Primary Agency:

Montana Department of Administration

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

<u>Record of Changes</u>

All changes to this plan annex are to be dated on the master copy kept by the Montana Disaster & Emergency Services.

Date Posted	Change	Recommending Agency/Individual

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Montana Disaster & Emergency Services

Primary Agency:
Department of Administration

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Montana Department of Justice
Montana Department of Military Affairs
Montana Department of Natural Resources & Conservation
Montana Department of Transportation

Section II: Purpose & Scope

Purpose:
The purpose of Emergency Support Function (ESF) #2 – Communications is to support the restoration of communications infrastructure, coordinate communications support to response efforts, facilitate the delivery of information to emergency management decision makers, and assist in the stabilization and reestablishment of communication systems and applications during actual or potential incidents.

Scope:
It is the policy of the state that all available state resources for emergencies are ready for immediate use at any time. This annex provides for the routine use of state telecommunications and warning resources to augment local and tribal resources for any multi-agency response, or as a means of testing and exercising such equipment and systems. The activities within the scope of ESF #2 include the following:
- Coordinates with state and local partners to ensure the capacity to communicate with both the emergency response community and the affected population.
- Coordinates the establishment of interoperable voice and data communications between local, tribal, and state responders.
- Re-establish sufficient communications infrastructure within the affected areas to support ongoing life-sustaining activities; provide basic human needs, including the needs of individuals with disabilities and others with access and functional needs; and transition to recovery.

Section III: Assumptions & Relationships

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

- Communication is information transfer and involves the technology associated with the representation, transfer, interpretation, and processing of data among persons, places, and machines. It includes transmission, emission, or reception of signs, signals, writing, images, and sounds or intelligence of any nature by wire, radio, optical, or other electromagnetic systems.
- A significant disaster or emergency condition may result in a high volume of requests for services required to save lives and alleviate human suffering.
- Accurate and timely information distribution is critical to guide decision making and response actions within all coordinated agencies and groups and is vital for effective and efficient warning, response, and recovery operations.

- A significant disaster or emergency is likely to degrade the infrastructure needed to facilitate efficient communications and therefore overwhelm a community's telecommunication repair capacity.
- Normal modes of communication will be used to communicate with local and state agencies provided those communication forms are operational.
- To the extent possible, local telecommunication capabilities will be utilized to support response operations even in a diminished capacity.
- Local first responders have identified frequencies to be utilized for operational coordination, direction, and control communications.
- The management and operation of communications systems is highly situational and dependent upon flexibility, adaptability, and redundant systems. At any point in time one or more communications systems may fail.
- The loss of some or all communications systems may reduce or eliminate the effectiveness of the local Emergency Operation Centers (EOC) and other County and State offices (including Departmental Operations Centers).
- Initial reports of damage will be fragmented and provide an incomplete picture of the extent of damage to telecommunication facilities.
- Weather damage to roads, bridges, and other factors will restrict entry of emergency communications nodes into the area.
- Large-scale incidents may require extensive coordination of inter- and intra-community communications.
- Availability of resources could impact response during incidents. If response requirements go beyond local and state capabilities, assistance will be requested through the SECC.
- If electronic emergency information systems are not available, paper logs may be used to record events, communications and messages, damage assessments, situation reports, resources utilized, staff hours expended, etc.
- Significant incidents may require evacuation of significant numbers of affected populations. Such evacuations may require extensive coordination of inter- and intra-community communications and may exceed normal radio communication capabilities.

Relationships
This section describes how this Annex relates to key agencies and stakeholders. Basic concepts that apply to key agencies and stakeholders include:

Local, Tribal, & State Government
Local and tribal governments are responsible for their own communication infrastructures and have the primary responsibility for mitigation, preparedness, response, and recovery. Local and tribal mutual aid and assistance networks facilitate the sharing of resources to support response activities.

Local authorities are responsible for obtaining required waivers and clearances related to ESF #2 support. Local jurisdictions are responsible for requesting state support through the jurisdiction's emergency management agency when the incident exceeds local capabilities.

Responsibility for situation assessment and determination of resource needs lies primarily with the local Incident Commander. Shortages of communications resources are adjudicated at the lowest

jurisdictional level. Local Sheriff Offices coordinate with the local or on-site Incident Commander within the disaster area to determine evacuation areas, roadblocks, and access control points.

<u>Private Sector/Non-Governmental Organizations</u>
The private sector owns or operates most of the Nation's communications infrastructure and is a partner and/or lead for the rapid restoration of infrastructure-related services. Through planning and coordination, private sector entities provide critical information for incident action planning and decision making during an incident. Private sector mutual aid and assistance networks also facilitate the sharing of resources to support response.

Radio Amateur Civil Emergency Services (RACES) is an organization of amateur radio operators sponsored by the Federal Emergency Management Agency (FEMA) who volunteer to provide radio communications for State and local governments in times of emergency. The participants of RACES are licensed under the Club name Montana Emergency Amateur Radio Service (MEARS) and operate under the coordination of DES when activated. Radio Amateur Civil Emergency Services (RACES) & Amateur Radio Emergency Services (ARES) have the following capabilities:
- Supply manpower, equipment, and technical services to the SECC in support of ESF #2 mission.
- Provide essential communications and warning links to supplement State and local government assets during emergencies.
- Provide emergency communications for civil preparedness purposes only.

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

Civil Air Patrol (CAP) maintains Very High frequency (VHF) repeaters located in Great Falls, Lewistown, Missoula, Billings, Kalispell, and Butte. CAP also has 3-Motorola Rapid Deployment Packages (RDP), radios operating on High Frequency (HF). Additionally, CAP can provide upon request, airborne platforms in which to operate VHF radio.

<u>State Government</u>
State departments and agencies are responsible, within their statutory authorities, for providing assistance to local jurisdictions when local capabilities are overwhelmed by a disaster. The State Emergency Coordination Center (SECC) serves as the principal point for coordinating state, local, tribal, and federal resources as in the delivery of emergency assistance to affected jurisdiction(s).

The SECC will coordinate with the primary agency and support agencies in the use of state resources to support ESF #2 response activities. State resources will supplement, not supplant, local resources. When activated to respond to an incident, the primary agency and support agencies will develop work priorities in cooperation with local and tribal governments and in coordination with the SECC.

If the Governor has declared an emergency, communications resources may be requested through the Emergency Management Assistance Compact (EMAC). State mutual aid (aka EMAC) requests will be processed, through the SECC, in cooperation with DES.

Section IV: Core Capability

The following table list core capability key activities the coordinating, primary, and supporting agencies collectively support. Though not listed in the table, all ESFs, including ESF #2, support the core capabilities of Planning, Operational Coordination, and Public Information and Warning.

CORE CAPABILITY	Key Activities – The SECC coordinates with the primary agency and supporting agencies to coordinate resources in support and response for the following key activities during actual or potential incidents:
Operational Communications	- Ensure the capacity to communicate with both the emergency response community and the affected populations. - Establish interoperable voice and data communications between local, state, tribal, and Federal first responders. - Re-establish sufficient communications infrastructure within the affected areas to support ongoing life-sustaining activities; provide basic human needs, including the needs of individuals with disabilities and others with access and functional needs; and transition to recovery.

Section V: Operational Functions

The following table lists the operational functions that both the primary agency and supporting agencies most directly support for ESF #2 (Communications):

PRIMARY AGENCY	Operational Functions – Department of Administration serves as the primary agency. The operational functions for the primary agency may include the following:
Department of Administration	**Director's Office:** - The Director's Office directs, oversees, and ensures a heightened level of service in the continuance and implementation of all programs during an incident, emergency, or disaster. **State Information Technology Services Division:** - Provides information technology services to more than 100 government customers and is responsible for maintaining and structuring critical technological and telecommunications systems to provide information to internal and external partners. - Directs and monitors security requirements for all state-owned information technology. - Establishes and maintains the Information Systems Incident Response Team (ISIRT). - Maintains and ensures coordination of radio frequencies within the state. **General Services Division:** - Delivers services to government agencies and the public in the areas of facilities management, print, mail, and surplus property

	management. It also administers Capitol Security for the State Capitol complex in Helena. **Risk Management & Tort Division:** • Provides loss prevention services, insurance coverage, claims adjudication, and tort litigation representation to state agencies, universities, boards, councils, and commissions. **Montana Lottery:** • Administers operations of the Lottery according to state law and the directives of the Lottery Commission, including licensing retailers, maintaining security, and negotiating contracts for equipment and services required for Lottery operations. • Maintains a statewide communication platform that includes cellular and dual satellite capability and is utilized by the Department of Justice for statewide Amber alerts.
SUPPORTING AGENCIES	**Operational Functions –** The operational functions for the support agencies may include the following:
Department of Corrections	• Utilizes contracted services for Codeplug development for their Motorola subscriber units: it has no personnel trained for in-house development. It possesses a current subscription for Customer Programming Software (CPS) and a KVL4000 Encryption device, to maintain the capacity to load Codeplugs and encryption keys onto its subscriber units. • Information Technology Division personnel are trained in restoration and repair of information technology resources.
Department of Justice	**Highway Patrol Division** • Has an extensive network of mobile radios. The MHP has direct contact with the local 24-hour warning points (Sheriff, Police, EMS, and Fire Departments), particularly in rural areas of the state, utilizing their mobile communication system. • Vehicles are equipped with an in-car computer system capable of telecommunications. • Resources also include technicians who can assist with set-up and support of communication infrastructure. • Coordinates state radio frequency interoperability. • Leads efforts to protect communications infrastructure from the effects of acts of terrorism and support efforts to protect communications infrastructure from the effects of manmade disasters. **Montana Analysis & Technical Information (MATIC)** • Designated by the Governor as the fusion center in Montana. • A focal point for the collection, analysis, and dissemination of public safety and threat related information for the purposes of decision making for local, state, federal, and tribal partners while ensuring the rights and privacy of citizens.

	Provides relevant information on criminal activity and credible threats that could potentially threaten public safety and critical infrastructure security to appropriate partners.
Montana Department of Military Affairs	**Army and Air National Guard** *Upon approval by the Governor:* - Can offer service facilities and technicians. - State, Tribal and Local Governments may request ANG assistance through the Disaster Emergency Services (DES) Duty Officer - The Montana Air National Guard (MANG) has a mobile communications vehicle capable of interoperability among numerous radio systems. This unit has VHF, UHF, HF, Citizen Band, Satellite Reach-back and VOIP, as well as Amateur Band capabilities and can act as a repeater for various radio systems. **Disaster & Emergency Services** - Coordinates National Guard assistance, when requested and upon approval by the Governor. - Coordinates and/or deploys personnel to fill positions in operations centers and on emergency response teams and other entities as necessary. - Coordinates emergency-related response and recovery functions related to ESF #2 mission. - Coordinates international and domestic offers of communications-related assistance and support. - Provides assistance in the allocation and prioritization of communications resources. - Coordinates the prevention, protection, mitigation, response, and recovery actions among communication system and infrastructure stakeholders at state and local levels. - Provides equipment and personnel as needed for immediate lifesaving response operations. - Coordinates and/or provides situational awareness regarding communications infrastructure. - Coordinates EMAC, Federal, and International offers of technician assistance and support for communications. - Coordinates state emergency planning activities that include immediate, short-term, and long-term strategic planning for communications. - Maintains and operates the FEMA National Radio System (FNARS). The radio system currently covers and permits contact with participants within FEMA Region VIII and FEMA Headquarters. Surrounding states may be contacted through use of this system, but coordination is required to ensure that contact can be established on a specific frequency. - Maintains a cache of handheld radios that may be deployed as needed. - Maintains and operates an Army Military Auxiliary Radio System (MARS) station. The system supports the Department of Defense and

	is operated by volunteers. The station can pass both voice and data through High Frequency (HF) radio frequencies. • Maintains and operates a Shared Resources (SHARES) station. The SHARES station operates in the HF frequency spectrum and is capable of both passing both voice and data. SHARES stations are local, state, federal, MARS and Corporate entities providing redundant communications. • Maintains and operates the SECURE Net (State Emergency Capability Using Radio Effectively) station. The SECURE Net consists of state government operating in the HF bands and provides both voice and data capabilities. • Maintains and provides an Amateur Radio (HAM) station which provides support using Very High Frequency (VHF), Ultra High Frequency (UHF), and High Frequency (HF) frequency use. The HAM equipment permits voice and data operation thru repeater, satellite, and station-to-station transmissions. • Maintains resources for alternate communications capability including a communication trailer with mobile, satellite and internet capability.
Department of Natural Resources & Conservation	• Maintains an extensive statewide radio network with a significant cache of programmable portable and mobile radios in facilities located around Montana. • Portable/self-contained and fully programmable UHF/VHF repeaters. • Mobile communication vehicles and equipment capable of interoperability among numerous radio systems (VHF, UHF, HF, CB, VOIP/ROIP). • Incident communications technicians who can assist with set-up and support of communication infrastructure. • Information Technology personnel training in the restoration and repair of IT resources. • The Geographic Information System (GIS) specialists capable of providing timely and accurate incident spatial information to be used by all facets of an IMT, EOC, and/or the national coordination system. • Portable/self-contained high-speed satellite internet kits. • Fixed and rotor-wing aircraft with field-programable radios. Aviation capability for reconnaissance, installation, and/or repair of communication infrastructure. • The ability to provide qualified Incident Management Teams and key ICS personnel to plan for, respond to, and recover from an incident, regardless of cause, size, or complexity.
Department of Transportation	• Maintains resources for alternate communications capability including platforms with land mobile, satellite, and internet capability. • Resources also include technicians who can assist with set-up and support of communication infrastructure. • MDT also has an Aeronautics division with specific aircraft communications platforms.

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