur Radio Emergency Service including HF, VHF, UHF and data frequencies.
- Civil Air Patrol.
- Computer technology and dedicated/common user wire, cellular, and satellite telephone systems.

In support of the telecommunications services listed above, NCEM has the necessary equipment available for immediate deployment. For a list of equipment and quantities refer to Annex J (Communications Resource Guide).

### 5.2.1 Response Actions

This section lists actions to be performed by ESF-2 in response to a disaster. These actions occur in the order listed.

Prepare a Situation Analysis by reviewing reports, video, message traffic, status boards, and logs. This Situation Analysis continues throughout the response and short-term recovery phases and should include the following:

- A general description of the situation as it pertains to ESF-2 and an analysis of the ESF's operational support requirements.
- Based upon the Situation Analysis, prepare a list of objective-based priority actions to support lifesaving and short-term recovery operations. The action list should be revised as the situation changes.
- Coordinate with Office of Information Technology Services (ITS) to determine the priorities of the commercial telecommunications companies for service restoration. Also work with ITS to coordinate the installation of any additional phone lines that may be required.
- Coordinate with the 24/7 Operations Center/VIPER Interoperability Group staff for the equitable distribution of and recall of previously assigned VIPER State Event talk-groups.
- Coordinate with VIPER Interoperability Group for the deployment of or pre-staging of any of the state's strategic technology reserve (STR) equipment. Work closely with the NCEM 24/7 Operations Center staff, and the VIPER Interoperable Group staff to accomplish this action.
- Support the requirements of the Governor's Hotline Call Center as required.
- Establish communications with the Federal Emergency Communications Coordinator (FECC) to coordinate communications assets required beyond state capability.
- In coordination with the RCCs, coordinate and develop an ICS-205 Incident Radio Communications Plan for disaster operations. This plan will include SERT and RCC information.
- Monitor WebEOC and be prepared to coordinate any request for Communications support. All Communications Resource Requests will be entered into WebEOC by the requesting agency or county at which time it will be sorted by the State EOC and either tasked to appropriate RCC, tasked to a county for mutual aid, or sent to the GTM Coordinator (via WebEOC) to be tasked to the GTM Communications Coordinator to fill the request using available resources.
- Determine the level of response required by ESF-2 to respond to the event.

- Initiate notification of the required personnel and support organizations to achieve the required level of response.
- Determine the available resources through the Emergency Management Assistance Compact (EMAC).
- Request mission assignments from ESF-5 (Emergency Management) to accomplish objectives.
- Mobilize resources and coordinate communications support for all government, quasi-government and volunteer agencies as requested, using approved mission assignments.
- Prepare timely electronic briefings and paper reports as requested, on status of ESF-2 response operations and the status of communications systems. Keep all reports for preparation of after action reports and lessons learned.
- Keep track of all expenditures concerning operations and submit these to Administration and Logistics Section after terminating operations.

Prioritization of Agency Telecommunications Requests

- Telecommunications providers may be overwhelmed during an emergency or disaster. Close coordination is essential to help the providers deliver critical services to the State in the shortened time frames required by emergency situations. Accordingly, ESF-2 shall be the sole coordinating entity for the prioritization of State agency communications requests during a disaster.

Vendor Response Problems

- Telecommunications Vendor Access to Restricted Areas – Past experience in areas with major storm damage has found that in many instances, the telecommunications vendors were denied access to restricted areas by local law enforcement. Due to the close relationship of the major vendors with the National Communications System (NCS), these incidents are reported down to the Federal Emergency Communications Coordinator (FECC) for resolution. Because this is a State issue and the FECC does not have jurisdiction in the State, the North Carolina ESF-2 will accept these issues from the FECC and resolve them with local law enforcement. Upon resolution of the issue, the North Carolina ESF-2 will close out the report with the FECC.
- Telecommunications Vendor Access to Vehicle and Generator Fuel – Similarly, the FECC gets the initial report from the vendor headquarters staff. The North Carolina ESF-2 will accept telecommunications vendor fuel issues from the FECC and attempt to resolve them initially with the State ESF-12. Upon resolution of the issue, the North Carolina ESF-2 will close out the report with the FECC.

- Telecommunications Vendor Security – When the telecommunications infrastructure suffers severe damage, the vendor technical personnel are often working in areas of civil unrest. When the security of their personnel or equipment is threatened, the vendor headquarters staff informs the NCS, who in turn tasks the issue to the FECC. The North Carolina ESF-2 will accept such vendor security reports from the FECC and resolve them with local law enforcement. Upon resolution of the issue, the North Carolina ESF-2 will close out the report with the FECC.

### 5.3 Recovery

Emergency communications are defined as those that are utilized when regular commercial or State communications applications have failed or have become severely degraded. Emergency communications are meant to be of limited duration. As the timeline of the incident progresses, there is a continuous gradual transition from emergency back to regular communications. As regular communications are restored, temporary emergency communications equipment is removed. The locations where emergency communications equipment has been installed are tracked jointly with the locations where regular communications have been re-established. At some point in the timeline, the availability of regular communications overtakes the necessity for emergency communications, signaling the transition from emergency response to the recovery phase.

- Gather information from impacted area and determine which communications systems are operational, including but not limited to land-line telephone service, cellular telephone networks, and land mobile radio systems (LMR).
- Assess the communications requirements for any damage assessment teams who will deploy to the impacted area to survey damage. Coordinate the procurement and distribution of the equipment.
- Coordinate if needed, with Federal ESF-2 partners to ensure that state staff has the necessary communications equipment such as telephone lines, and internet connectivity to function at a joint field office (JFO).
- Assess the need for and obtain telecommunications industry support as needed.
- Prioritize the deployment of services based on available resources and critical needs.
- Ensure ESF-2 team members or their agencies maintain appropriate records of costs incurred during the event.
- In coordination with the RCCs, coordinate and develop an ICS-205 Incident Radio Communications Plan for disaster operations as needed. This plan will include SERT and RCC information
- Provide ESF-2 coordination and support as required for Recovery Operations.
- Coordinate the removal of emergency communications equipment and personnel as regular communications are restored.

- Conduct internal After Action Reviews and document lessons learned and recommendations for improvement of Emergency Operations Plans, Procedures and Guidelines.

### 5.4 Mitigation

Mitigation is the fourth element of the 4 phases of emergency management and is embodied in this plan by the following:

- ESF-2 shall be a major element in all regional and statewide disaster exercises. Communications and Interoperability will be a major focus of ESF-2 and North Carolina Emergency Management Agency.
- ESF-2 and its mission will be addressed by the State Communications Interoperability Plan.
- ESF-2 will be integrated into all phases of emergency response.
- Integrate "all hazards" vulnerability studies into ESF-2 planning.
- Incorporate lessons learned into updated plan during next revision.
- Support and plan for mitigation measures.
- Support requests and directives resulting from the Governor and/or FEMA concerning mitigation and/or re-development activities.
- Document matters that may be needed for inclusion in agency or state/federal briefings, situations reports or After Actions Reports (AAR).

# 6. Assignment of Responsibilities

In addition to the primary agency (NCEM), ESF-2 can draw upon support from other State agencies and from certain Federal agencies. This section lists the responsibilities of the primary and supporting agencies.

## 6.1 North Carolina State Information Technology Services (ITS 919-754-6736)

- Serve as liaison between the Division of Emergency Management, local telephone service providers, and communications equipment vendors to provide necessary services to include voice and data.

## 6.2 North Carolina Emergency Management

- In coordination with SEOC Operations, coordinate deployment of the Satcom trailer to be used as a possible Mobile Command Post to provide on-the-scene coordination of state emergency forces participating in emergency operations or in support of local government response, as required.
- Provide location at SEOC radio room for additional communications assistance.
- Ensures all requests for assistance are addressed and routed to proper organization.
- Provide alternate EOC facilities if needed.

## 6.3 North Carolina State Highway Patrol Interoperability VIPER Group (919-662-4440)

- Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of communications during periods of activation.
- In coordination with the 24/7 Operations Center and the GTM Communications Coordinator, provide personnel to manage communications equipment using the Strategic Technology Reserve which includes radio trailers, portable towers, cache radios, and personnel.
- Provide personnel to fully manage Event Talk groups using established WebEOC Board to help coordinate Response and Recovery activities.
- Assist the 24/7 Operations Center/GTM Communications Coordinator with recalling previously assigned State Event Talk groups or STR Resources in order to support Response and Recovery activities.

## 6.4 North Carolina National Guard (919-664-6511)

- Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of communications during periods of activation.
- Provide personnel and equipment for point to point or mobile communications support on a twenty-four hour basis, as required.
- Identify, train, and assign NCNG personnel to maintain contact with and prepare to execute missions in support of ESF-2.

- Provide backup generator support (if available) to include personnel to transport, install, operate, and maintain generators and communications equipment.
- Provide trained personnel to augment communications staff.

### 6.5 North Carolina Civil Air Patrol (336-570-6894)

Mobile amateur radio operators or Civil Air Patrol (CAP) volunteers can be dispatched to American Red Cross (ARC) shelters to provide communications links. CAP aircraft can provide logistics as well as communications support. These voluntary organizations have a significant capability to provide assistance with emergency public communications during major disasters. Coordinate with CAP and North Carolina National Guard to provide emergency airborne data and voice relay services to both base and mobile Emergency Operations Centers.

- Identify, train, and assign CAP personnel to maintain contact with and prepare to execute missions in support of ESF-2 during periods of activation.
- Provide point-to-point high frequency (HF) radio communications assistance.
- Provide support for airborne and mobile ground repeaters.

### 6.6 Amateur Radio Emergency Service (ARES)/Radio Amateur Civil Emergency Services (RACES) (919-971-3100)

- Identify, train, and assign personnel to maintain contact with and prepare to execute mission in support of ESF-2 during periods of activation.
- Establish and maintain an organizational structure and plans coincident with the NCEM organization to facilitate rapid integration.
- Establish plans for and onduct training plan to support WinLink Field operations.
- Provide radio communication assistance in support of voice and record (written) traffic
- Provide reports from disaster areas.
- At the direction of the State PIO, provide public information releases to media outlets in disaster areas when other means are not available.
- Provide radio operators to conduct self-sustaining operations in support of emergency operations for periods up to 72 hours.
- Provide WinLink email support as needed/requested.
- Participate in exercises and drills as directed.

### 6.7 Support and Resources Requirements

Necessary resources to support this plan are outlined in the attached Annexes.

## 6.8 Federal Support Agencies

### 6.8.1 Department of Homeland Security/National Communications System (NCS) and National Cyber Security Division (NCSD)

The Federal ESF-2 supports Federal departments and agencies in procuring and coordinating National Security and Emergency Preparedness (NS/EP) communications services.

On a federal level the Department of Homeland Security NCS and NCSD are responsible for the coordination of ESF-2. NCS is responsible with FEMA and support agencies for developing programs to train and certify personnel to serve as Federal Emergency Communications Coordinators (FECC's)/Disaster Emergency Communications Branch Directors. The selection of FECCs during activation of ESF-2 is normally done in conference with FEMA and ESF-2 support agencies.

NCS provides communications support to State and local governments when their systems are impacted. They also provide communications support to the Joint Field Office (JFO), and JFO field teams.

- This Plan is supported by the National Response Framework ESF-2, Telecommunications. The National Plan for Telecommunications Support in Non-Wartime Emergencies serves as a basis for planning and utilization of national telecommunications assets and resources in support of the provisions of the Stafford Act in a Presidential declared emergency, major disaster, extraordinary situation, and other emergencies.
- The Regional Director of FEMA is authorized in a major disaster to establish temporary communications and make them available to state and local government officials and other persons deemed appropriate.
- Communications provided under the Stafford Act are intended to supplement but not replace normal communications that remain operable after an emergency or major disaster. Such emergency communications will be discontinued immediately when the essential communications needs of the federal, state, and local officials have been restored.
- For a major disaster a Federal Emergency Communications Coordinator (FECC) will be appointed by the PFO. The FECC will deploy to the disaster area as the principal Federal telecommunications manager for that area. The FECC coordinates with the state telecommunications officer to ensure federal communications requirements do not conflict with state efforts. The FECC will normally deploy to the SEOC as a part of the Emergency Response Team – Advance Element and assist in coordinating federal telecommunications support in the JFO. FEMA can also deploy their Mobile Emergency Response Support (MERS) detachment that includes a Mobile KU-Band Vehicle (MKV), which can provide 48 telephone lines for a PBX phone system, secure voice and facsimile, two-way teleconferencing, and full broadcast television capability. On arrival, the FECC will assess the need for mobile and transportable

telecommunications equipment and provide assistance to the State ESF-2 Communications Coordinator as required.

- All ESF-2 personnel will be familiar with the National Response Plan (NRP) and the corresponding annex with Federal counterpart concepts, actions and responsibilities

### 6.8.2 Department of Homeland Security/Federal Emergency Management Agency

FEMA and NCS serve as co-primary federal agencies for ESF-2 under the NRF with FEMA designated as the primary agency for support of public safety disaster communications.

FEMA may activate ESF-2 under the Stafford Act to support State and Local governments as needed for tactical communications or, as requested by the NCS, to assist in infrastructure restoration.

Under the NRP, the Department of Agriculture, Department of Commerce, Department of Defense, Department of Homeland Security, Department of the Interior, Federal Communications Commission and General Services Administration serve as support agencies to FEMA and the NCS.

### 6.8.3 NOAA/NWS

Supports the Emergency Alert System and provides, in coordination with FEMA, public dissemination of critical pre-event and post-event information over the all-hazards NOAA Radio system, the NOAA Weather Wire Service, and the Emergency Managers Weather Information Network.

# 7. Administration

## 7.1 Annual Review

This NCEM Communications Plan (ESF-2) will be reviewed annually by the NCEM Information Technology Section and the Preparedness and Operations Section.

## 7.2 Ongoing Updates

The GTM Branch will develop and review ESF-2 Standard Operating Procedures and provide an updated copy to the Preparedness Section no later than December 1st of each year.

## 7.3 After Action Report

Upon deactivation of the State ESF-2, gather all ESF-2 documentation and prepare an After Action Report for the Chief of GTM.

## 7.4 Lessons Learned

Working with input from the ESF-2 staff, develop a Lessons Learned Report, and translate the lessons learned into specific actionable tasks in the appropriate section of this ESF-2 Annex of the NCEM EOP

## 7.5 References:

- National Response Framework
- National Incident Management System
- North Carolina State Emergency Operations Guide – SOG
- North Carolina State Communications Interoperability Plan
- NCEM ESF-2 Continuity of Operations Plan
- National Interoperability Field Operations Guide (NIFOG) Presidential Executive Order 12472 (April 3, 1984).
- NCS Manual 3-1-1 (July 9, 1990), *Telecommunications Service Priority (TSP), System for National Security Emergency Preparedness (NSEP), Service User Manual.*
- Telecommunications Electric Service Priority Restoration Initiative, US Department of Energy, (February 1993).
- CAP Plan 1000, *CAP Support of the DOD and Civil Authorities during a National Emergency or Major Disaster Operation.*
- Training Circular 24-24, Headquarters, Department of Army, *Signal Data References: Communications Electronics Equipment*

# 8. Annexes

The remainder of this ESF Annex plan consists of describing the various tasks, services, and equipment associated with the ESF-2 mission.

## 8.1 Annex A ESF-2 Communications Coordinator Action Checklists

ESF-2 Communications Coordinator - Establish Contacts and Relationships

| ✓ | Activities |
|---|---|
| | Identify and contact stakeholders. Share ESF-2 Branch POC name, e-mail, and telephone contact information. A partial list of stakeholders include: |
| | • Land Mobile Radio (LMR) managers (e.g. state and local first responders) |
| | • JFOs, DROC's. |
| | • Federal ESF-2/DEC Branch |
| | • State, Tribal, Local governments and communications coordination centers |
| | • Telecommunications Industry representatives at the local and regional levels |
| | • Regional Coordination Centers (RCC) |
| | • State, County, Tribal and Municipal Emergency Operations Centers (EOC's) |
| | • Other State ESF's |
| | • Other recovery response teams |
| | • EMAC Coordinators |
| | Obtain and document the following data from stakeholders: |
| | • POC information (i.e., name, phone number, e-mail address, organization, alternate POC information) |
| | • Resources the stakeholders can contribute to resolve issues |
| | • Assistance the stakeholder needs from the ESF-2 Branch |
| | Communicate the support role (e.g., communications restoration and recovery efforts) of the ESF-2 Branch in a manner that promotes inclusion into the State, tribal and local processes and neutralizes any reluctance to share information or participate with ESF-2 |
| | Maintain open lines of communication with stakeholders and periodically contact them to obtain and provide status updates |
| | Share information and the Common Operational Picture (COP) with SEOC leadership, RCC Branch members, and all communications stakeholders. |

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| | Ask for inclusion in State and local status calls and updates in order to maintain an up-to-date operational view of all communications issues and effectively support the State, Tribal, and Local municipalities. |
| | Consider utilizing the resources available to NCEM through the Emergency Management Assistance Compact (EMAC). Make contact with other State EMAC coordinators and discuss possible needs |

ESF-2 Communications Coordinator

## Manage, Execute, and Track Issues and Tasks

| ✓ | Activities |
|---|---|
| | Build the State Communications Common Operational Picture (COP) based upon the following: |
| | • Information provided by ESF-2 Wireline and Wireless representatives |
| | • Federal ESF-2 observations and information gathered from field and agency contacts |
| | • Relevant information from media reports regarding communications problems or vulnerabilities |
| | • Information provided by State, Tribal and Local governments |
| | • Alerts from county and municipality alert systems |
| | • Information provided by other organizations |
| | Obtain status updates to maintain a current communications COP. |
| | Use the Communications COP to: |
| | • Conduct a Situation Analysis (i.e., identify where action is required immediately (e.g., a switch is down which is critical to LMR operations); identify areas not currently impacted, but could be impacted if action is not taken (e.g., currently a major switch is operational but will go down in 24 hours if fuel is not delivered); identify where an area is affected, but there is no immediate need to take action (e.g., a switch is down but the area has been evacuated)) |
| | • Coordinate need for COML at RCCs and SEOC |
| | • Coordinate with stakeholders |
| | • Obtain and maintain a complete understanding of what Federal, State, Tribal and Local entities are doing and identify where they need further help |
| | • Provide status awareness in meetings and situation reports and make decisions |
| | • Identify required resources (e.g., personnel, equipment, etc). |
| | • Coordinate, and build and maintain relationships, with State, Tribal and Local municipalities |

| | |
|---|---|
| | • Develop solutions and make recommendations (to include alternate courses of action, if necessary) |
| | Identify critical communications assets in danger of failing which would affect services such as Public Safety Answering Points (PSAPs), cellular switches/towers, and fiber routes. |
| | Identify communications-related initiatives implemented by State, Tribal, and Local governments; Federal agencies; hospitals; police departments; and utility companies. |
| | Determine whether any facilities (e.g., relocation sites, staging areas, shelter areas) will require additional/new communications. |
| | Notify local communications carriers of potential new calling patterns due to relocations or evacuations. |
| | Assist with the procurement, configuration and distribution of tactical emergency communications resources (e.g., determine if Mobile Emergency Response Support (MERS) is required, what they need to support, and where). |
| | Provide frequency/radio spectrum coordination and management (if necessary) to include detection and resolution of radio frequency conflicts. |
| | Determine if search and rescue, fire, police, and public safety personnel being brought into the area can communicate using their frequencies and equipment. |
| | Determine if channels have been allocated on the local systems to allow integration and interoperability of units coming into the area. |
| | Determine if the National Guard or other organization(s) have deployed any communications equipment that could cause conflicts. |
| | Plan communications support for staging areas for mass evacuation. |
| | Coordinate with supporting agencies and private industry to assist with the restoration of the commercial communications infrastructure, ensuring access, security (personnel, vehicle and equipment), fuel and staging for essential industry restoration crews and equipment. |
| | Document the overall health and status of the public network as follows: |
| | • Query carriers to determine the estimate of operating hours for critical communications equipment to help prioritize fuel delivery for onsite generators |
| | • Prioritize the most vulnerable infrastructure assets |
| | • Identify the resources and support (e.g., vendor access, personnel, vehicle and equipment security, fuel and other requirements) needed by the carriers to maintain their networks |
| | Identify what alerting has been done (e.g., Emergency Alert System, reverse 911, text messaging broadcasts, community alert networks, alarms, etc.) by municipalities. |
| | Determine if the media is broadcasting phone numbers and web site addresses for the public to obtain important information regarding shelters, relocation services, Red Cross, etc. Provide this information to the carriers to try to prevent network congestion or denial of service to web sites. |

| | |
|---|---|
| | Determine if local communications carriers have been made aware of potential new calling patterns due to relocations or evacuations. |
| | Monitor and report the status of the communications infrastructure. |

## ESF-2 Communications Coordinator - Administrative Issues

| ✓ | Activities |
|---|---|
| | Identify Chain of Command to facilitate supporting and providing information to the GTM Chief quickly and effectively. |
| | Directly support and provide information to the GTM Chief ensuring communications issues are resolved quickly and effectively. |
| | Supervise and provide direction to the ESF-2 support agencies. |
| | Delegate specific day-to-day administrative and operational authority to the Deputy ESF-2 Branch Chief as necessary. |
| | Ensure that all verbal requests for communications support are documented in writing. Confirm with e-mail recap for audit/historical purposes |
| | Keep track of all expenditures concerning ESF-2 operations and submit these to the Finance Section after termination of operations |

## ESF-2 Communications Coordinator

## Coordinate the Input and Tracking of Issues

| ✓ | Activities |
|---|---|
| | Develop (and use) a tracking system to document and track actions, MAs and deadlines. Include the following information to record pertinent data for an audit trail or historical purposes: |
| | • Issue/problem/MA number scheme (follow JFO scheme) |
| | • Communications issue(s) and problem(s) statements. Include all relevant technical information |
| | • Location(s) involved in the issue |
| | • POC information |
| | • Assigned “owner” or Unit Leader. This person will be responsible from “cradle to grave” for managing, tracking, resolving, and closing out the issue |
| | • Deadlines |

| | |
|---|---|
| | • Record of all communications action taken and support provided |
| | Assist the contact person by clearly explaining the problem and properly scoping the issue. |
| | Update stakeholders regularly regarding the status of problem resolutions and/or outstanding issues. |
| | Assist in preventing duplicate action requests from being processed. |
| | Track deadlines and ensure tasks are completed on time. |

## ESF-2 Communications Coordinator

## Coordinate Close of SEOC ESF-2 Branch

| ✓ | Activities |
|---|---|
| | Close out all resolved issues and MA'S, document actions taken and date resolved, and ensure the person initiating the action concurs with closure. |
| | Document any open issues and turn them over to the GTM Chief. Maintain a copy for ESF-2 Files. Document the transactions and provide the person who initiated the action with the new point of contact information. |
| | Debrief the ESF-2 Branch staff to discuss accomplishments and performance, ensure all outstanding issues are identified, discuss closure of the branch, and identify actions that must be taken prior to departure. |
| | Determine if pre-positioned equipment is still required. |
| | Gather all ESF-2 documentation and prepare an After Action Report for the GTM Chief |
| | Working with the ESF-2 staff, develop a Lessons Learned Report, and translate the lessons learned into specific actionable tasks in the appropriate section of this ESF-2 Annex of the NCEM EOP |

## 8.2 Annex B ESF-2 Supporting Agencies Contact Numbers

| ✓ | SUPPORTING AGENCY | CONTACT NAME | OFFICE | CELL |
|---|---|---|---|---|
| | NC National Guard | LTC Tim Murphy | 919-664-6511 | 919-612-4540 |
| | NC National Guard | Capt Patrick Henderson | 919-664-6343 | 919-609-2520 |
| | NC National Guard | MSG Larry Wiedel | 919-664-6464 | |
| | NC State Highway Patrol | 1ST Sgt C.S. Taylor | 919-662-4440 | 919-609-3058 |
| | NC Emergency Mgmt | Mike Montague | 919-825-2281 | 919-369-4182 |
| | NC State IT Services | Allen Werner | 919-754-6736 | |
| | NC Civil Air Patrol | Lucy Davis | 336-570-6894 | 919-218-6572 |
| | Fed ESF-2 (NCS) | TBD | | |
| | Fed DEC (FEMA) | Vincent Boyer | 1-404-939-2839 | 1-770-789-9442 |

## 8.3 Annex C. ESF-2 Alert Roster

| ✓ | NAME | HOME | OFFICE | CELL |
|---|---|---|---|---|
| | Mike Montague | 919-553-3493 | 919-825-2281 | 919-369-4182 |
| | Pete Farmer | 919-369-4179 | 919-825-2265 | 919-369-4179 |
| | Dave Krum | 919-779-6413 | 919-825-2276 | 919-369-4175 |

## 8.4 Annex D Critical Infrastructure

Certain Voice, Data and Video circuits are deemed critical to the continuity of State communications before, during and after a natural or man-made incident. These circuits have been identified, and are covered by the Telecommunications Service Protection (TSP) Program of the National Communications System. (For more information on the TSP Program, go to www.ncs.gov).

The following table lists all of the TSP/Critical circuits by Circuit Number and TSP Number if Applicable:

| Circuit | PURPOSE | TSP CODE | Primary POC | Alt POC |
|---|---|---|---|---|
| 20L1XN500917 | NCEM DATA CIRCUIT | TSP0D1L8J-03 | ITS Help Desk<br>919-754-8000 | Pete Farmer, NCEM<br>919-825-2265 |
| 26HCGS451859 | SPRINT SIP TRUNKS | TSP0D1L91-03 | ITS Help Desk<br>919-754-8000 | Pete Farmer, NCEM<br>919-825-2265 |
| 26HCGS451860 | SPRINT SIP TRUNKS | TSP0D1LA6-03 | Sprint 1-800-877-5045 | Geof Toner, NCDPS<br>919-890-3990 |
| 20IPZX520714 | PRI BACKUP PHONE | TSP0D1LBK-03 | Sprint 1-800-877-5045 | Geof Toner, NCDPS<br>919-890-3990 |
| 20PLCE504054 | DUKE ENERGY SELECTIVE SIGNAL | N/A | REP Program Manager<br>919-825-2287 | Mike Montague<br>919-825-2281 |
| 20PLCE504055 | DUKE ENERGY DECISION LINE | N/A | REP Program Manager<br>919-825-2287 | Mike Montague<br>919-825-2281 |
| 20FDDC503940.001 | PROGRESS ENERGY | N/A | REP Program Manager<br>919-825-2287 | Mike Montague<br>919-825-2281 |
| 20FDDC503940.002 | PROGRESS ENERGY | N/A | REP Program Manager<br>919-825-2287 | Mike Montague<br>919-825-2281 |
| 20FDDC503940.003 | PROGRESS ENERGY | N/A | Rep Program Manager<br>919-825-2287 | Mike Montague<br>919-825-2281 |
| 20FDDC503940.004 | PROGRESS ENERGY | N/A | Rep Program Manager<br>919-825-2287 | Mike Montague<br>919-825-2281 |
| 26LCGS400842 | NAWAS FEDERAL CIRCUIT | N/A | AT&T<br>877-438-6899 | Lynelle Wilkins<br>877-411-2139 |
| 22LCGS402305 | NAWAS STATE CIRCUIT | N/A | AT&T<br>877-438-6899 | Lynelle Wilkins<br>877-411-2139 |

## 8.5 Annex E. Telecommunications Providers 24/7 Points of Contact

- 

| NAME | Agency | Contact | Email | Remarks |
|---|---|---|---|---|
| Carlyn Lehman | Preferred Communications | O-919-575-4600<br>C- | carlyn.lehman@satstar.com | SATCOM Support |
| Ryan McGill | Sprint Emergency Response | O-303-889-2044<br>C-303-419-5181 | ryan.mcgill@sprint.com | Cell Phone, AirCard, Cell on Wheels (COW) Support |
| Christi Derreberry | Sprint Emergency Response | O-888-639-0020<br>C704-361-1253 | christi.derreberry@sprint.com | Cell Phone, AirCard, Cell on Wheels (COW) Support |
| Robbie Austin | Verizon Wireless | O-<br>C 919-280-8611 | robbie.austin@verizonwireless.com | Cell Phone, AirCard, Cell on Wheels (COW) Support |
| Earl Struble | Verizon Wireless | O-<br>C-919-723-8401 | earl.struble@verizonwireless.com | Cell Phone, AirCard, Cell on Wheels (COW) Support |
| Crisis Response Team | Verizon Wireless | O-800-981-9558<br>C- | | Cell Phone, AirCard, Cell on Wheels (COW) Support |
| Ed Harr | Motorola | O-919-762-1216<br>C-919-451-2021 | ed.harr@motorolasolutions.com | Radio Support |
| Chris Boyd | Incident Communications Systems | O-919-341-1011<br>C-919-441-8375 | cboyd@incidentcommunications.com | NCEM Satellite Trailer Support |
| | | | | |

- ## State

| NAME | Agency | Contact | Email | Remarks |
|---|---|---|---|---|
| Robin Oldham-Nelson | SHP VIPER Warehouse | O-919-661-3128 | robin.oldham-nelson@ncdps.gov | VIPER Support |
| Alan Sadowski | SHP/ IT | O-919-662-4440<br>C-919-413-9705 | alan.sadowski@ncdps.gov | VIPER Support |
| Mike Hodgson | SHP VIPER | O-919-662-4440<br>C-919-291-1879 | mike.hodgson@ncdps.gov | VIPER Support |
| Lane Hobbs | SHP VIPER | O-919-662-4440<br>C-919-795-1030 | lane.hobbs@ncdps.gov | VIPER Support |
| Cameron Taylor | SHP VIPER | O-919-662-4440<br>C-919-609-3058 | cameron.taylor@ncdps.gov | VIPER Support |
| Network Ops Center | SHP VIPER (24/7) | O-888-928-4737 | | VIPER Support |
| Patricia Joye | State ITS | O-919-754-6714 | patricia.joye@nc.gov | State Vendor Comm Support |
| Alan Werner | State ITS | O-919-754-6829 | alan.werner@nc.gov | State Vendor Comm Support |
| Help Desk | State ITS | O-919-754-6000 | | |

| | | | | |
|---|---|---|---|---|
| Steve Riddle | State DOT | O-336-625-4796<br>C-919-218-0057 | sriddle@ncdot.gov | Communications Support |
| Carl VanCott | OEMS | O-919-855-3955 | carl.vancotrt@dhhs.nc.gov | Communications Support |

- **Federal**

| NAME | Agency | Contact | Email | Remarks |
|---|---|---|---|---|
| FEMA | MERS (Thomasville) | O--800-333-4846 | | FEMA Region IV Comm Support |
| Jeffrey Hill | FEMA/Region IV IT/FNARS | O404-909-1300 | Jeffrey.hill1@dhs.gov | HF FNARS Support |
| Vincent (Tex) Boyer | FEMA/Region IV RECC | O-770-220-3104<br>C-770-789-9442 | Vincent.boyer@dhs.gov | FEMA Region IV Comm Support |
| FCC | 24/7 Ops Center | O-202-418-1122<br>C- | fccopcenter@fcc.gov | FCC Issues |

❖ **NOTE**: The above tables are the normal vehicle for listing telecommunication vendor contact information, and are left here for reference purposes. The State of North Carolina Emergency Management accesses specific telecommunication vendor contact information via the NC ITS Help Desk.

The contact number for NC ITS Help Desk is 919-754-6000

## 8.6 Annex F. Public Safety Answering Points (PSAP's)

In the State of North Carolina, the Communications Services for Public Safety Answering Points (PSAP's), also known as 911 Centers, are the responsibility of the individual Counties and not State ESF-2. However, during a disaster, State ESF-2 may receive calls about PSAP's that are out of service. Such calls should be treated with extreme urgency and referred immediately to the NCEM Area Coordinator or 24/7 Operations Center.

The WEB EOC provides access to contact information for all NCEM Area Coordinators or 24/7 Operations Centers in the State.

NOTE:

When referring a PSAP outage to the NCEM Area Coordinator or 24/7 Operations Center. State ESF-2 personnel must transfer ownership of the issue via a live person-to-person call, and enter the event into the ESF-2 Log. Leaving such reports on the NCEM Area Coordinator or 24/7 Operations Center voicemail system is not acceptable.

PSAP Continuity of Operations Planning (COOP).

Each county is responsible for its own PSAP, and there are various levels of robustness in the area of redundant service. Some counties have taken action to ensure speedy restoration of voice and data circuits by adding TSP to such circuits. Some rely upon special relationships with their serving telephone company vendors that only offer a promise of speedy restoration.

In some counties, systems are in place which allow the Manager of an affected PSAP to have incoming E-911 calls transferred to another county PSAP. That county would then dispatch the calls to officers in the originating county that had lost its PSAP.

Within the State of North Carolina, all counties participate in a Mutual Assistance Compact that allows an affected county to request personnel and resources from another county during the emergency.

In talking to county PSAP Managers, the consensus is that State ESF-2 would not usually be called upon to help restore telephone service to an affected PSAP, unless the serving telephone company was unresponsive.

For additional information on PSAPs and points of contact, refer to the following website: https://www.nc911.nc.gov.

## 8.7 Annex G Amateur Radio

This annex provides information and guidelines to facilitate the sharing of amateur radio communications, human and technical resources within the State of North Carolina as they relate to public service emergency and support requests.

Radio Amateur Civil Emergency Service (RACES) and Amateur Radio Emergency Service (ARES): provide personnel and equipment to augment and provide backup communications systems. RACES could also provide additional radio operators, if needed.

To activate the amateur radio personnel, use the table below:

| ✓ | NAME | OFFICE | CELL | E-MAIL ADDRESS |
|---|---|---|---|---|
| | Thomas Brown | | 919-971-3100 | n4tab-ncsec@earthlink.net |
| | Stephen Misel | 919-827-0711 | 919-818-8531 | steve@misel.com |
| | John Guerriero | | 919-605-0629 | johnguer@mindspring.com |
| | David Crawford | 919-781-0727 | 919-302-1347 | Kf4vxj@arrl.net |
| | Robert Conder | 919-859-9010 | 919-302-9253 | bconder@yahoo.com |
| | John Snellen | | 919-886-3093 | Ai4rt@hotmail.com |
| | Virginia Enzor | 919-460-3448 | 919-389-1733 | Nc4va@nc.rr.com |
| | William Cole | 919-469-1639 | 919-522-5733 | wlcole@nc.rr.com |
| | | | | |

## 8.8 Annex H Communications Resource Guide

A. Telephone Service.

1. Telephones will be the primary source of communications at all fixed offices / locations. Therefore, any established fixed offices / locations must have telephone service. North Carolina is served by a reliable and effective public switched telephone network which works very well in normal conditions and, historically, has been very reliable during emergency situations.

2. The State EOC 24 Hour Operations Center will develop and maintain an official list of SERT telephone numbers to include: Home, Cell, Work and pager numbers. These contact numbers should be kept up to date by sending an email to the state EOC to be kept on file. SERT members are encouraged to use Government Emergency Telephone System (GETS) cards to give priority to team members when the local phone system has been overwhelmed due to the disaster or event.

   (a) The State EOC uses a Cisco Voice over IP (VoIP phone system which defines a way to carry voice calls over and IP network including the digitization and packetization of the voice streams. IP Telephony utilizes the VoIP standards to create a telephony system where higher level features such as advanced call routing, voice mail, contact centers, etc., can be utilized. Branch Offices/Regional Coordination Centers (RCCs), and Warehouses use a combination of digital and analog Centrex telephone lines. Most of these are for voice use, but some are for special applications such as computer modem lines or facsimile machines. Reference can be made to the Emergency Management Directory (EM Directory) for public access numbers which is maintained within WebEOC.

   (b) During activation of the State EOC, Branch Office(s)/RCCs and warehouse, additional telephone lines are reserved for exclusive use by the SERT Agencies. Reference can be made to WebEOC for a complete listing of SERT agencies and their phone number at all locations to include the Alternate EOC if appropriate. If additional telephone resources are required, State Information Technology Services (SITS) provide them as needed. SITS will coordinate with service and equipment providers to obtain whatever resources are needed in an emergency. Request for additional service should be entered into Web EOC in accordance with established Web EOC procedures.

   (c) The State EOC also has Secure Telephone Equipment (STE) used for secure communications between state, federal and local agencies. This equipment is maintained in the secure room within the Division of Emergency Management and is used to share information of a classified or sensitive nature. Since this equipment operates off a standard phone line, it can easily be moved to the Alternate EOC with only minimum disruption of service. Only the 24 Hour Operations Center Manager or his designated alternate who has a proper Department of Homeland Security (DHS) security clearance is authorized to move or operate this equipment.

3. Back-up Procedures: In the event phone service is disrupted at the primary State EOC, the SERT would re-locate to the Alternate facility. In the event service is disrupted at any Branch Office/Regional Coordination Center or Warehouse, Cell phone, 800 MHz Radio, or Satcom should be used as an alternate means of communications until normal service can be restored.

4. Testing: Since phones are used on a daily basis, there are no special testing requirements.

B Web EOC.

1. Web EOC is a computer-based program for resource management and situational awareness. This program allows County EOC's, Branch Offices/RCCs, NCEM Warehouses, and the State EOC to communicate via internet, to order resources and to give updates to the State EOC to give local, regional or state situational awareness of an incident. The link to Web EOC is www.ncsparta.net.

2. Back-up procedures: Web EOC is accessible through both wire line and wireless (laptop equipped with air card) so in the event connectivity is lost, access could be easily re-established using a laptop air card until normal connectivity is restored. In the event that normal connectivity cannot be restored, NCEM can use its trailer mounted satellite system to restore connectivity at any of its locations. If an agency outside of NCEM is unable to access Web EOC the State EOC is prepared to receive information/requests via phone, 800MHz radio, Satcom, or Amateur Radio.

3. Testing: Since Web EOC is used on a daily basis, no special testing is required. However, NCEM conducts monthly Web EOC exercises with its SERT partners to test connectivity and established operating procedures.

C 800 MHz Radio System.

1. The State EOC, Branch Offices/RCCs, Field Staff, and Warehouses use the Motorola Smartzone 800 MHz trunked radio system that operates statewide within North Carolina as the primary radio system. Commonly referred to as the Voice Interoperability Plan for Emergency Responders (VIPER) System, the State Highway Patrol is coordinating the programming of the subscriber units, and building radio talk-groups to meet the needs of all participating agencies. NCEM has several talk-groups that are unique to our subscriber units for internal use, and several event talk-groups that are common to all radios on the VIPER system. These common Event talk-groups will be used for interoperable communications following a disaster. VIPER offers a tactical and strategic solution.

2. The tactical solution provides temporary interoperable communications with other public safety agencies that are on call during emergencies. This solution consists of 17 remote, fixed site gateways used to link disparate radio systems with the 800MHz trunk system. This system is controlled at State Highway Patrol (SHP) Communications Centers. Currently there are three mobile communications platforms that contain radio transmitters, bridging equipment and an independent power source, which replace or supplement towers as well as being used to support long-term events or incidents. These units are pre-positioned across the state and operate as a standalone communications system.

3. Future plans call for a mobile communications platform in each of the nine Domestic Preparedness Regions (DPR's).

4. The strategic solution is an expansion of the statewide 800 MHz trunked radio system, which will eventually be available to all emergency responders. The system will include individual talk groups for all agencies as well as mutual-aid talk groups for interaction among agencies.

5. Event Talk-Groups: These talk-groups are available to all system users statewide and should only be used to work large scale events or incidents. To use one of the available talk-groups during day to day operations, a request must be made to the State EOC 24-Hour Operations Center providing the intended use and duration of use. During disaster events when the State EOC is activated, the request should be made using WebEOC.

6. Back-up Procedures: In the event communications are lost via 800MHz, the State EOC, Branch Offices, and Warehouses would use the Satellite Radio/Phone for communications until such time 800 MHz is restored.

7. Testing: Since this system is designated as the primary radio communications system and is used on a daily basis, no special testing is required.

8. Strategic Technology Reserve (STR) Radio Trailers

9. The STR is a mutual aid, interoperability radio asset that can be utilized to facilitate interoperability between the local, county, state, and federal entities as well as Non-Government Agencies (NGOs). It is designed to support command and control communications, as well as tactical functions in order to provide an effective communications and interoperability solution.

10. Within each of the nine (9) Domestic Preparedness Regions (DPR) there is one STR Trailer stored which is equipped with 20 portable 800 MHz radios, 20 portable VHF radios, 20 portable UHF radios, 20 family service radios, and 1 ACU-Tactical Unit that permit interconnection of disparate radio infrastructure to support public safety operations. To request use of one of the STR Radio Trailers, during day to day operations, a request must be made to the State EOC 24-Hour Operations Center providing the intended use and duration of use. During disaster events when the State EOC is activated, the request should be made using WebEOC.

D. Cache Radios

1. NCEM has numerous cache radios which can be issued through the NCEM 24 Hour Operations Center, and the 3 Brach Offices. The radio cache is available to support public safety communications needs within North Carolina for emergency incidents or scheduled events.

2. Internal records must be kept when issuing these radios reflecting who the radio was issued to, the FAS number of the radio, the individual radio issued to, the date issued and estimated return date. In addition, the issuing agency must advise the Division Property Officer (DPO) that the radio has been issued providing the FAS number and the person signing for the radio.

3. The DPO then enters this information into an official data base maintained by DPO. Once the radio(s) are returned, the issuing agencies internal records are updated and the DPO is notified that the radio(s) have been returned.

4. In the event NCEM has issued all its cache, and additional radios are needed, then the GTM Communications Coordinator will coordinator with the SHP VIPER Control Group to obtain additional radios as needed.

E. Satellite Communication.

1. The SatCom system establishes a Statewide Emergency Communication Network (SECN), and serves as a back-up means of communication for statewide emergencies/disasters and warning dissemination. Satcom is established at the State EOC, Branch Offices, Badin Warehouse, Area Coordinator Vehicles National Weather Service (NWS) offices and Nuclear Power Plants (NPP) within NC. The system is equipped with a Push to Talk (PTT) and a phone. The Satellite Phone system is used strictly as a backup means of communication. Each SatCom unit is equipped with a phone, which is operated much like a cellular phone. Each unit is assigned a number and can be accessed by dialing that

number. Every county has been issued a Satcom unit and in the event they lose communications, this system would allow communications with the State EOC, Branch Offices, Badin Warehouse, any County EOC or County Warning Point.

2. Back-up Procedures:

- In the event Satellite service is disrupted due to equipment failure and no other communication systems are available, NCEM has portable units which can be activated in a short amount of time and deployed as needed. In addition, NCEM also has a trailer mounted satellite system equipped with broadband data and VoIP telephone service which can be deployed.

3. Testing:

- Testing of the satellite system will be conducted at a minimum of once per month with each user of the system. Branch Offices will be responsible for establishing/conducting their own testing program with their respective counties. Warehouses will be responsible for establishing/conducting their own testing program with the State EOC. The State EOC will be responsible for conducting monthly testing with all NWS Offices, and any other user of the system on an as needed/requested basis. Outages/problems should be reported to the State EOC 24 Hour Operations Center for coordination of repair to the Division Communications Coordinator (GTM).

F. Amateur Radio.

Amateur radio serves as an alternate back-up communications system for both voice and data. Organized under the Amateur Radio Emergency Service (ARES), they provide backup communications through a cadre of trained, experienced volunteer Operators. NCEM maintains and operates Amateur Radio stations at the State EOC, Eastern and Western Branch Offices. A variety of message transport mechanisms such as voice, digital and Continuous Wave (CW), or Morse Code. CW may be employed, using singularly or in any combination of:

(a) Short range VHF/UHF radio via direct point-to-point links, strategically located repeaters and linked systems.

(b) Long range HF (shortwave) point-to-point communications, intra-state and interstate, as needed.

(c) Mobile/portable/handheld stations (VHF/UHF/HF).

- Digital MARS Winlink email system using HF radio. This system, operated through the DoD's MARS program, provides backup email capability through a large network of independent stations located throughout the US, all of which provide connectivity to worldwide email facilities and can operate with infrastructure, if available, or completely free of infrastructure on a fully automatic basis. Use of this system does not require the presence of Amateur Radio/MARS operators on-site, since the State has been granted MARS Agency licenses.

Typical deployments have operators on-site at the served agency location(s) and liaison operators working from their homes or other locations where emergency power is available. Small scale incidents generally are supported by formal "nets" of operators deployed as needed/directed. Larger incidents generally involve a statewide net (Tar Heel Emergency Net).

G. Federal National Radio System (FNARS).

1. Located at the State EOC, the Federal National Radio System (FNARS) is an HF radio system primarily used by FEMA for inter and intrastate communicating with FEMA Headquarters, FEMA regions, and States during national and /or regional emergencies, partially when landline system are impaired or restricted.

2. Back-up procedures: This system serves as a back-up communications system in the event all communications are lost with FEMA Region IV Headquarters.

3. Testing: This system is maintained by FEMA Region IV Headquarters and is tested by FEMA on an as needed basis.

H. Selective Signaling System (SSS)

1. The Nuclear Power Plant (NPP) Selective Signal/Decision Line Telephone System is a dedicated hard-wired telephone system linking the 24-hour Operations Center (serving as the Primary State Warning Point) and the Control Rooms of the Nuclear Power Plants in North Carolina. They also are connected to the Alternate State Warning Point and the County Warning Points of counties near a nuclear facility. These are 4-wire, full duplex, voice-only telephony circuits and are used for routine, administrative purposes as well as for emergency notification and information. These hard-wired circuits are backed up in several different ways and have redundant routing to insure their operation under most conditions.

2. Back-up procedures: In the event the State EOC would lose this circuit, the State Warning Point (SWP) would provide back-up communications support since these lines are duplicated at their facility. However, in the event the entire circuit is inoperable information would be passed via normal telephone circuits or Satcom radio.

H. Emergency Alert System (EAS).

1. This system is located at the State EOC and the North Carolina 24 hour Operations Center serves as the primary statewide EAS Activation Point. Criteria for EAS Activation consist of Public Safety to aid in reducing the loss of life or property, Official information for protection of life and property and Time Critical Information for public knowledge. North Carolina currently uses Communications Laboratories (Comlabs) EMnet to transmit all Emergency Alert Messages. EMnet is a satellite-based messaging system designed specifically to meet the needs of the Emergency Management, broadcast, and AMBER communities. It provides a single efficient interface for monitoring a wide variety of inbound hazard notices, and for sending various outbound warning messages which can be transmitted to individual stations, or to hundreds of stations at once, almost instantly. EMnet has multiple backup systems in place to help guarantee message delivery to any functional station. EMnet also allows the sender to track sent messages to confirm they have been received, read, and forwarded. Reference can be made to the State EAS Plan.

2. Back-Up procedures: In the event the State EOC loses EMnet, the National Weather Service is designated as an alternate to transmit public warning information.

3. Testing: This system is checked daily by each on-coming shift in the 24 hour Operations Center and tests are conducted weekly by all users to ensure the system is working properly. Any issues or outages are reported to the Division Communications Coordinator (GTM) for repair.

I. National Warning System (NAWAS)

1. NAWAS is used to disseminate warning information concerning natural and technological disasters to approximately 2200 warning points throughout the continental United States, Alaska, Hawaii and the Virgin Islands. This information includes acts of terrorism including Weapons of Mass Destruction (WMD) after aircraft incidents/accidents, earthquakes, floods, hurricanes, nuclear incidents/accidents, severe thunderstorms, tornadoes, tsunamis and winter storms/blizzards. NAWAS allows issuance of warnings to all stations nationwide or to selected stations as dictated by the situation.

2. Back-Up procedures: In the event the State EOC/State Warning Point loses its circuit, control would be passed to Troop F Alternate State Warning Point located in Newton.

3. Testing: This system is tested every Monday by the NCEM 24 Hour Operations Center/State Warning Point.and resulted are documented in accordance with established procedures. Any issues or outages are reported to FEMA for repair in accordance with established procedures.

## 8.9 Annex I. NCEM /NCSHP VIPER Radio Cache

### NCSHP Cache Radios

| | NCEM # | SERIAL # | ISSUED TO | VIPER Radios | COMMENTS |
|---|---|---|---|---|---|
| N/A | N/A | N/A | SHP Cache | (100) XTS2500 | Warehouse/Rapid Response Vehicles XTS2500 |
| N/A | N/A | N/A | SHP Cache | (80) MTS2000 Analog | Warehouse, Old Analog which support 16 Event Talkgroups |
| | | | | TOTAL PORTABLES 180 | |

### NCEM Cache Radios

| FAS # | SERIAL # | ISSUED TO | VIPER ID | COMMENTS |
|---|---|---|---|---|
| 444623 | 205CJM1893 | EBO CACHE | 754622 | PORTABLE XTS2500 |
| 444623 | 205CJM1893 | EBO CACHE | 754622 | PORTABLE XTS2500 |
| 444624 | 205CJM1894 | EBO CACHE | 754623 | PORTABLE XTS2500 |
| 444625 | 205CJM1895 | EBO CACHE | 754624 | PORTABLE XTS2500 |
| 444626 | 205CJM1896 | EBO CACHE | 754625 | PORTABLE XTS2500 |
| 444627 | 205CJM1897 | EBO CACHE | 754626 | PORTABLE XTS2500 |
| 444628 | 205CJM1898 | EBO CACHE | 754627 | PORTABLE XTS2500 |
| 444629 | 205CJM1899 | EBO CACHE | 754628 | PORTABLE XTS2500 |
| 444630 | 205CJM1900 | EBO CACHE | 754629 | PORTABLE XTS2500 |
| 444907 | 205CKV0526 | EBO CACHE | 722532 | PORTABLE XTS2500 |
| 444908 | 205CKV0527 | EBO CACHE | 722533 | PORTABLE XTS2500 |
| 444909 | 205CKV0528 | EBO CACHE | 722534 | PORTABLE XTS2500 |
| 444910 | 205CKV0529 | EBO CACHE | 722535 | PORTABLE XTS2500 |
| 444926 | 205CKV0530 | EBO CACHE | 722536 | PORTABLE XTS2500 |
| 444927 | 205CKV0531 | EBO CACHE | 722537 | PORTABLE XTS2500 |
| 444928 | 205CKV0532 | EBO CACHE | 722538 | PORTABLE XTS2500 |
| 444974 | 205CKT0870 | EBO CACHE | 717343 | PORTABLE XTS2500 |
| 445200 | 205CMV1453 | EBO CACHE | 745254 | PORTABLE XTS2500 |
| 445211 | 205CMR211 | EBO CACHE | 749001 | PORTABLE XTS2500 |
| 445212 | 205CMR212 | EBO CACHE | 749002 | PORTABLE XTS2500 |
| 445213 | 205CMR213 | EBO CACHE | 749003 | PORTABLE XTS2500 |
| 445214 | 205CMR214 | EBO CACHE | 749004 | PORTABLE XTS2500 |
| 445215 | 205CMR215 | EBO CACHE | 749005 | PORTABLE XTS2500 |
| 445216 | 205CMR216 | EBO CACHE | 749006 | PORTABLE XTS2500 |
| 445217 | 205CMR217 | EBO CACHE | 749007 | PORTABLE XTS2500 |
| 445218 | 205CMR218 | EBO CACHE | 749008 | PORTABLE XTS2500 |
| 445219 | 205CMR219 | EBO CACHE | 749009 | PORTABLE XTS2500 |
| 445220 | 205CMR220 | EBO CACHE | 749010 | PORTABLE XTS2500 |
| 445221 | 205CMR221 | EBO CACHE | 749011 | PORTABLE XTS2500 |

| FAS # | SERIAL # | ISSUED TO | VIPER ID | COMMENTS |
|---|---|---|---|---|
| 445222 | 205CMR222 | EBO CACHE | 749012 | PORTABLE XTS2500 |
| 445223 | 205CMR223 | EBO CACHE | 749013 | PORTABLE XTS2500 |
| 445224 | 205CMR224 | EBO CACHE | 749014 | PORTABLE XTS2500 |
| 445225 | 205CMR225 | EBO CACHE | 749015 | PORTABLE XTS2500 |
| 445226 | 205CMR226 | EBO CACHE | 749016 | PORTABLE XTS2500 |
| 445227 | 205CMR227 | EBO CACHE | 749017 | PORTABLE XTS2500 |
| 445228 | 205CMR228 | EBO CACHE | 749018 | PORTABLE XTS2500 |
| 445229 | 205CMR229 | EBO CACHE | 749019 | PORTABLE XTS2500 |
| 445230 | 205CMR230 | EBO CACHE | 749020 | PORTABLE XTS2500 **TOTAL EBO CACHE 38** |
| 444633 | 205CJM1903 | CBO CACHE | 754632 | PORTABLE XTS2500 |
| 444634 | 205CJM1904 | CBO CACHE | 754633 | PORTABLE XTS2500 |
| 444635 | 205CJM1905 | CBO CACHE | 754634 | PORTABLE XTS2500 |
| 444636 | 205CJM1906 | CBO CACHE | 754635 | PORTABLE XTS2500 |
| 444637 | 205CJM1907 | CBO CACHE | 754636 | PORTABLE XTS2500 |
| 444638 | 205CJM1908 | CBO CACHE | 754637 | PORTABLE XTS2500 |
| 444639 | 205CJM1909 | CBO CACHE | 754638 | PORTABLE XTS2500 |
| 444641 | 205CJM1911 | CBO CACHE | 754640 | PORTABLE XTS2500 |
| 444975 | 205CKT0871 | CBO CACHE | 717344 | PORTABLE XTS2500 |
| 444976 | 205CKT0872 | CBO CACHE | 717345 | PORTABLE XTS2500 |
| 444977 | 205CKT0873 | CBO CACHE | 717346 | PORTABLE XTS2500 |
| 444978 | 205CKT0874 | CBO CACHE | 717347 | PORTABLE XTS2500 |
| 444979 | 205CKT0875 | CBO CACHE | 717348 | PORTABLE XTS2500 |
| 444980 | 205CKT0876 | CBO CACHE | 717349 | PORTABLE XTS2500 |
| 444981 | 205CKT0877 | CBO CACHE | 717350 | PORTABLE XTS2500 |
| 444982 | 205CKT0878 | CBO CACHE | 717351 | PORTABLE XTS2500 |
| 445231 | 205CMR5431 | CBO CACHE | 749021 | PORTABLE XTS2500 |
| 445232 | 205CMR5432 | CBO CACHE | 749022 | PORTABLE XTS2500 |
| 445233 | 205CMR5433 | CBO CACHE | 749023 | PORTABLE XTS2500 |
| 445234 | 205CMR5434 | CBO CACHE | 749024 | PORTABLE XTS2500 |
| 445235 | 205CMR5435 | CBO CACHE | 749025 | PORTABLE XTS2500 |
| 445236 | 205CMR5436 | CBO CACHE | 749026 | PORTABLE XTS2500 |
| 445237 | 205CMR5437 | CBO CACHE | 749027 | PORTABLE XTS2500 |
| 445238 | 205CMR5438 | CBO CACHE | 749028 | PORTABLE XTS2500 |
| 445239 | 205CMR5439 | CBO CACHE | 749029 | PORTABLE XTS2500 |
| 445240 | 205CMR5440 | CBO CACHE | 749030 | PORTABLE XTS2500 |
| 445241 | 205CMR5441 | CBO CACHE | 749031 | PORTABLE XTS2500 |
| 445242 | 205CMR5442 | CBO CACHE | 749032 | PORTABLE XTS2500 |
| 445243 | 205CMR5443 | CBO CACHE | 749033 | PORTABLE XTS2500 |
| 445244 | 205CMR5444 | CBO CACHE | 749034 | PORTABLE XTS2500 |
| 445245 | 205CMR5445 | CBO CACHE | 749035 | PORTABLE XTS2500 |
| 445246 | 205CMR5446 | CBO CACHE | 749036 | PORTABLE XTS2500 |
| 445247 | 205CMR5447 | CBO CACHE | 749037 | PORTABLE XTS2500 |
| 445248 | 205CMR5448 | CBO CACHE | 749038 | PORTABLE XTS2500 |
| 445249 | 205CMR5449 | CBO CACHE | 749039 | PORTABLE XTS2500 |
| 445250 | 205CMR5450 | CBO CACHE | 749040 | PORTABLE XTS2500 **TOTAL CBO CACHE 36** |
| 444643 | 205CJM1913 | WBO CACHE | 754642 | PORTABLE XTS2500 |
| 444644 | 205CJM1914 | WBO CACHE | 754643 | PORTABLE XTS2500 |
| 444645 | 205CJM1915 | WBO CACHE | 754644 | PORTABLE XTS2500 |

| FAS # | SERIAL # | ISSUED TO | VIPER ID | COMMENTS |
|---|---|---|---|---|
| 444646 | 205CJM1916 | WBO CACHE | 754645 | PORTABLE XTS2500 |
| 444647 | 205CJM1917 | WBO CACHE | 754646 | PORTABLE XTS2500 |
| 444648 | 205CJM1918 | WBO CACHE | 754647 | PORTABLE XTS2500 |
| 444649 | 205CJM1919 | WBO CACHE | 754648 | PORTABLE XTS2500 |
| 444983 | 205CKT0879 | WBO CACHE | 717352 | PORTABLE XTS2500 |
| 444984 | 205CKT0880 | WBO CACHE | 717353 | PORTABLE XTS2500 |
| 444985 | 205CKT0881 | WBO CACHE | 717354 | PORTABLE XTS2500 |
| 444986 | 205CKT0882 | WBO CACHE | 717355 | PORTABLE XTS2500 |
| 444987 | 205CKT0883 | WBO CACHE | 717356 | PORTABLE XTS2500 |
| 444988 | 205CKT0884 | WBO CACHE | 717357 | PORTABLE XTS2500 |
| 444989 | 205CKT0885 | WBO CACHE | 717358 | PORTABLE XTS2500 |
| 444990 | 205CKT0886 | WBO CACHE | 717359 | PORTABLE XTS2500 |
| 445198 | 205CMV1451 | WBO CACHE | 745252 | PORTABLE XTS2500 |
| 445199 | 205CMV1452 | WBO CACHE | 745253 | PORTABLE XTS2500 |
| 445251 | 205CMR5451 | WBO CACHE | 749041 | PORTABLE XTS2500 |
| 445252 | 205CMR5452 | WBO CACHE | 749042 | PORTABLE XTS2500 |
| 445253 | 205CMR5453 | WBO CACHE | 749043 | PORTABLE XTS2500 |
| 445254 | 205CMR5454 | WBO CACHE | 749044 | PORTABLE XTS2500 |
| 445255 | 205CMR5455 | WBO CACHE | 749045 | PORTABLE XTS2500 |
| 445256 | 205CMR5456 | WBO CACHE | 749046 | PORTABLE XTS2500 |
| 445257 | 205CMR5457 | WBO CACHE | 749047 | PORTABLE XTS2500 |
| 445258 | 205CMR5458 | WBO CACHE | 749048 | PORTABLE XTS2500 |
| 445259 | 205CMR5459 | WBO CACHE | 749049 | PORTABLE XTS2500 |
| 445260 | 205CMR5460 | WBO CACHE | 749050 | PORTABLE XTS2500 |
| 445261 | 205CMR5461 | WBO CACHE | 749051 | PORTABLE XTS2500 |
| 445262 | 205CMR5462 | WBO CACHE | 749052 | PORTABLE XTS2500 |
| 445263 | 205CMR5463 | WBO CACHE | 749053 | PORTABLE XTS2500 |
| 445264 | 205CMR5464 | WBO CACHE | 749054 | PORTABLE XTS2500 |
| 445265 | 205CMR5465 | WBO CACHE | 749055 | PORTABLE XTS2500 |
| 445266 | 205CMR5466 | WBO CACHE | 749056 | PORTABLE XTS2500 |
| 445267 | 205CMR5467 | WBO CACHE | 749057 | PORTABLE XTS2500 |
| 445268 | 205CMR5468 | WBO CACHE | 749058 | PORTABLE XTS2500 |
| 445269 | 205CMR5469 | WBO CACHE | 749059 | PORTABLE XTS2500 |
| 445270 | 205CMR5470 | WBO CACHE | 749060 | PORTABLE XTS2500 **TOTAL WBO CACHE 37** |
| 444663 | 205CJM1933 | EOC CACHE | 754662 | PORTABLE XTS2500 |
| 444664 | 205CJM1934 | EOC CACHE | 754663 | PORTABLE XTS2500 |
| 444665 | 205CJM1935 | EOC CACHE | 754664 | PORTABLE XTS2500 |
| 444666 | 205CJM1936 | EOC CACHE | 754665 | PORTABLE XTS2500 |
| 444667 | 205CJM1937 | EOC CACHE | 754666 | PORTABLE XTS2500 |
| 444668 | 205CJM1938 | EOC CACHE | 754667 | PORTABLE XTS2500 |
| 444669 | 205CJM1939 | EOC CACHE | 754668 | PORTABLE XTS2500 |
| 444670 | 205CJM1940 | EOC CACHE | 754669 | PORTABLE XTS2500 |
| 444671 | 205CJM1941 | EOC CACHE | 754670 | PORTABLE XTS2500 |
| 444672 | 205CJM1942 | EOC CACHE | 754671 | PORTABLE XTS2500 |
| 445293 | 205CMR5410 | EOC CACHE | 719841 | PORTABLE XTS2500 **TOTAL EOC CACHE 11** |
| | | | | **TOTAL CACHE RADIOS 122** |

## 8.10 Annex J. STR Radio Trailers Locations

### STR Radio Trailer (RT) Locations

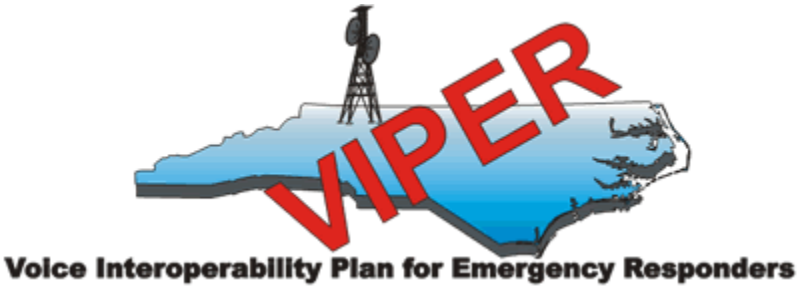
| STR | DPR Region | Host County | Contact Number |
|---|---|---|---|
| RT-1 | Region 1 | Chowan County EM | 252-482-8484 |
| RT-2 | Region 2 | Lenoir County EM | 252-361-1788 |
| RT-3 | Region 3 | New Hanover County EM | 910-798-6954 |
| RT-4 | Region 4 | Nash County EM | 252-459-7376 |
| RT-5 | Region 5 | Surry County EM | 336-374-3000 |
| RT-6 | Region 6 | Moore County EM | 910-638-3964 |
| RT-7 | Region 7 | Charlotte Fire | 704-336-2578 |
| RT-8 | Region 8 | Burke County EM | 828-437-1911 |
| RT-9 | Region 9 | Buncombe County EM | 828-250-6651 |

### STR Tower Locations

| Tower | Location | Contact Number |
|---|---|---|
| 2 | East | 800-858-0368 |
| 3 | New Hanover Co | 800-858-0368 |
| 5 | Piedmont | 800-858-0368 |
| 6 | Raleigh | 800-858-0368 |
| 7 | Charlotte Fire | 800-858-0368 |
| 8 | Foothills | 800-858-0368 |
| 9 | Mountains | 800-858-0368 |
| | | |
| | | |

### 8.11 Annex K STR SOP w/Trailer Towing Checklist Attachment

# STRATEGIC TECHNOLOGY RESERVE





## Standard Operating Procedures

02/14/2012 Edition

## Strategic Technology Reserve (STR)

# INTRODUCTION:

What is the STR

The NC STR assets consist of two primary components:

1. Radio Equipment Trailers known as "RTs"
2. Mobile Towers known as towers

This SOG focuses on the Radio Trailers (RTs) and towers which is a mutual aid, interoperability radio asset that can be utilized to facilitate interoperability between the local, county, state, and federal entities as well as Non-Government Agencies (NGO's). It is designed to support command and control communications, as well as tactical functions in order to provide an effective communications and interoperability solution.

This SOP applies to all aspects of the Radio Trailers (RT) and is therefore applicable to all users of the Radio Trailers throughout North Carolina. This includes all municipal, county, tribal, state, and federal agencies, as well as applicable non-governmental organizations within North Carolina's nine Domestic Preparedness Regions (DPR).

Radio Trailer (RT)

The RT consists of portable radios with ancillary support equipment stored within individual, self-contained, field deployable, caches. The radios are programmed to operate on the 800/700 MHz Public Safety Radio Systems that are operational in the region. All radios are capable of operating on the Law Enforcement, Fire/Rescue and EMS resources used within those systems. The nine RTs are located, maintained, and managed within the nine Domestic Preparedness Regions throughout North Carolina. Each RT has disposable and rechargeable batteries for each radio with the capabilities of recharging all batteries.

In addition to containing portable radios, each RT contains tactical audio switches that permit interconnection of disparate radio infrastructure to support public safety operations. The radios have the capability to be reprogrammed during emergency events to meet unanticipated communication requirements.

Each RT is available to support public safety communications needs within North Carolina for emergency incidents or scheduled events and are dispersed geographically to allow the deployment of assets within two hours of receiving an emergency deployment request. Support staff that includes a Communication Unit Leader (COML) and communication technician are available upon request.

Deployments for scheduled events shall be requested in advance (refer to details listed under scheduled events on page 3) and must be approved by the County Emergency Management Coordinator from the jurisdiction in which the RT is being requested. Radios and support equipment (e.g., batteries and chargers) will typically be issued, in bulk, to a representative of the requesting agency several days prior to the event. If support personnel are requested, they will accompany the RT to the scheduled event. A request for tactical repeaters and interconnect devices will involve a planning meeting with the RT manager or COML to review the event's communications plan (ICS 205). This will also require the deployment of one or more support personnel to maintain the equipment during the event.

Host Agencies:

Host agencies of the RTs are designated counties within each DPR consisting of nine (9) County Emergency Management Agencies. Each agency selected will provide a safe and secure indoor storage area for this equipment and provide the VIPER Group and the NC Emergency Operations Center with Host agency contact information which must be kept current to ensure 24 hour access to this equipment. It is each agency's responsibility to maintain appropriate internal procedures to ensure that requests only originate per the State SOP for RT deployments. The following counties have agreed to host radio trailers within their DPR.

RT1 Chowan Co

RT2 Lenoir Co

RT3 New Hanover Co

RT4 Nash Co

RT5 Surry Co

RT6 Moore C

RT7 Mecklenburg Co

RT8 Burke Co

RT9 Buncombe Co.

Deployment Procedures:

There are two situations in which the RTs can be deployed. (1) Emergency Incidents, (2) Scheduled Events.

Emergency incidents are situations that pose an *immediate risk* to health, life, property or environment.

Scheduled events are events which are planned in advance and allows for proper planning and coordination. It also provides an opportunity to learn, practice and implement interoperability solutions and to better prepare for unplanned events or emergency incidents

Emergency Incidents:

During an Emergency Incident, the requesting Incident Commander through his/her 911 Communications Center, the County Emergency Management Coordinator or State EM Area Coordinator will contact the State Emergency Operations Center in Raleigh (919-733-3300) (800-858-0368) and request the deployment of the RT. The VIPER Request for Assets Form must be completely filled out to ensure timely fulfillment of the deployment request. When the State EOC receives the request, they will ensure that the appropriate personnel are contacted in accordance with internal approval and notification procedures and a rapid deployment of this equipment is processed. RT Resource tracking will be the responsibility of the State Emergency Management Operations Center using WebEOC. Voice requests (via either telephone or radio) for deployment of the RT are also acceptable. When a voice request is received, the information contained on the Viper Request for Assets Form will be solicited from the requesting agency to ensure timely accurate deployment of the equipment.

Each host agency has agreed to deploy this equipment to the requesting agency if the situation is a true emergency. Once the equipment has been delivered, the requesting agency will assume responsibility of the equipment and the host agency may return to normal duty.

Support staff that includes a qualified Communication Unit Leaders (COML) and communication technicians are available upon request and are suggested if qualified staff is not available locally. If support staff are requested, the State Emergency Operations Center will immediately notify the VIPER Network Operations Center and coordinate this request.

During disaster situations or large scale events which require State EOC/RCC activation, the GTM Communications Coordinator will coordinate with the 24/7 Operations Center and or the Viper Group to assess the need to pre-stage STR resources and to recall previously approved deployments of STR resources.

Scheduled events:

Application for deployment of the RT for scheduled events should be initiated no later than 30 days and no more than 120 days prior to the event. There will be some events that will require last minute requests; i.e., State funerals, protests. The request will be made directly to the State Emergency Operations Center through the County Emergency Management Coordinator or the NCEM Area Coordinator. The request will be granted by the priority of the request and by date the request was received. Once an application has been approved, the requesting jurisdiction is responsible for pick-up and return of the requested RT or equipment removed from the RT.

Support staff that includes a qualified Communication Unit Leaders (COML) and communication technician are available upon request and are recommended if qualified staff is not available locally. If support staff are requested, the State Emergency Operations Center will immediately notify the VIPER Network Operations Center and coordinate this request.

Emergency Incidents take priority over any planned event and if needed, the RT may be diverted to the scene of an emergency incident. Options to deploy RTs from other locations will be considered to meet the needs of the scheduled event.

It is preferred that radio equipment located on the RTs not be removed in portions or split between missions. However, if only a portion of the radios are needed, then the radios may be removed in order to expedite or streamline the request without having to move the entire trailer. Proper accountability for the radios will still be required and established procedures for accountability will be followed. If an event or incident requires the use of additional radios or other assets, then the County Coordinator or NCEM Area Coordinator shall forward the request to the State EOC. Additional radios will be deployed based on the priority of the event and available resources.

Demobilization:

Upon the termination of a mission, the RT or equipment removed from the RT shall be inventoried and returned to the host agency within 72 hours. The requesting agency shall coordinate with the host agency to arrange a time to receive the trailer/equipment back into the staging area. A post mission inspection form shall be completed to ensure that no equipment has been damaged or is missing. These forms shall remain with the unit and retained within the manual. A member of the VIPER Group will review and remove these forms from the unit on an annual basis. Once returned into service, the Host Agency must call the State EOC and advise

that the RT has been returned to service. The State EOC will then notify the VIPER Network Operations Center (1-888-928-4737) and make appropriate entry into WebEOC STR Board.

Towing Procedures:

Prior to each deployment a brief check should be performed to ensure that the unit is roadworthy. Tires and lights are examples of a few items that should be inspected prior to towing. Each RT is equipped with the necessary towing devices that are required for towing. It is the requesting agencies responsibility to arrive at the host agency with the appropriate towing vehicle that has been equipped with a receiver hitch towing system to include a trailer braking system. A trailer hitch coupling pin has been provided for each unit and must be in place each time the unit is being towed.

Listed below are the specifications for each RT:

Trailer Weight: GVWR 7000lbs

Trailer Length: 17'2"

Trailer Height: 8' 6"

Trailer hitch size: (1) 2 5/16 receiver hitch ball (provided)

Equipment Security:

Each RT has been outfitted with a GE exterior lock box. ALL essential keys are attached to a key gain and located within this locking box. Each agency that utilizes this equipment must maintain the integrity and security of this equipment. Unit keys must remain inside this lock box when not in use.

Equipment Accountability:

Each RT has been provided with a Panasonic CF-52 lap top computer, printer and scanning device. Radio Equipment shall be accounted for by utilizing the provided electronic software and or hard documentation forms that have also been provided. Accountability and inventory integrity must be maintained by each utilizing agency.

Radios have been numbered in the following sequence:

800 MHZ radios are identified as 101 thru 120

VHF radios are identified as 201 thru 220

UHF radios are identified as 301 thru 320

Family Radios are identified as 401 thru 420

Example: Radio number "5105" is an 800MHz radio for RT 5.

Equipment Damage:

It is each requesting agency's responsibility to maintain appropriate internal procedures to ensure a person with the authority to accept responsibility for the RT deployment is assigned. A request from a participating agency for deployment of the RT is acceptance of fiscal responsibility for the cost of any damaged or lost equipment. All issues related to damage, equipment misplacement and or operational failure SHALL be reported to the VIPER Group STR Coordinator upon the return of the equipment to the host agency. A memorandum from the agency representative outlining the damage description shall be required.

All damage sustained to the RT or equipment will be evaluated and reviewed by the VIPER Group Senior Staff members. If the damage is ruled by this committee to be as a result of mechanical failure, the cost associated with the required repairs will be the responsibility of the VIPER Group.

Unit Equipment:

- One 7 x 15 V Nose Enclosed Utility Trailer
- One Honda 6.5 kW Portable Generator
- 20 Portable 800MHz Radios
- 20 Portable VHF Radios
- 20 Portable UHF Radios
- 20 Family Service Radios
- 1 ACU-Tactical Unit
- Basic tool kit
- Batteries
- PC for programming
- Accountability software

Additional Radio Cache

In the event that additional radios are needed to support the Radio Trailer, the VIPER Group keeps additional radios on hand for deployment. If additional radios are requested, the State EOC will notify the VIPER Network Operations Center (1-888-928-4737) and request the deployment of these radios. However, prior to deployment of these resources, every effort should be made to use other available resources to include radios from the RTs. .

Mobile Towers:

There are five Mobile Towers, three of which contain five channel trunked radio systems. All five Mobile Towers are equipped with one conventional 800 MHz NPSPAC field programmable repeater. Each Mobile Tower contains rack mounted gateway technology (ACU-1000) and mobile radios on multiple frequency bands which are used to interconnect incompatible radio users and/or systems to establish interoperability.

Mobile Towers include 106’ radio towers which may be utilized with antennas supporting conventional repeaters, control stations, or the trunked radio systems.

Mobile Tower:

| | |
|---|---|
| 1 | 106’ Portable Antenna Tower |
| 1 | Rack Mounted ACU-1000 (gateway) |
| 1 | 800 MHz 5-Channel Trunked system (In three of the five units) |
| 1 | Motorola SmartZone 4.1 I`ntelli-Repeater Site Quantar Mixed Mode |
| 1 | 800 MHz Conventional NPSPAC Repeater |
| 1 | UHF Conventional Repeater |
| 1 | VHF Conventional Repeater |
| 4 | 800 MHz Mobile Control Stations – Motorola XTL2500 & XTL5000 |
| 3 | UHF Mobile Control Stations – Motorola CDM1250 |
| 3 | VHF High Band Mobile Control Stations - Motorola CDM1250 |
| 1 | VHF Low Band Mobile Control Station - Motorola CDM1250 |

1 120kwenerator
1 66 Gallon Fuel Tank
1 Trailer/equipment shelter requiring a prime mover

The NCSHP is responsible for the management, operation, and maintenance of the NC STR system and performs the following tasks and functions:

1. System maintenance and upkeep
2. Making support staff available to serve as Technical Specialists (THSP) during STR usage, deployment, or other functions
3. Oversight of the system usage authorization process
4. Acquisition of funding to support the operation of the system
5. Planning for system expansion, technology upgrades, replacement
6. Coordination of system testing and training
7. Participating in the development, revision, and dissemination of the STR SOPs

Tower staging locations are the responsibility of the VIPER Group and every effort will be made to centrally locate these resources. Towers are designed to support long term incidents/events of more than 8 hours and operate as a standalone system for large special events and provide temporary communications if there is a catastrophic system failure at the state or local level.

Towers can be deployed separately from the Radio Trailers, but can only be deployed as a complete unit. NCSHP technical personnel will accompany the tower during all deployments and technical personnel will set up, operate, maintain, and demobilize the equipment.

In addition to the five STR Towers, there are two additional towers which are located in Wilmington and Charlotte. These towers are also a part of the STR, and can be used if necessary. If used, a VIPER Technician will be available to support their deployment but Charlotte and/or Wilmington may elect to send their own personnel.

# North Carolina Department of Public Safety

Emergency Management

## Radio Trailer (RT) Towing Checklist

This checklist will be used prior to towing any Radio Trailer (RT)

*Take the following actions:*

- ☐ Verify coupler or actuator is properly seated on hitch ball.
- ☐ Make sure latch is closed and the safety pin is in place.
- ☐ Check wiring and light connections to ensure all are working. All lights should be bright and work in tandem with the tow vehicle.
- ☐ Check each tire for proper pressure. Look for excessive wear or cracks in the rubber.
- ☐ Check to ensure all equipment inside trailer is secure
- ☐ Check all doors and ensure they are closed and locked.
- ☐ Check license plate to ensure it is current and securely attached to the trailer.
- ☐ Look for any loose bolts or fasteners on trailer.
- ☐ Complete inventory and any required paperwork prior to towing.
- ☐ Double check coupler prior to leaving staging area.

Attachment 1 – STR SOP

## 8.12 Annex N. County Communications Assets

| Branch | Jurisdiction | Agency | POC/Tel # | InitialQty | Resource | Type | Component |
|---|---|---|---|---|---|---|---|
| E | Brunswick | Emergency Services | 910-253-4376 | 1 | Mobile Satellite Communications (voice/data/video) | U | Equipment |
| E | Brunswick | Emergency Services | 910-253-4376 | 1 | Mobile Command Post Bus | U | Vehicle |
| E | Brunswick | Emergency Services | 910-253-4376 | 1 | Mobile Satellite Communications (voice/data/video) | U | Equipment |
| W | Buncombe | County Emergency Management | WebEOC request | 1 | Radio Equipment Trailers | | Radio equipment trailer w/ 20 Viper radios, 20 uhf/vhf radios, ACU1000 with tow vehicle and 2 personnel |
| W | Buncombe | Co E.M | 828-255-5638 | 1 | Mobile Command Post | 1 | Vehicle |
| W | Burke | County Emergency Management | WebEOC request | 1 | Radio Equipment Trailers | | Radio equipment trailer w/ 20 Viper radios, 20 uhf/vhf radios, ACU1000 with tow vehicle and 2 personnel |
| W | Cabarrus | County EM | (704)9202143 | 1 | Mobile Communications unit | U | E |
| W | Cabarrus | County EMS | (704)9202143 | 1 | Command Center | 1 | E |
| W | Cabarrus | County EM | (704)9202143 | 1 | Mobile Communications unit | U | E |
| E | Camden Pasquotank | County EM | 252-335-4444 | 1 | Amatuer Radio System w/Operator | U | E/P |
| E | Camden Pasquotank | County EM | 252-335-4444 | 1 | Med Pack VHF Radio | U | E |
| E | Camden Pasquotank | County EM | 252-335-4444 | 1 | Portable Radios (12 VHF) | U | E |
| E | Camden Pasquotank | County EM | 252-335-4444 | 1 | Mobile Command Post w/ACU 1000 | U | ACU 1000 |
| E | Camden Pasquotank | County EM | 252-335-4444 | 1 | Amatuer Radio System w/Operator | U | E/P |

| Branch | Jurisdiction | Agency | POC/Tel # | InitialQty | Resource | Type | Component |
|---|---|---|---|---|---|---|---|
| E | Carteret | Carteret Co EM | 252-728-8470 | 1 | Mobile Command Bus- 1 33 ft bus + 1 person | U | E/P |
| W | Charlotte | County Emergency Management | WebEOC request | 1 | Radio Equipment Trailers | | Radio equipment trailer w/ 20 Viper radios, 20 uhf/vhf radios, ACU1000 with tow vehicle and 2 personnel |
| C | Chatham | County EM | 919-542-2811 | 1 | Mobile Command Post/Communications Ctr. | 2 | E |
| E | Chowan | County Emergency Management | WebEOC request | 1 | Radio Equipment Trailers | | Radio equipment trailer w/ 20 Viper radios, 20 uhf/vhf radios, ACU1000 with tow vehicle and 2 personnel |
| W | Cleveland | Cleveland EM | 704-484-4822 | 1 | Type II Command Post | 2 | P & E |
| E | Craven | Craven EM | 252-636-6608 | 1 | VHF Mobile Trunk | U | 1 |
| E | Craven | Craven EM | 252-636-6608 | 1 | Command Bus | U | 1 Bus, 1 driver |
| E | Craven | Craven EM | 252-636-6608 | 1 | VHF Mobile Trunk | U | 1 |
| E | Currituck | Corrolla Fire-Rescue | 252-232-2115 | 1 | Mobile Command Post (self-contained camper trailer) | U | Towed vehicle |
| E | Dare | Dare EM/Sandy Sanderson | 252-473-9041 | 1 | EM Command post trailer (travel trailer with radio room) | U | E |
| C | Davidson | Davidson County Emergency Services | On Call EM Coord/336-249-0131 | 1 | Mobile Command Post | U | Vehicle/Personnel |
| C | Davie | DCRS | 336-753-6163 | 1 | Mobile Command Post Vehicle | U | Equipment |
| C | Durham | Durham City/County Emergency Mgmt | On Call DC Unit/919-560-4601 | 1 | Interoperable Communication Unit | U | X |
| C | Durham | Durham Police Department | On Call DC Unit/919-560-4601 | 1 | Mobile Command Center | 2 | 1 |
| | | | | | | | |

| Branch | Jurisdiction | Agency | POC/Tel # | InitialQty | Resource | Type | Component |
|---|---|---|---|---|---|---|---|
| C | Durham | Durham County Sheriff Department | On Call DC Unit/919-560-4601 | 1 | Mobile Command Center | U | X |
| C | Edgecombe | County EM | 252-641-7843 | 1 | Mobile Command / Communications Vehicle, Ford Expedition, 4x4 | U | Pers & Equip |
| C | Forsyth | FCSD | LEMC 336-767-6161 | 1 | Mobile Command Unit | U | Communications person, IT Person & Vehicle Operator/support |
| C | Guilford | City of Greensboro Police Department | On Call EM Coord/336-373-3664 | 1 | Mobile Command Center | 3 | P/E |
| C | Harnett | County EM | 910-893-7580 | 1 | ARES Support Teams, Hamm Radio Operators | U | P&E |
| C | Harnett | County EM | 910-893-7580 | 1 | ARES Support Teams, Hamm Radio Operators | U | P&E |
| W | Haywood | Co E.M | 828-456-2391 | 1 | Mobile Command Post | 1 | Vehicle |
| W | Henderson | Co LE | 828-674-4027 | 1 | 1 Mobile Communications Trailer | 2 | P & E |
| E | Hyde | County EM | 252-926-4372 | 1 | 1 Mobile VHF/UHF Radio and 1 programmable VHF handheld | U | E |
| W | Iredell | Iredell Comm/911 | 704-878-3039 | 1 | Telecommunicators | U | P |
|  | Johnston | County EM | 919-989-5050 | 1 | JCSO Mobile Command Vehicle (41') | U | P&E |
| C | Johnston | County EM | 919-989-5050 | 1 | Mobile Communications Trailor 25' 5th wheel | 2 | Equipment |
| C | Lee | County EM | 919-775-3941 | 2 | Mobile Communications Unit | 4 | E&P |
| C | Lee | County EM | 919-775-3941 | 2 | Mobile Communications Unit | 4 | E&P |
| E | Lenoir | County Emergency Management | WebEOC request | 1 | Radio Equipment Trailers |  | Radio equipment trailer w/ 20 Viper radios, 20 uhf/vhf radios, ACU1000 with tow vehicle and 2 personnel |

| Branch | Jurisdiction | Agency | POC/Tel # | InitialQty | Resource | Type | Componant |
|---|---|---|---|---|---|---|---|
| W | Macon | Macon County EMA | Warren Cabe 828-369-9116 | 1 | Mobile EOC | U | Chassis |
| E | Martin | Martin County | 252-789-4530 | 1 | (2) VHF Suitcase Radio Systems and (1) Amatuer Radio Portable | U | E |
| W | McDowell | County EM | 828-652-3982 | 1 | 1-Mobile Command Unit w/team of 4 people | U | 1 |
| W | Mitchell | County EM | 828-688-2139 | 1 | 1-Type II Mobile Command Unit | 2 | 1 |
| C | Moore | County Emergency Management | WebEOC request | 1 | Radio Equipment Trailers | | Radio equipment trailer w/ 20 Viper radios, 20 uhf/vhf radios, ACU1000 with tow vehicle and 2 personnel |
| C | Moore | County EM | 910-947-6317 | 1 | Mobile Command Post, Trailer | 2 | E |
| C | Nash | County Emergency Management | WebEOC request | 1 | Radio Equipment Trailers | | Radio equipment trailer w/ 20 Viper radios, 20 uhf/vhf radios, ACU1000 with tow vehicle and 2 personnel |
| C | Nash | County EM | 252-459-9805 | 1 | Mobile Communications Unit, (20' Trailor) | 2 | P&E |
| E | New Hanover | Emergency Management | 910-798-6900 | 1 | Mobile Satellite Communications Tower w/1UHF repeater & 20 portables | U | Equipment |
| E | New Hanover | County Emergency Management | WebEOC request | 1 | Radio Equipment Trailers | | Radio equipment trailer w/ 20 Viper radios, 20 uhf/vhf radios, ACU1000 with tow vehicle and 2 personnel |
| E | New Hanover | Emergency Management | 910-798-6900 | 1 | Mobile Command Post | U | Vehicle |
| E | Onslow | Emerg. Services | 910-347-4270 | 1 | 1 Mobile Command / COMM w/ crew of two | U | P,E |
| C | Orange | Orange County Emergency Management | Warning Point/919-933-2600 | 1 | Mobile Command Center | 3 | P/E |

| Branch | Jurisdiction | Agency | POC/Tel # | InitialQty | Resource | Type | Component |
|---|---|---|---|---|---|---|---|
| E | Pitt | Emergency Mngt | 252-902-3950 | 1 | Amatuer Radio Communiction Trailer | U | E |
| E | Pitt | Emergency Mngt | 252-902-3950 | 1 | Mobile Communications Trailer | U | E |
| E | Pitt | Emergency Mngt | 252-902-3950 | 1 | Amatuer Radio Communiction Trailer | U | E |
| C | Randolph | Randolph 911 Center | EM/336-318-6929 | 2 | Telecommunicators (TERT) (2-4) | U | P |
| C | Richmond | County EM | 910-997-8238 | 1 | Van, Communication | 4 | E |
| E | Robeson | Emergency Services | 910-671-3150 | 1 | Mobile Command Unit | 2 | Vehicle |
| C | Rockingham | County EM | 336-634-3017 | 1 | Command/Communication Trailer | U | Equipment |
| W | Rowan | Co Comm | 704-216-8500 | 1 | Mobile Command Post | U | P, E |
| W | Rutherford | EMR Team | 828-287-6625 | 1 | Command Trailer with RTV | U | P & E |
| E | Sampson | County EM | 910/592-8996, 990-0216 | 1 | Command Bus (30' Winnebago w/Comm) Within 100 mile radius only) | U | E |
| C | State | NC Highway Patrol | WebEOC | 80 | Viper, XTS2000, old analogue, support 16 event talkgroups | | Viper radio, XTS2000 |
| S | State | SPRINT | SPRINT Emergency Response Team | 1 | SPRINT Emergency Response Team | | Personnel, cell phones (up to 25,000), mobile broad band devices, and satellite internet connectivity |
| S | State | NC EM | Request via WebEOC. Manager Mike Montague 919-715-2522 | 1 | Communications Trailer with ACU 1000 and 100 foot Antenna Tower | U | Trailer w/ 5' X 6' enclosed shelter. ACU 1000 , telephone and radio frequencies. Attached alum. antenna tower raises from 25'-100'. Power options: internal 7 KW generator or shore power. 3 UHF & 3 VHF Radios. Mobile satellite radio. |

| Branch | Jurisdiction | Agency | POC/Tel # | Initial Qty | Resource | Type | Component |
|---|---|---|---|---|---|---|---|
| s | State | American Red Cross | State EOC Human Services ARC Rep | 1 | Emergency Communications Response Vehicle | U | Vehicle with driver and com. Specialist w/: JPS Radio interconnect, 3 cell phones,1 sat phone, 1 VSAT mobile sat transceiver, 14 radios, 11 wireless laptops, 6 portable UHF radios, 1 portable low band radio, 10 IP wireless telephones, other equipment |
| S | STATE | NC Highway Patrol | WebEOC Request, NC EOC | 5 | Mobile Communications Tower | | 106 ft towers, five channel trunked radio systems, ACU-1000, mobile radios on multiple freq. bands; tow vehicle and communications specialist(s). |
| S | State | NC National Guard | Web EOC or NC EM Communications 919-733-3300 | 2 | MOBILE SATELLITE SOLUTION (MSS) | | 2 personnel, Chevy Blazer, trailer, generator, printer, 15 computers, 15 VOIP phones, ACU1000, 15 UHF radios |
| S | State | NC Agriculture | Web EOC or NC EM Communications 919-733-3300 | 4 | Satphone, satellite telephone | U | satellite telephone |
| S | State | NC Agriculture | Web EOC or NC EM Communications 919-733-3300 | 21 | Radio, VIPER, 800 mhz | U | VIPER, 800 mhz radio |
| S | State | NC Highway Patrol | WebEOC Reqquest | 100 | Viper radio, XTS2500 | | Viper radio, XTS2500 |
| S | State | NC Baptist Men | 800-395-5102 | 1 | Command Unit VoIP/Satcom | U | 5-6 Workstations |
| S | State | ARC | NCEM | 1 | ERV | U | |

| Branch | Jurisdiction | Agency | POC/Tel # | InitialQty | Resource | Type | Component |
|---|---|---|---|---|---|---|---|
| S | State | NC EM | Request via WebEOC. Manager Mike Montague 919-715-2522 | 1 | Communications Trailer with ACU 1000 and 100 foot Antenna Tower | U | Trailer w/ 5' X 6' enclosed shelter. ACU 1000 for integrating cell, telephone and radio frequencies. Attached alum. antenna tower raises from 25'-100'. Power options: internal 7 KW generator or shore power. 3 UHF & 3 VHF Radios. Mobile satellite radio. |
| s | State | American Red Cross | State EOC Human Services ARC Rep | 1 | Emergency Communications Response Vehicle | U | Vehicle with driver and com. Specialist w/: JPS Radio interconnect, 3 cell phones,1 sat phone, 1 VSAT mobile sat transceiver, 14 radios, 11 wireless laptops, 6 portable UHF radios, 1 portable low band radio, 10 IP wireless telephones, other equipment |
| S | STATE | NC Highway Patrol | WebEOC Request, NC EOC | 5 | Mobile Communications Tower | | 106 ft towers, five channel trunked radio systems, ACU-1000, mobile radios on multiple freq. bands; tow vehicle and communications specialist(s). |
| S | State | NC EM | Request via WebEOC. Manager Mike Montague 919-715-2522 | 1 | Mobile satellite communications trailer | U | 6' X 8' enclosed trailer with .98 meter auto-aquiring VSAT dish mounted on the roof. All equipment necessary to establish satellite based broadband internet connectivity, and ten voice over IP (VOIP) telephone lines. |
| S | State | NC Agriculture | Web EOC or NC EM Communications 919-733-3300 | 4 | Satphone, satellite telephone | U | satellite telephone |
| C | Stokes | SO | 336-593-2427 | 1 | Mobile Command Unit | U | Equipment |
| C | Stokes | SCFD | 336-593-2427 | 1 | Mobile Command Unit | U | Equipment |
| C | Surry | County Emergency Management | WebEOC request | 1 | Radio Equipment Trailers | | Radio equipment trailer w/ 20 Viper radios, 20 uhf/vhf radios, ACU1000 with tow vehicle and 2 personnel |

| Branch | Jurisdiction | Agency | POC/Tel # | InitialQty | Resource | Type | Component |
|---|---|---|---|---|---|---|---|
| C | Vance | Emergency Management | 252-438-8264 | 1 | Radio Interoperability System - (ACU1000?) | U | Portable Multi-Ban Analog & Digital radio interconnect unit which will connect SAT & Cell Phone, & VHF, UHF, Low Band, 700-900MHz, computer controlled. Deployed w/ 2 personnel - RIOS Power Module, |
| C | Vance | Vance County 911 | LEMC / 252-438-8264 | 2 | 911 Telecommunicator - TERT | U | 1 |
| C | Wake | County EM | 919-856-6480 | 1 | 16' Tactical Communications Vehicle | U | Equipment |
| C | Wake | County EM | 919-856-6480 | 1 | 40' Communications Support Trailor | U | Equipment |
| E | Wayne | Wayne Co EM | EM 919-731-1421 | 1 | Command Bus | U | 1 bus 6 personnel |
| W | Wilkes | Wilkes County Emergency Management | 336-651-7305 | 1 | Mobile Command/Camper | U | E |
| C | Wilson | County EM | 252-399-2830 | 2 | Mobile Command Unit (x2) | U | P&E |
| C | Yadkin | YCEM | 336-679-4232 | 1 | MultiHazard Mobile Command Unit | U | Equipment |
| W | Yancey | County EM | 828-682-5880 | 1 | Command Post Bus w/Radios, Generator | U | 1 |

## 8.13 Annex M. VIPER Radio User Guide

SUBJECT: USE OF VIPER TALK GROUPS DURING DISASTERS

1. General. VIPER is the backbone for interoperable communications in the NC Public Safety community. It provides command channels for NC Division of Emergency Management (NCEM) organizations, other state agencies like the Highway Patrol, and local governments. It provides 16 event channels which can be designated to handle specific incidents or functions within a incident or event.

2. How to set radio to a talk group. See enclosure with talk group list and VIPER Guide. The list of talk groups has VIPER zones designated in the left column and VIPER positions designated across the top. To access a given talk group, set the VIPER radio to the zone and the position number shown on the spreadsheet. The VIPER Guide shows how to set the zone using the zone selector button and the scroll keys and the position using the position selector knob on the top of the set by the on-off/volume knob.

   - NC Division of Emergency Management has the following talk groups in Zone 1:

     NCEM EOC :

     Division of Emergency Management: (EM) command net for the Director, staff, branch offices, and others with the 24 Hour Operations Center as net control. The 24 Hour Operations Center can get other EM users to respond on VIPER if they do not answer a direct call.

     EBO: Eastern Branch Office staff, area coordinators, branch counties.
     CBO: Central Branch Office staff, area coordinators, branch counties.
     WBO: Western Branch Office staff, area coordinators, branch counties.
     NCEMRRT: Talk group for the seven regional hazmat teams (RRT).
     NCEMUSAR: Talk group for the State-sponsored and local urban search and rescue teams.
     RALEIGH: Spare channel for the Raleigh staff or side channel for users of other talk groups.

3 For this event, your team/unit will use the following talk groups for the purposes indicated:

TALK GROUP PURPOSE:

NCEMEOC To talk directly with the EMAC A-Team for administrative matters.
EBO/CBO/WBO To talk with your designated Regional Command Center/branch office and any of the counties in the branch's area of operations.
Other:

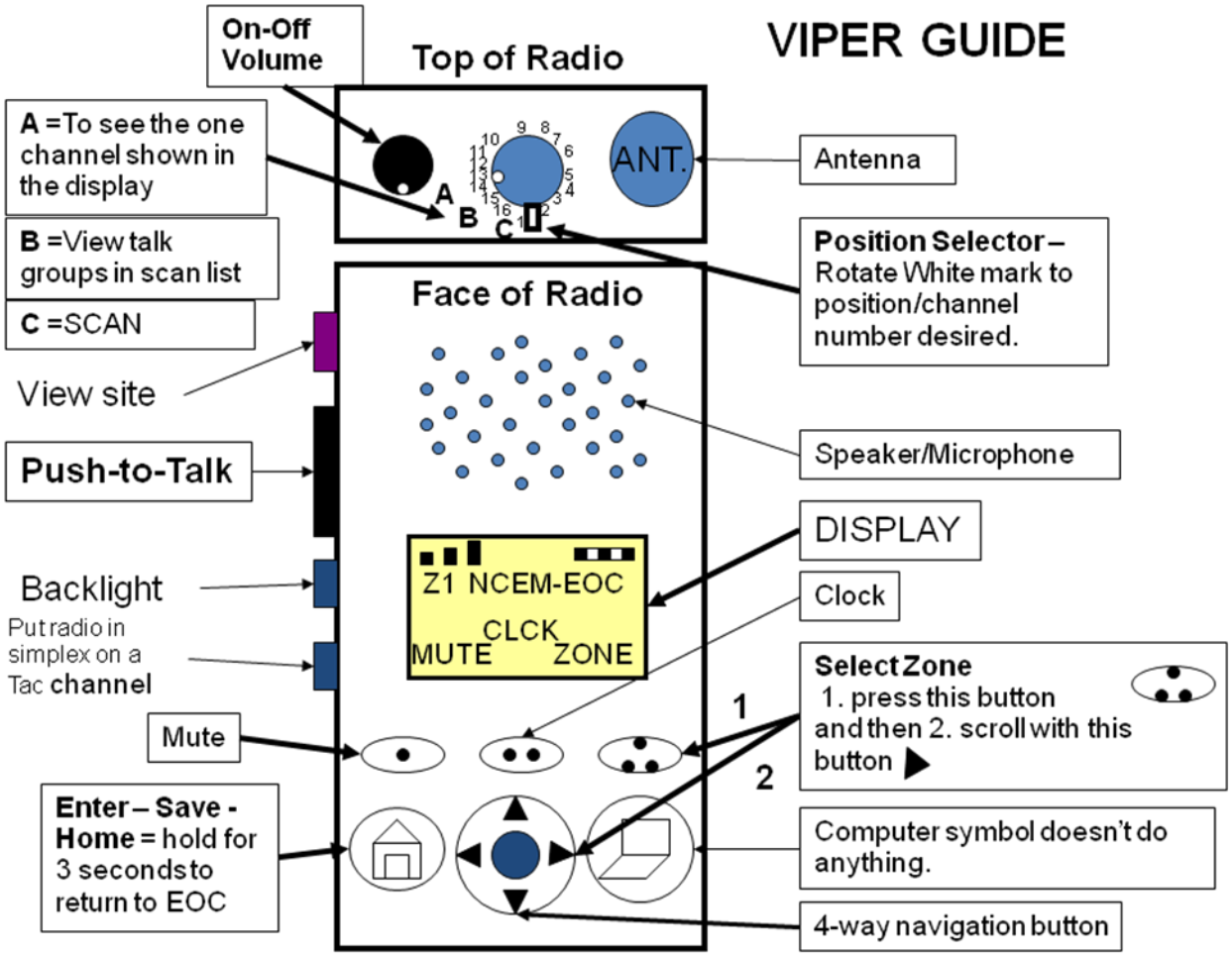
_____

_____

_____

Call Signs: State EOC
EOC Logistics
EMAC A-Team
Eastern, Central or Western Branch Office (EBO, CBO, WBO)
X County EOC

Your Call Sign _____




F-2
Annex F – NCEM Communications Plan

| NC DIVISION OF EMERGENCY MANAGEMENT - VIPER CHANNELS/TALK GROUPS | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **Position** | **POS-1** | **POS-2** | **POS-3** | **POS-4** | **POS-5** | **POS-6** | **POS-7** | **POS-8** |
| **Zone** | | | | | | | | |
| **Zone 1** | NC EOC | EAST BO | CENTRAL BO | EST BO | NCEMRRT | NCEMUSAR | RALEIGH | |
| **Alias** | NCEM-EOC | EBO | CBO | WBO | NCEMRRT | NCEMUSAR | RALEIGH | |
| | | | | | | | | |
| **Zone2** | NC EOC | SW-CALL | SW-LAW | SW-FIRE | SW-EMS | SW-GEN | 8CALL90 | 8TAC91 |
| **Alias** | NCEM-EOC | SW-CALL | SW-LAW | SW-FIRE | SW-EMS | SW-GEN | 8CALL90 | 8TAC91 |
| | | | | | | | | |
| **Zone 3** | EVENTS-A1 | EVENTS-A2 | EVENTS-A3 | EVENTS-A4 | EVENTS-B1 | EVENTS-B2 | EVENTS-B3 | EVENTS-B4 |
| **Alias** | EVT-A1 | EVT-A2 | EVT-A3 | EVT-A4 | EVT-B1 | EVT-B2 | EVT-B3 | EVT-B4 |
| | | | | | | | | |
| **Zone 4** | VEROAM1 | VEROAM2 | VCROAM1 | VCROAM2 | VPROAM1 | VPROAM2 | VWROAM1 | VWROAM2 |
| **Alias** | VEROAM1 | VEROAM2 | VCROAM1 | VCROAM2 | VPROAM1 | VPROAM2 | VWROAM1 | VWROAM2 |
| | | | | | | | | |
| **Zone 5** | TRPA MAID | TRPB MAID | TRPC MAID | TRPD MAID | TRPE MAID | TRPF MAID | TRPG MAID | TRPH MAID |
| **Alias** | TRPA MAID | TRPB MAID | TRPC MAID | TRPD MAID | TRPE MAID | TRPF MAID | TRPG MAID | TRPH MAID |
| | | | | | | | | |
| **Position** | **POS-9** | **POS-10** | **POS-11** | **POS-12** | **POS-13** | **POS-14** | **POS-15** | **POS-16** |
| **Zone 1** | | | | | | | | |
| **Alias** | | | | | | | | |
| | | | | | | | | |
| **Zone2** | 8TAC92 | 8TAC93 | 8TAC94 | | | | | |
| **Alias** | 8TAC92 | 8TAC93 | 8TAC94 | | | | | |
| | | | | | | | | |
| **Zone 3** | EVENTS-C1 | EVENTS-C2 | EVENTS-C3 | EVENTS-C4 | EVENTS-D1 | EVENTS-D2 | EVENTS-D3 | EVENTS-D4 |
| **Alias** | EVT-C1 | EVT-C2 | EVT-C3 | EVT-C4 | EVT-D1 | EVT-D2 | EVT-D3 | EVT-D4 |
| | | | | | | | | |
| **Zone 4** | VEPOOL1 | VEPOOL2 | VCPOOL1 | VCPOOL2 | VPPOOL1 | VPPOOL2 | VWPOOL1 | VWPOOL2 |
| **Alias** | VEPOOL1 | VEPOOL2 | VCPOOL1 | VCPOOL2 | VPPOOL1 | VPPOOL2 | VWPOOL1 | VWPOOL2 |
| | | | | | | | | |
| **Zone 5** | TRPA COM2 | TRPB COM2 | TRPC COM2 | TRPD COM2 | TRPE COM2 | TRPF COM2 | TRPG COM2 | TRPH COM2 |
| **Alias** | TRPA COM2 | TRPB COM2 | TRPC COM2 | TRPD COM2 | TRPE COM2 | TRPF COM2 | TRPG COM2 | TRPH COM2 |
| | | | | | | | | |

## 8.14 Annex N. GETS User Guide

# PURPOSE

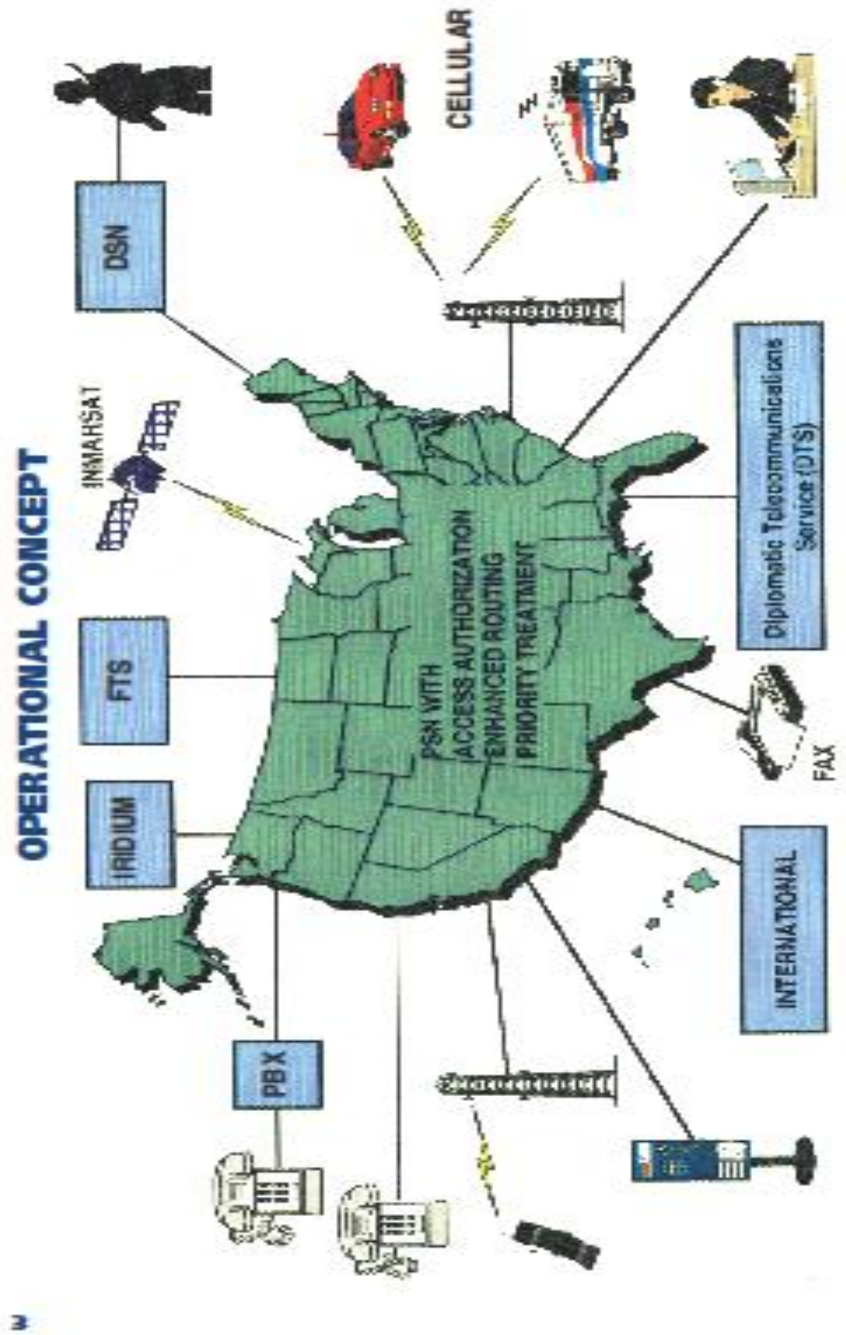
The Government Emergency Telecommunications Service (GETS) is a National Security and Emergency Preparedness (NS/EP) service of the Federal Government. This User Guide will show you how to place a GETS call and how to obtain assistance.

NOTE: GETS is to be used only by authorized Federal, State, and local government and other authorized personnel when they are unable to complete emergency calls through normal or alternate telecommunications means using the public telephone network.

**GETS provides:**

- An increased probability of completing your emergency calls when normal calling methods fail
- Voice and data transmission via clear or secure telephone, facsimile, modem, or other equipment
- A single, universal telephone number and a Personal Identification Number (PIN), which allow you to access the service worldwide
- Calling to all 50 states and any worldwide destination
- Capabilities to enable rapid detection of suspected fraud
- A toll-free number for User Assistance available 24 hours

# STEPS FOR USING GETS


OPERATIONAL CONCEPT
CELLULAR
DSN
INMARSAT
FTS
IRIDIUM
PBX
PSN WITH
ACCESS AUTHORIZATION
ENHANCED ROUTING
PRIORITY TREATMENT
Diplomatic Telecommunications Service (DTS)
FAX
INTERNATIONAL

# PLACING A GETS CALL

## You need 3 things to use GETS

1. A telephone or cell phone connected to the public telephone network
2. The universal access number for GETS
   1-710-NCS-GETS
   (1-710-627-4387)
3. A Personal Identification Number (PIN) on your GETS card


GETS calls cannot be made to toll free 800, 888, 877, 866, 855 destination numbers

4

# GETS USER ASSISTANCE

Help is available 24 hours a day by calling GETS User Assistance:

**1-800-818-GETS (4387)**

**or**

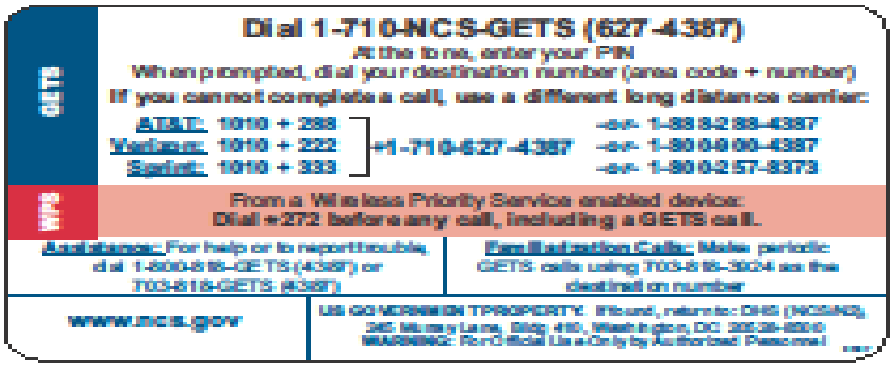
**703-818-GETS (4387)**

User Assistance can help with:

- Questions about GETS
- Problems in using GETS
- A lost or stolen PIN card
- Suspected fraud

For identification, User Assistance personnel may request the password provided with your GETS card.

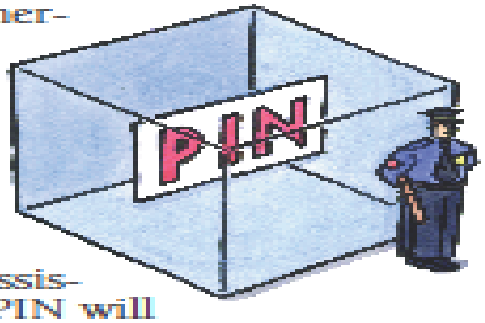
When reporting GETS problems to User Assistance, provide complete details, including the origination location of the call, the digits dialed, specific difficulties encountered, and error messages received. This information will permit User Assistance to determine where the call failed so that the trouble may be referred to the appropriate source for correction. It will also enable them to provide additional guidance that may help you complete your call.



# SAFE-GUARDING YOUR PIN

You should exercise care in handling and entering your PIN. Report a lost GETS card as soon as possible. When you do this, your PIN will be canceled, and you will be issued a new one. To help prevent fraud you should do the following:

- Guard your PIN from compromise by not openly exposing your card or PIN to anyone
- Memorize your PIN and password
- Report a lost or stolen GETS card as soon as possible by calling User Assistance at 1-800-818-GETS (1-800-818-4387), and also notify your POC
- Be aware of people loitering when you make calls in public places
- Use a normal conversational tone when placing operator assisted calls to avoid being overheard
- Never use your GETS card to verify your identity
- Never reveal your PIN to anyone other than a GETS operator or a GETS User Assistance representative you have called
- If you must share your PIN with others in an emergency, please call GETS User Assistance to advise them of multiple users. When the need for multiple users of your PIN no longer exists, advise GETS User Assistance and your old PIN will be canceled and a new card with a new PIN will be issued to you.




6


**From a Touch-Tone Phone**

- Get an outside line
- Listen for dial tone
- Dial 1-710-NCS-GETS (627-4387)
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**
- If call fails, try Alternate Calling Method


**From a Touch-Tone Phone if Primary Calling Method fails*****

- Get an outside line
- Listen for dial tone
- Dial:

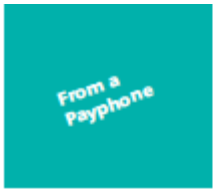
  1010 + 288 for AT&T
  or
  1010 + 222 for Verizon
  1010 + 333 for Sprint
- Dial 1-710-NCS-GETS (627-4387)
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**

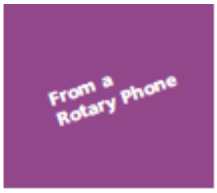
† *If you miss the tone or do not enter a PIN promptly, your call may be directed to a GETS operator. Please provide your 12-digit PIN and a destination number and they will complete the call.*

* *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

** *For international calls dial 011 + country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

*** *If both methods fail, calls can be attempted using the following toll-free numbers:*
*AT&T 1-888-288-4387*
*Verizon 1-800-900-4387*
*Sprint 1-800-257-8373*
*Not all GETS priority enhancements are available using these numbers and in extreme congestion these numbers may not work.*




**From a Payphone**

- Listen for dial tone
- Dial 1-710-NCS-GETS (627-4387)
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**

If call fails, attempt call using the following toll-free numbers in place of 710-NCS-GETS:

| | |
|---|---|
| AT&T | 1-888-288-4387 |
| Verizon | 1-800-900-4387 |
| Sprint | 1-800-257-8373 |

**From a Rotary Dial Phone**

- Listen for dial tone
- Dial:

  1010 + 222 for Verizon
  or
  1010 + 333 for Sprint
- Dial 1-710-NCS-GETS (627-4387)
- Wait for the GETS operator
- Give your 12-digit PIN* and ten-digit destination number**

† *If you miss the tone or do not enter a PIN promptly, your call may be directed to a GETS operator. Please provide your 12-digit PIN and a destination number and they will complete the call.*

* *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

** *For international calls dial 011 + country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

8

**From a Military Base in the US**

**From US**

- Get an outside line
- Listen for dial tone
- Dial 1-710-NCS-GETS (627-4387)
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**
- If call fails, try Alternate Calling Method

**From an Overseas US Military Base**

**From Overseas**

- Dial the base operator
- Request access to a US operator
- Request a commercial line
- Listen for dial tone
- Dial 1-710-NCS-GETS (627-4387)
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**

† *If you miss the tone or do not enter a PIN promptly, your call may be directed to a GETS operator. Please provide your 12-digit PIN and a destination number and they will complete the call.*

* *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

** *For international calls dial 011 + country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

9


**From a Cell, In-Flight, or PCS Phone**

- Dial 710-NCS-GETS (627-4387) for a GETS call#
  Dial *272-710-NCS-GETS (627-4387) if you subscribe to Wireless Priority Service (WPS) for a WPS call.
- Press the SEND key
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**
- GETS access may not be available in all locations. There will be airtime charges for GETS calls


**From a Secure Phone (STU-III or STE in STU-III mode)##**

- Dial 710-NCS-GETS (627-4387)
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**
- If making a secure voice mode call, go to secure mode after the destination answers

† *If you miss the tone or do not enter a PIN promptly, your call may be directed to a GETS operator. Please provide your 12-digit PIN and a destination number and they will complete the call.*

* *If an incorrect PIN was entered, listen for a voice prompt to re-enter your PIN*

** *For international calls dial 011 + country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

\# *Cellular carriers may require a 1 before 710-NCS-GETS (627-4387)*

## *These calls may require a 1 prefix before 710-NCS-GETS (627-4387). Secure GETS calls cannot be made from STEs in the FNBDT mode.*

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**From a Globalstar Satellite Phone**

- Follow normal procedure to acquire satellite signal
- Dial 1-710-NCS-GETS (627-4387)
- Press the SEND key
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**


**From an Inmarsat/ Iridium Phone**

- Follow normal procedure to acquire satellite signal
- For Inmarsat (depending on model):
  a) Dial 00-1-710-NCS-GETS (627-4387) or 011-1-710-NCS-GETS (627-4387)
  b) Press SEND (if required)
- For Iridium:
  a) Dial 00-1-710-NCS-GETS (627-4387)
  b) Press SEND

Then for all:

- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**

† *If you miss the tone or do not enter a PIN promptly, your call may be directed to a GETS operator. Please provide your 12-digit PIN and a destination number and they will complete the call.*

* *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

** *For international calls dial 011 + country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

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**From an FTS Phone Line**

- Access FTS
- Dial 1-710-NCS-GETS (627-4387)
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**


**From a DSN Phone Line**

- Access DSN
- Dial 710-NCS-GETS (627-4387)
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**

† *If you miss the tone or do not enter a PIN promptly, your call may be directed to a GETS operator. Please provide your 12-digit PIN and a destination number and they will complete the call.*

* *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

** *For international calls dial 011 + country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

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**From DTS in Another Country**

- Dial the Post PBX access code to reach the DTS International Voice Gateway
- Listen for dial tone
- Dial 96 [the DTS PSN access code]
- Dial 1-710-NCS-GETS (627-4387)
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**


**From Any Touch-Tone Phone**

- Listen for dial tone
- Dial country code for US
- Dial 1-710-NCS-GETS (627-4387)
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**

† *If you miss the tone or do not enter a PIN promptly, your call may be directed to a GETS operator. Please provide your 12-digit PIN and a destination number and they will complete the call.*

* *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

** *For international calls dial 011 + country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

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## 8.15 Annex O WPS User Guide

### How to Apply?

If your organization already participates in the Wireless Priority Service (WPS), identify your Point of Contact (POC). If you need assistance in identifying your POC, contact NCS by email at wps@dhs.gov or by phone at 866.NCS.CALL (866.627.2255) or 703.760.2255 and select Option #2.

To apply for WPS, visit the WPS website at wps.ncs.gov and select "Request WPS".

**Steps for requesting WPS:**

1. The requesting organization must identify a POC and alternate who will manage the WPS account for the organization. We recommend that the POC for WPS be the same as the POC for the Government Emergency Telecommunications Service (GETS), if applicable.
2. The POC selects potential users who meet the eligibility criteria and then requests WPS.
3. The NCS will review the request, approve or disapprove, and notify the POC.
4. If approved, the NCS will coordinate with the POC to activate WPS.

For information on WPS contact:

**Department of Homeland Security**
**National Communications System**

Building 410 (Mail Stop 8500)
245 Murray Lane
Washington, DC 20528-8500

**Tel:** 866.NCS.CALL (866.627.2255) or
703.760.2255

**Normal hours of operation:**
**Monday through Friday, 8 AM to 6PM Eastern**

**Email:** wps@dhs.gov

**Web:** wps.ncs.gov

version 2.06

# WPS

***Wireless Priority Service***

National Communications System

# Wireless Priority Service

*National Security and Emergency Preparedness (NS/EP) telecommunications are critical in the event of natural and man-made disasters that threaten the security of the United States. WPS allows authorized NS/EP personnel to initiate calls during an emergency when cellular networks may be congested.*

**What is WPS?**
The Federal Communications Commission (FCC) issued a Report and Order on July 13, 2000, allowing cellular providers to offer wireless priority services to personnel at the Federal, state, and local levels to help meet the NS/EP needs of the Nation. This ruling establishes the regulatory, administrative, and operational framework that enables cellular providers to offer WPS to NS/EP personnel.

The FCC rules do not require cellular providers to offer WPS; it is a voluntary offering. Although the FCC maintains oversight of the WPS program, the Department of Homeland Security's National Communications System (NCS) is responsible for its day-to-day administration.

During emergencies, cellular providers can experience congestion in their networks, severely curtailing the ability to use cellular services. To facilitate completion of critical calls during these high usage events, WPS gives authorized NS/EP personnel priority cellular access before subscribers who do not have WPS. WPS will not preempt calls in progress and does not guarantee call completion.

**Why use WPS?**
WPS gives authorized NS/EP personnel priority access to available cellular resources during emergency situations. In addition, WPS is complementary to, and can be used in conjunction with the Government Emergency Telecommunications Service (GETS). This ensures a high probability of call completion in both the landline and cellular portions of the Public Switched Network (PSN). WPS serves NS/EP needs while minimizing impact on the general public's access to the same cellular infrastructure.

**Who is Eligible?**
Eligible users are key federal, state, local, and tribal government and critical infrastructure personnel who serve in NS/EP leadership positions. Criteria have been established to help identify critical NS/EP leadership functions and determine WPS eligibility.

**How to Make a Call?**
WPS is invoked by dialing "*272" prior to the destination number on cellular phones that are subscribed to the WPS feature.

**How Much Does it Cost?**
Costs may vary by cellular carrier, but they are limited to a maximum $10 one-time activation fee, a $4.50 per-month service fee, and $ .75 per minute for WPS (*272) calls. WPS charges are in addition to the basic calling plan.

## Eligibility Criteria

**A Executive Leadership and Policy Makers**
Individuals in executive leadership and policy making roles. Examples include the President of the United States, the Secretary of Defense, selected military leaders, state governors and lieutenant governors, members of Congress, cabinet level officials, mayors and county officials, and a minimum number of senior support staff.

**B Disaster Response/Military Command Control**
Individuals key to managing the initial response to an emergency at the local, state, regional, and Federal levels as well as personnel essential to continuity of government and national security functions. Examples include Federal and state emergency operations center coordinators.

**C Public Health, Safety, and Law Enforcement Command**
Individuals who direct operations critical to life, property, and maintenance of law & order immediately following an event. Examples include Federal, state, and local police, fire, and emergency service leadership; search & rescue team leaders; and emergency communications coordinators.

**D Public Services/Utilities and Public Welfare**
Individuals responsible for managing not only public works and utility infrastructure damage assessment and restoration efforts, but also transportation services for emergency response activities. Examples include US Army Corps of engineers; telecommunications, power, water, and sewage utilities; and transportation leadership.

**E Disaster Recovery**
Personnel responsible for managing recovery operations after the initial response has been accomplished. Examples include medical recovery operations and detailed damage assessment leadership; disaster shelter coordination & management; and critical Disaster Field Office support personnel.

**8.16 Annex P ESF-2 Continuity of Operations Plan (COOP).**


# NCEM ESF-2 Communications Continuity of Operations Plan (COOP) Actions:

Section: Geospatial and Technology Management

Date: May 2012

### 8.16.1 Introduction

*Purpose*: The purpose of this subsection of the NCEM Continuity of Operations Plan (COOP) is to prepare for events that would have an adverse impact on the SEOC and impair the capability of the State ESF-2 staff to continue its mission.

*Objective:* The objective of this subsection is to ensure the continuation of State ESF-2 functions. It also provides for the safety and identification of ESF-2 personnel should a natural or human-caused disaster require relocation of the ESF-2 section.

### 8.16.2 Conditions of Implementation

This ESF-2 subsection of the COOP will be implemented by the Geospatial Technology Management (GTM) Communications Coordinator at the order of the Director, if:

1. Utility services to the SEOC facility are unavailable, or are available only in limited quantity (e.g. electrical, communication, water, sewer or gas), and estimates of restoration times are deemed unacceptable for operational needs.
2. The SEOC facility is damaged to the point where safe use is compromised and will remain so for an unacceptable time.
3. The road infrastructure is damaged to a point where travel to and from the SEOC is impossible and will remain so for an unacceptable time.

In the event of possible tornados or severe thunderstorms, the 24 Hour Operations Center will monitor the weather and any other additional information (e.g. State briefings) and keep the SEOC Director updated on the storm's progress.

In the event of a credible bomb threat or other terrorist activity, the Director (or designee) will evaluate the situation and make a determination on evacuation of the facility, and/or to contact law enforcement.

### 8.16.3 Emergency During Working Hours

The Director (or designee) will make the decision to evacuate personnel to their residences or hotels prior to a potential hazard.

If an evacuation order is given, the GTM Communications Coordinator (or designee in Line of Succession) will give general instructions to ESF-2 personnel.

### 8.16.4 Emergency After Hours

All SEOC personnel should remain in their residences or hotels until the emergency is over and further notification is received to either:

- Evacuate the area.
- Report to an alternate SEOC location.

### 8.16.5 Relocation SITE and Staffing

If the impact of a natural or human-caused event results in evacuation of the SEOC, the GTM Communications Coordinator, and other support personnel (as needed/directed) will report to:

Street Address: 116 W. Jones Street, Raleigh, NC
Contact Info:
Toll Free Number 1-800-858-0368
Primary Phone Number 919-733-3300
Alternate Phone Number 919-825-2250. 2251, 2253
Fax Number 919-733-3800

*See Attachment 1 for directions.*

All other personnel will remain secure at their residences or hotels until notified that:

- Operations have returned to normal
- The threat is no longer present
- They need to take other actions

### 8.16.6 Shelter In Place

If the SEOC and the relocation site are adversely impacted, all other personnel will remain out of the immediate area until notified that:

- Operations have returned to normal
- The threat is no longer present
- They need to take other actions.

### 8.16.7 Contact Criteria

Once the evacuation order is given by the Director, the GTM Communications Coordinator, or designee in the Line of Succession will implement this ESF-2 subsection of the COOP and commence the call down of ESF-2 personnel. (All ESF-2 personnel must be accounted for in order to declare the call down completed).

- See ESF-2 Line of Succession (Section H of this document).
- See ESF-2 Personnel Call Down List (Section I of this document).

### 8.16.8 ESF-2 Reconstitution

1. After the event (either during working hours or off hours), the Director (or designee), shall inspect the SEOC to ensure safe return.
2. The Director (or designee) will inform all SEOC Sections of the "All Clear" and provide instructions on staying at the alternate location, or returning to the SEOC.

### 8.16.9 ESF-2 Checklist and Responsibilities

| ✓ | EVACUATION PLAN FOR THE (GTM) COMMUNICATIONS COORDINATOR |
|---|---|
| | Procedures to be followed upon evacuation of the SEOC |
| ☐ | Pack up and take laptop, (and all accessories), laptop power supply, memory stick, necessary external drive units, BlackBerry and chargers |
| ☐ | Get the VIPER cache radios and bank chargers from the 24/7 Operations Center as time permits. |
| ☐ | Drive to alternate EOC location at 116 W Jones St |
| ☐ | Upon arrival at alternate location check the communications equipment in the 24/7 Operations Center for operational status. Check the following systems to ensure all operational:<br>o Cisco IP phones to ensure Operations staff can log in using extension mobility<br>o VIPER mobile radio<br>o Comlabs EMnet computer<br>o Satellite telephone<br>o Nuclear power plant selective signal and decision lines<br>o Fax Machines<br>o Ensure 24/7 Center Staff has advised Alternate State Warning Point of move |
| ☐ | Ensure wireless service is operational |
| ☐ | Check Senior Staff and all Functional Leads to ensure all Communications Equipment is operational. |
| ☐ | Check Communications equipment in remainder of breakout rooms, mainly telephones and Fax Machines |
| ☐ | Contact Amateur Radio Emergency Services (ARES) state lead and notify that we have relocated to our COOP site |
| ☐ | Prepare ICS 205 as needed |
| ☐ | Check Cable Television service |
| ☐ | Determine additional needs of phone lines |
| ☐ | Notify the Federal ESF-2 Desk of the evacuation and provide new contact information if necessary. (Assumes that the Federal ESF-2 is activated) |
| ☐ | Maintain and update Coop Relocation Event Log |

| ✓ | EVACUATION PLAN FOR THE NETWORK IT TECHNICIAN |
|---|---|
| | Procedures to be followed upon evacuation of the SEOC |
| ☐ | Pack up and take laptop, (and all accessories) laptop power supply, memory stick, necessary external drive units, BlackBerry and chargers |
| ☐ | Logoff and shut down the desktop computer |
| ☐ | Drive to the alternate site |
| | Procedures to be followed upon arrival at the Alternate SEOC |
| ☐ | Verify operation of all computer systems in alternate 24/7 Center |
| ☐ | Verify internet and email is accessible |
| ☐ | Verify the operation of all senor staff computers located at the Alternate SEOC |
| ☐ | Ensure all Breakout Rooms are functional |
| ☐ | Ensure that the wireless service is available inside the building |
| ☐ | Maintain and update Coop Relocation Event Log |
| ☐ | |
| ☐ | |
| ☐ | |
| ☐ | |

### 8.16.10 ESF-2 Line of Succession

| POSITION | LEVEL | NAME | CELL | TITLE |
|---|---|---|---|---|
| GTM Communications Coordinator | Primary | Mike Montague | 919-369-4182 | Communications Coordinator |
| | 1st Alternate | Peter Farmer | 919-369-4179 | Technology Support Manager |
| | 2nd Alternate | Dave Krum | 919-369-4175 | Technology Support Specialist |
| | 3rd Alternate | TBD | | |
| | 4th Alternate | TBD | | |

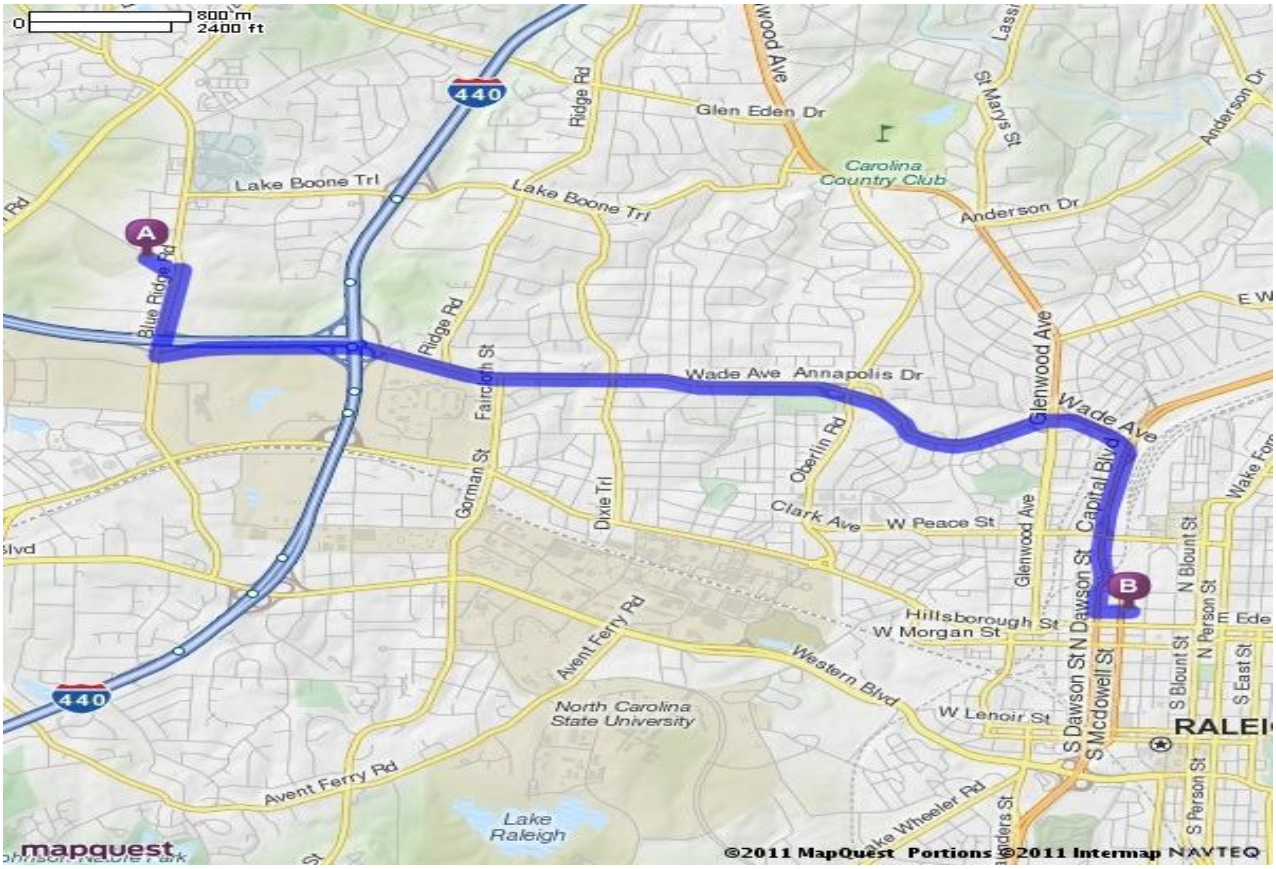
### 8.16.11 ESF-2 Personnel Call Down List

| ✓ | NAME | HOME | OFFICE | CELL |
|---|---|---|---|---|
| ☐ | Peter Farmer | | 919-825-2265 | 919-369-4179 |
| ☐ | Mike Montague | | 919-825-2281 | 919-369-4182 |
| ☐ | Dave Krum | | 919-825-2276 | 919-369-4175 |
| ☐ | TBD | | | |
| ☐ | TBD | | | |
| ☐ | TBD | | | |
| | Contractor or Other Staff (If appropriate) | | | |
| ☐ | TBD | | | |
| ☐ | TBD | | | |
| ☐ | TBD | | | |
| ☐ | TBD | | | |
| ☐ | TBD | | | |
| ☐ | TBD | | | |

### 8.16.12 Directions to Alternate SEOC Location

Starting at: 4105 Reedy Creek Rd, Raleigh, NC
Ending at: 116 W Jones St. Raleigh, NC

1. Head Southeast on Reedy Creek Rd toward Blue Ridge Rd
2. Take the 1st right onto Blue Ridge Rd
3. Turn left onto Hillsborough St
4. At the traffic circle, continue straight to stay on Hillsborough St
5. At the traffic circle, take the 1st exit onto W Morgan St
6. Turn left onto South McDowell St
7. Turn right at the 3rd cross street onto W Jones St
   Destination will be on the left



### 8.16.13 Emergency Numbers

EMERGENCY TELEPHONE NUMBERS

| Name | Phone Number |
|---|---|
| State Emergency Operations Center | 919-733-3300 |
| Emergency Dispatch for Fire, Police and EMS | 911 |
| Raleigh Police Department | 911 |
| Raleigh Fire Department | 911 |
| Raleigh County Sheriff Department | 911 |
| Raleigh Ambulance Service | 911 |
| North Carolina State Highway Patrol | *HP |
| Hazardous Material Spill Reporting | 919-733-3300 |
| Alternate State Highway Patrol Number | 919-733-7956 |
| Alternate Raleigh Police Department Number | 919-996-3335 |
| Wake County Sheriff Department | 919-856-6900 |
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### 8.16.14 Coop Relocation Event Log and Notes

COOP RELOCATION EVENT LOG AND NOTES

| DATE | TIME | INITIALS | LOG INFORMATION |
|---|---|---|---|
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## 8.17 Annex Q List Of NC State ESF'S

| FUNCTIONAL GROUP | ESF DESCRIPTION |
|---|---|
| Emergency Services | |
| Fire Fighting & Rescue | (ESF-4 Firefighting) |
| Search & Rescue | (ESF-9 Search & Rescue) |
| Hazardous Materials | (ESF 10 Oil & Hazardous Materials Response) |
| Law Enforcement | (ESF 13 Public Safety & Security) |
| Disaster Medical Services | (ESF- 8 Public Health & Medical Services) |
| Human Services | |
| Mass Care | (ESF -6 Mass Care, Emergency Assistance, Housing, & Human Services |
| Public Health | (ESF-8 Public Health & Medical Services) |
| Animal Protection | (ESF-11 Agriculture & Natural Resources) |
| Infrastructure Support | |
| Transportation | (ESF-1 Transportation) |
| Communications | (ESF-2 Communications) |
| Public Works & Engineering | (ESF-3 Public Works & Engineering) |
| Energy | (ESF-12 Energy) |
| Logistics Support | |
| Resources Support | (ESF-7 Logistics Management & Resource Support) |
| Donations Management | |
| Military Support | |
| Recovery | |
| Individual Family Grant Program | (ESF-14 Long Term Community Recovery) |
| Public Assistance Grant Program | (ESF-14 Long Term Community Recovery) |
| Plans | |
| Planning | (ESF-5 Emergency Management) |
| Joint Information Center | |
| Public Information | (ESF-15 External Affairs) |
| | |
| | |
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| | |

## 8.18 Annex R List of State ESF Function Descriptions

| ESF | SCOPE |
|---|---|
| ESF #1 – Transportation | Aviation/airspace management and control<br>Transportation safety<br>Restoration/recovery of transportation infrastructure<br>Movement restrictions<br>Damage and impact assessment |
| ESF-2 – Communications | Coordination with telecommunications and information technology industries<br>Restoration and repair of telecommunications infrastructure<br>Protection, restoration, and sustainment of national cyber and information technology resources<br>Oversight of communications within the Federal incident management and response structures |
| ESF #3 – Public Works and Engineering | Infrastructure protection and emergency repair<br>Infrastructure restoration<br>Engineering services and construction management<br>Emergency contracting support for life-saving and life-sustaining services |
| ESF #4 – Firefighting | Coordination of Federal firefighting activities<br>Support to wildland, rural, and urban firefighting operations |
| ESF #5 – Emergency Management | Coordination of incident management and response efforts<br>Issuance of mission assignments<br>Resource and human capital<br>Incident action planning<br>Financial management |
| ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services | Mass care<br>Emergency assistance<br>Disaster housing<br>Human services |
| ESF #7 – Logistics Management and Resource Support | Comprehensive, national incident logistics planning, management, and sustainment capability<br>Resource support (facility space, office equipment and supplies, contracting services, etc.) |
| ESF #8 – Public Health and Medical Services | Public health<br>Medical<br>Mental health services<br>Mass fatality management |
| ESF #9 – Search and Rescue | Life-saving assistance<br>Search and rescue operations |
| ESF #10 – Oil and Hazardous Materials Response | Oil and hazardous materials (chemical, biological, radiological, etc.) response<br>Environmental short- and long-term cleanup |
| ESF #11 – Agriculture and Natural Resources | Nutrition assistance<br>Animal and plant disease and pest response<br>Food safety and security<br>Natural and cultural resources and historic properties protection and restoration<br>Safety and well-being of household pets |
| ESF #12 – Energy | Energy infrastructure assessment, repair, and restoration<br>Energy industry utilities coordination<br>Energy forecast |
| ESF #13 – Public Safety and Security | Facility and resource security<br>Security planning and technical resource assistance<br>Public safety and security support |

| | |
|---|---|
| | Support to access, traffic, and crowd control |
| ESF | SCOPE |
| ESF #14 – Long-Term Community Recovery | Social and economic community impact assessment<br>Long-term community recovery assistance to States, local governments, and the private sector<br>Analysis and review of mitigation program implementation |
| ESF #15 – External Affairs | Emergency public information and protective action guidance<br>Media and community relations<br>Congressional and international affairs<br>Tribal and insular affairs |

## 8.19 Annex S. Glossary of Government Telecommunications Terms

Amateur Radio Emergency Service (ARES): Is a corps of trained amateur radio operator volunteers organized to assist in public service and emergency communications.

Commercial Service Provider: Any person or firm engaged as a carrier for hire, in interstate, intrastate, or foreign communications by wire or radio.

Communications Emergency: A condition that results or threatens to result in extensive damage to, or degradation of, vital telecommunications services, systems, and/or facilities in a disaster or extraordinary situation area; and/or one that creates an unusual State or local demand for telecommunications services that cannot be satisfied without extraordinary management action. This condition includes those situations where telecommunications service requirements exceed the capabilities existing prior to an emergency as well as the capabilities remaining after the emergency occurs.

Communications Resource Manager: That person appointed by the ESF-2 Coordinator to assist in resolving claims for telecommunications resources where telecommunications service providers are unable to satisfy all telecommunications service requirements, when there are conflicts among multiple State Emergency Communications Coordinators, or when the allocation of available resources cannot be fully accomplished at the field level.

Critical Infrastructures: Systems and assets, whether physical or virtual, so vital to the State that the incapacity or destruction of such systems and assets would have a debilitating impact on State security, economic security, public health or safety, or any combination of those matters.

Emergency Alert System (EAS): The EAS is a national public warning system that requires broadcasters, cable television systems, wireless cable systems, satellite digital audio radio service (SDARS) providers, and direct broadcast satellite (DBS) providers to provide the communications capability to the President to address the American public during a national emergency. The system also may be used by state and local authorities to deliver important emergency information, such as AMBER alerts and weather information targeted to specific areas.

Federal Communications Commission (FCC): Rules and Regulations governing Radio communication.

Federal Emergency Communications Coordinator (FECC): That person, assigned by NCS and FEMA, who functions as the principal Federal manager for emergency telecommunications requirements in major disasters and emergency situations, when requested by the Federal Coordinating Officer or Senior DHS/FEMA Official.

Federal National Radio System (FNARS). Located at the State EOC, the Federal National Radio System (FNARS) is an HF radio system primarily used by FEMA for inter and intrastate communicating with FEMA Headquarters, FEMA regions, and States during national and /or regional emergencies, partially when landline system are impaired or restricted.

FEMA Regional Communications Manager: That person assigned by DHS-FEMA to manage FEMA's telecommunications assets and to serve as a member of the Emergency Communications Staff.

Government Emergency Telecommunications Service (GETS): Provides authorized Government users with a nationwide NS/EP switched voice and voice band data communications priority service by using the existing public switched network resources during periods of congestion.

Information Technology (IT): Any equipment or interconnected system or subsystem of equipment that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange transmission, or reception of data or information. The term information technology includes computers, ancillary equipment, software, firmware and similar procedures, services (including support services), and related sources.

Military Auxiliary Radio System (MARS): A United States Department of Defense sponsored program, established as a separately managed and operated program by the United States Army, Navy, and Air Force.

National Security and Emergency Preparedness Telecommunications (NS/EP): NS/EP telecommunications services are those used to maintain a state of readiness or to respond to and manage any event or crisis (local, national, or international), that causes or could cause injury or harm to the population, or damage to or loss of property, or could degrade or threaten the NS/EP posture of the United States.

National Telecommunications and Information Administration (NTIA): Within the Department of Commerce, is the Executive Branch agency that principally responsible by law for advising the President on telecommunication and information policy issues.

Public Switched Telecommunications Network (PSTN): A domestic telecommunications network usually accessed by telephones, key telephone systems, private branch exchange trunks, and data arrangements. Completion of the circuit between the call originator and the call receiver requires network signaling in the form of dial pulses or multi-frequency tones.

Radio Amateur Civil Emergency Service (RACES): A protocol created by the Federal Emergency Management Agency (FEMA) and the Federal Communications Commission (FCC Part 97. Section 407) made up of volunteers that serve their respective jurisdictions pursuant to guidelines and mandates established by local emergency management officials.

SHARES High Frequency Radio Program (SHARES): provides a single, interagency emergency message handling system by bringing together existing HF radio resources of Federal, State, and industry organizations when normal communications are destroyed or unavailable for the transmission of NS/EP information.

Telecommunications Service Priority (TSP) Program: The NS/EP TSP is the regulatory, administrative, and operational program authorizing and providing for priority treatment (i.e., provisioning and restoration) of NS/EP telecommunications services. As such, it establishes the framework for NS/EP telecommunications service vendors to provide, restore, or otherwise act on a priority basis to ensure effective NS/EP telecommunications services.

Telecommunications: The transmission, emission, or reception of voice and/or data through any medium by wire, radio, other electrical electromagnetic or optical means. Telecommunications includes all aspects of transmitting information.

Voice Interoperability Plan for Emergency Responders (VIPER): A Motorola 800 MHz. v4.1 ASTRO Smartzone Type II, 3600 Baud Trunked Radio System used statewide within North Carolina as the primary radio system.

Web EOC. Web EOC is a computer-based program for resource management and situational awareness. This program allows County EOC's, Branch Offices, NCEM Warehouses, and the State EOC to communicate via internet, to order resources and to give updates to the State EOC to give local, regional or state situational awareness of an incident. The link to Web EOC is www.ncsparta.net.

Wireless Priority Service (WPS): Allows authorized NS/EP personnel to gain priority access to the next available wireless radio channel to initiate calls during an emergency when carrier channels may be congested.