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COMMUNICATIONS

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COMMUNICATIONS

PRIMARY AGENCY: **Springfield-Greene County Emergency Communications Center**

SUPPORT AGENCIES: **City of Battlefield**
Springfield-Greene County Office of Emergency Management
Radio Amateur Civil Emergency Service
Amateur Radio Emergency Services
City Utilities
Mobile Career Center

I. PURPOSE

This ESF addresses standard operating guidelines for daily use of Greene County communications systems, as well as for emergencies and large-scale disasters.

The ability of the City of Battlefield to direct emergency forces through adequate communications and notification is essential to effective operations in an emergency/disaster. This ESF is developed to provide information and guidance concerning available, or potentially available, communications of Battlefield, due to the need to notify response agencies in a timely manner and to have those agencies communicate with one another once they begin a disaster response. Poor communications results in poor coordination. The purpose of this plan is to outline communication and notification procedures and policies when multiple agencies are either involved in one incident or there are simultaneous multiple incidents that require resource coordination.

II. SITUATION AND ASSUMPTIONS

A. Situation

The National Incident Management System (NIMS) requires every jurisdiction to have "implemented and institutionalized processes, procedures, and/or plans to ensure an integrated communications capability, which includes:

- The development and use of a common communications plan.
- The development and use of interoperable communications processes and architectures.

1. The City of Battlefield could find itself subjected to many hazards that require activating emergency communications.

2. Primary communications during times of emergency or disaster will be done through the use of normal methods and the 800 MHz. Trunk Radio System (TRS). Communications functions will be maintained in the EOC on a 24-hour a day basis, as required by the event. Should primary communications fail (catastrophic event), redundant amateur radio systems will be activated and assigned response missions.

3. The 800 MHz. TRS has multiple redundancies built-in. The systems base components are hardened and have reserve power systems. The TRS is utilized daily across response organizations and has a three tier fail safe system that is extremely robust for both daily and emergency operations.

4. Two-way radio redundancy is provided through agreements with RACES and ARES to ensure adequate communications exists in worse case scenarios.

5. Volunteer personnel, unassigned communications personnel, or amateur radio operators may be utilized to augment EOC communications.

6. Greene County along with the City of Battlefield has trained volunteer weather spotters through the SKYWARN network. Among these are Amateur Radio (HAM) operators who can provide weather communication and information to the National Weather Service Office and the OEM during severe weather.

7. Public safety personnel can report severe weather information through the county-wide trunked 800 MHz. radio system on the WxNet (B15).

8. Ultimate responsibility for developing and maintaining emergency communications and capability rests with local government.

9. Communications for the city of Battlefield will be controlled by the Springfield-Greene County Emergency Communications Center (ECC) and supported by the Office of Emergency Management. These organizations closely monitor and coordinate communications.

10. The main supplier of dry copper service in Greene County is AT&T. There are smaller alternate providers of dial tone in Greene County as well. The three primary wireless providers are Verizon, AT&T and Sprint.

11. The following agencies have Telephone Device for the Deaf (TDD) capability:

Cox Health Systems	269-8116
Cox Health Systems, Walnut Lawn	269-6155
(Nursing Office number, request TDD Unit to be taken to facility needed)	
Cox Paramedic Dispatch	269-8117
Emergency Communications Center	911
Greene County Court House	862-6725
Greene County Sheriff's Office, Records	829-6285
Lakeland Hospital	865-5223
Mercy/St. John's Paramedics	820-3636
Ozarks Community Hospital	837-4001
Relay Missouri, Voice Line	711
	800-735-2466
Springfield-Greene County OEM	869-6040
TDD Line - - - 711 -	800 735-2966

B. Assumptions

1. The Primary communication and notification systems are adequate to deal with most emergency/disaster situations in City of Battlefield, but in a severe emergency/disaster, utilization of the back-up or redundant communication or notification systems may be required.

2. Greene County hazard potentials are well defined, but can vary in scope and magnitude. County communication and notification systems were designed to be utilized within an all-hazards environment and are expected to function and are sufficiently robust to conduct response and recovery operations in the face of any of the following hazards identified by City of Battlefield:

City of Battlefield Hazards	
Natural Hazards	**Human-Caused Hazards**
Dams	Chemical Hazards
Droughts	Biological Hazards
Earthquakes	Radiological Hazards
Extreme Heat	Nuclear Hazards
Flooding	Explosives
Land Subsidence (Sinkholes)	Civil Disorder
Thunderstorms/Tornadoes	Technological Hazards
Wildfires	Waste
Winter Storms	

3. Due to built-in redundancies, the existing communications in Greene County and its municipalities should survive and remain functional during a likely disaster/emergency event that results from the hazards that have been identified by City of Battlefield.

4. Amateur Radio (HAM) operators with equipment and skills are available in the area and can assist during disaster situations.

5. In most cases, the incident commander on the scene, through the communications center (dispatching personnel) will make the initial determination that a declared emergency/disaster has occurred or is developing (s**ee Basic Plan**).

III. COMMUNICATION SYSTEMS

A. Primary Communications System - Greene County 800 MHz. Trunk Radio System (TRS)

1. General Operations – Internal Communications

a. Primary communications for Greene County agencies during times of emergency or disaster will be done through the use of the 800 MHz. Trunk Radio System (TRS).
b. The Springfield-Greene County Trunked Radio System (TRS) is a cooperative effort between the City of Springfield, Springfield City Utilities and Greene County to provide radio communications in Greene County.
c. Within the TRS, individual talk paths are called talk groups and have a name assigned to them for identification (i.e. CWCALL for county-wide calling).
d. Most radios in the system have profiles which are split up into 3 zones of talk groups: A, B and C.

- In most profiles, Zone A is used for the talk groups specific to a certain agency and is primarily used for internal communications.
- Zone B is dedicated to interoperability between agencies and is programmed the same in every radio within the TRS.
- Zone C contains talk groups assigned to other entities that the user may need to communicate with on a regular basis to perform essential job functions

e. The Emergency Communications Center (ECC) is responsible for and authorized to implement County Wide TAC channels.

- A TAC channel may be requested by a responding agency.
- It is the responsibility of the responding agencies to utilize the channels assigned and for the Incident Commander or designated COML to request additional channels as determined by event growth.
- Compliance with this directive is <u>required</u> by all participating agencies.

f. The EOC will communicate with City Utilities during utility emergencies on 800 MHz radio system; **(CU/STORM).**

g. All county and municipal public safety agencies within Greene County, as well as several other support agencies are currently utilizing the 800MHz Trunked Radio System. Specifically, this includes but is not necessarily limited to the following:

Law Enforcement	Fire Protection	Emergency Medical Services	Other
• Willard • Battlefield • Greene County Parks • Greene County Sheriff • Fair Grove • Republic • Springfield • Springfield-Branson National Airport • Strafford • US Marshall Service • Walnut Grove • Willard	• Willard • Battlefield • Bois D'Arc • Brookline • Ebenezer • Fair Grove • Logan-Rogersville • Pleasant View • Springfield • Springfield-Branson National Airport • Strafford • Republic • Republic West • Walnut Grove • Willard	• Cox EMS • Mercy EMS	• City Utilities • GC Hwy Dept • Greene County Parks • MSU Public Safety • Municipal EMA's • Office of Emergency Management • Springfield Downtown Airport • Springfield Pubic Works • Springfield Schools • Surrounding Counties Communications Centers • Battlefield Public Works

h. Additional Radio Cache

- Several key agencies playing critical roles in the response and recovery plans for Springfield and Greene County are not regular subscribers to the 800 Mhz Radio System. To ensure that this communication system can be utilized for all aspects of response and recovery, the Springfield-Greene County Office of Emergency Management (OEM) maintains a cache of radios that can be allocated to support the City of Battlefield for response and recovery personnel that may not have a radio.
- Spare radios can be provided to established points of contact from all primary and support agencies involved in emergency response and recovery operations
- The spare radio cache is maintained by the logistics section of the Springfield-Greene County Emergency Operations Center.

2. **Interoperability – Zone B Capabilities**

a. CWTAC1 through CWTAC8

- Talk groups *CWTAC1* through *CWTAC8* are system-wide interoperability talk groups located in Zone B that appear on all radios within the TRS.
- These talk groups are intended to provide interoperability through a common communication channel for all agencies who may be responding or involved in a disaster or emergency event.

b. ICALL

- *ICALL* is a National Public Safety Planning Advisory Committee (NPSPAC) 800 MHz national mutual aid calling channel.
- *ICALL* is a conventional channel with a repeater located at the Springfield Center radio site, which is adjacent to the Springfield-Greene County Emergency Communications Center.
- *ICALL* Channel is NOT the same as the VHF Law Enforcement Mutual Aid utilized by the Missouri State Highway Patrol.
- *ICALL* is a national channel that most 800 MHz public safety users have access to across the country. Within our TRS system a user must be able to contact the repeater in Springfield. Likewise, most other 800 MHz public safety systems across the country monitor this channel to assist incoming units.

c. ITAC1

- *ITAC1* is also a NPSPAC national mutual aid tactical channel.
- Within our TRS system a user must be able to contact the repeater in Springfield. Likewise, most other 800 MHz public safety systems across the country monitor this channel to assist incoming units.

d. ITAC2D through ITAC4D

- Talk groups *ITAC2D* through *ITAC4D* are simplex channels within the TRS.
- These *ITAC* channels are also NPSPAC mutual aid channels, but they are conventional channels with no repeaters.

- These channels would most likely be used by Greene County agencies that are operating outside the range of the Greene County 800Mhz TRS.
- These channels can be linked by a cross-band repeater in the field to VHF or UHF channels to allow the Greene County units to have access to other agencies radio systems.

    - Greene County currently owns 6 cross-band repeaters that can be used for this purpose.
    - Other available communication resources to assist with this are the Region D Mobile Communications Vehicle (Skylab) and Incident Command Radio Systems (ICRS) boxes.

e. Weather Net (WxNet)

- The *WxNet* is utilized for interoperable communications by all Greene County stakeholders in monitoring potential and pending severe weather events.
- This channel is controlled by the Springfield-Greene County Office of Emergency Management with a direct link to Springfield National Weather Service and the ECC.
- OEM receives severe weather reports from trained professional spotters in Greene County and relays the information to the National Weather Service (NWS). Information is also disseminated through this channel to other agencies.

f. ReGrp

- The *ReGrp* channel position is dedicated to dynamic regrouping, allowing use of the radio system to reprogram the radios in the system in a disaster situation.
- This feature would be used in an extreme emergency to place certain radios in a talk group together to directly communicate.

3. **Outside Agencies – Communicating with higher (State and Regional) and lateral (between other counties) emergency personnel and key stakeholders**

a. If an agency or entity responds that may not have access to the Greene County Trunk Radio System (TRS), they can be accommodated by either being issued a TRS radio by one of the response agencies or by requesting activation of one of the six cross-band repeaters that are available in the county (OEM/911, Springfield Fire, Springfield Police, Logan-Rogersville Fire, Cox EMS, Mercy EMS, Mobile Communications Unit (Skylab) and ICRS box). It is expected that state and regional entities responding to disasters and events in Greene County will primarily utilize this method for communication.

b. *CWCALL* is the calling channel that users outside the primary dispatch responsibility of Springfield-Greene County ECC will use to contact Springfield dispatch.

- Several agencies have access to this talk group such as the City Utilities of Springfield, all of the county sheriff's departments that surround Greene County and the Springfield-Branson National Airport.

- Users outside the TRS system can make a request directly to the ECC or can request a tactical talk group to interact with one of the other agencies that reside on the TRS system. This talk group is monitored at ECC at all times.

c. Multi-agency Coordination (MAC) policies and procedures will apply when:

- Multiple agencies are involved in one incident, or
- During simultaneous multiple incidents that require resource coordination.

d. The State of Missouri's Tactical Communications Interoperability Plan (TICP) and the Region D Mutual Aid Plan includes inventory and procedural information for interoperable communications at the regional level. These plans also establish accepted methods and frequencies of communications at the higher, lateral and lower levels.

e. The City of Springfield and Greene County have provided 800Mhz base stations to the Emergency Communications Centers in all adjacent counties in order to facilitate interoperable communications laterally between multiple jurisdictions. These radios can be utilized to provide a coordinated response for mutual aid and large response purposes.

4. **Built-in Redundancies / Fail Safe Capabilities**

a. The Greene County 800 Mhz. Trunked Radio System (TRS) is built with three different fail safe features.

- **System One- Site Trunking:** When the system switches to this mode, ECC loses consoles, and radios lose features such as private call and call alerting. Otherwise end users will see little difference.
- **System Two- Fail Soft**: When the system switches to this mode, the entire TRS is reduced to 18 conventional radio channels. Most TRS agencies are pre-assigned the following channels:

FAILSOFT: Agency/Jurisdiction Groupings	**Channel Assigned**
Cox EMS, Mercy EMS, MSU Security	1
SPD Southside, SPD Detectives	2
SPD Northside	3
SPD Tactical Channels/Administration, Animal Control	4
Federal Assignments/Law Enforcement Special Teams	5
SFD Dispatch and Hazmat	6
SFD Ops/Training/Special Events	7
Zone B Tactical Channels, OEM, Health Department	8
Municipal Law Enforcement, GC Sheriff/Jail	9
GC Sheriff Tactical	10
Jail CERT	11
GC Fire Protection Districts	12
GC Highway Department	13
City of Republic	14
C.U. Electric	15
C.U. Gas/Water	16
C.U. Transportation	17
C.U. Meters/Security/Telecommunications	18

- **System Three-NPSPAC**: In the event of a catastrophic primary Greene County TRS failure, all 800 Mhz. trunked systems users must change their radios to the appropriately designated Zone B, *ICALL* Talk-Group as specified by the Emergency Communications Center (ECC). The following procedures will be utilized post 800 Mhz. system failure:

    - All 800 Mhz. trucked system users will immediately turn their radios to Zone B, Talk- Group B-10 (ICALL).
    - The users will them standby for instructions from the ECC on further channel usage.
    - The ECC will make regular outage announcements and give instructions to users via ICALL.
    - Due to the total number of TRS users, traditional public safety units (law enforcement, fire, EMS) will be give preference to all radio traffic and usage.

b. Should Greene County sustain a catastrophic failure of the 800 MHz. TRS, the OEM will initiate the ARES and/or RACES plan to provide jurisdictional two-way radio coverage to the extent possible or practical.

5. **Testing/Maintenance**

a. The Greene County 800 Mhz. Trunked Radio System (TRS) is regularly tested in order to maintain a state of readiness.

b. The results of tests performed on the TRS are documented digitally and any discovered problems are addressed.

c. Testing and maintenance for the TRS is the responsibility of Springfield City Utilities.

d. Power Systems Test

- A power system test is performed monthly at all primary radio tower sites as well as the radio Central Electronics Facility.
- Power system tests provide opportunity for back up generators to be tested to ensure that a power outage will not result in system failure.

e. System Optimization Test

- Once per year a system optimization test will be performed to ensure that all radio infrastructures are operating properly and within allowed limits.
- Complete results for all tested sites are documented and saved digitally.

f. System Monitoring

- The TRS utilizes the Motorola System Control and Data Acquisition system (MOSCAD) to continually monitor and perform tests on the system on a 24/7 basis.
- The MOSCAD system continually monitors connectivity with all aspects of the TRS and provides alarms and alerts that can be sent through a variety of methods to radio maintenance personnel.
- A digital history of all alerts and results is documented digitally within the MOSCAD system.

B. Alternate (redundant) Communications System - Amateur Radio Emergency Services (ARES) / Radio Amateur Civil Emergency Services (RACES)

1. **General Operations**

a. The Emergency Management Director or his/her designee can request ARES activation based on response efforts working for:

- Safety of life;
- Preservation of property;
- Alleviation of human suffering and need;
- Any disaster endangering the public;
- Acts of terrorism or war; or
- Testing and drills.

b. The Emergency Management Director or his/her designee can contact the ARES Emergency coordinator and request that all necessary members be activated. The following information will be provided upon activation:

- Number of ARES members needed
- Location(s) where ARES members are needed
- Frequency or frequencies ARES members are to monitor and/or utilize
    - Primary channel – 147.225
    - Simplex channel – 146.400
    - Third channel – 145.490
- Check-in location(s)

c. The Emergency Management Director will coordinate with the American Red Cross for any potential ARES communication needs to support their command center, mobile center, and/or established shelters.

d. ARES members will be activated by the ARES Emergency Coordinator following the ARES phone activation list. If phone service is not available, all ARES members are expected to check in to the designated frequencies in the order noted above.

e. All ARES members are expected to carry their identification badges.

f. The ARES Coordinator or his/her designee will serve as net control for the ARES members from the EOC or designated location and will track all ARES members participating along with their assignment locations.

g. During Wartime Emergency Situations, RACES/ARES members will:

- Only communicate with other RACES members,
- Will utilize the designated frequencies outlined in **Appendix 3** of this ESF.

h. The Emergency Management Director or his/her designee will be assigned responsibility for the demobilization of all ARES members through the ARES Coordinator.

2. **Interoperability**

a. Interoperability is vitally important for ensuring continued operations of Amateur radio communication.

b. Interoperability in this document refers to the ability of ARES groups and individuals involved in a coordinated response to communicate with each other.

c. In the event of an emergency or exercise, an interoperability plan can address connectivity issues and increase the effectiveness and speed of the response.
d. Greene County ARES follows the State-wide Missouri ARES Interoperability Plan.

- The Missouri ARES Interoperability Plan is designed to augment your existing Greene County ARES structure.
- A Copy of the Missouri ARES Interoperability Plan is Located at the Springfield-Greene County Emergency Operations Center for reference. For additional specific information regarding interoperability within the ARES communication system, please see that document.

3. **Testing/Maintenance**

a. Greene County ARES utilizes a weekly "check-in" net every Thursday evening as a test to insure equipment is in working order, and to hear how others sound to aid in voice recognition in case of an emergency operation.
b. Representatives checking in on the net will be logged by net control and equipment will be evaluated for serviceability.
c. Any known issues such as frequency interference or repeater issues will be relayed and documented

C. Alternate (redundant) Communications System - Missouri Statewide Interoperability Network (MOSWIN)

1. **General Operations**

a. The Missouri Statewide Interoperable Network (MOSWIN) system is an APCO Project 25 (P25) trunked statewide radio network operating primarily in the VHF frequency band, with some 700/800 MHz P25 system integration. The network was designed to meet the internal communications needs of a number of state agencies and serve as the primary interoperable communications platform for municipal, county, state and federal first-responder agencies in Missouri.

The State of Missouri has defined MOSWIN interoperability as "the ability to access the statewide MOSWIN network, not requiring the ability for local agencies to operate on the system all the time". MOSWIN P25 digital trunked interoperability talkgroups shall be used for interoperable communications during wide area incidents or events where departments, either law, fire, EMS, or County governments require mutual aid response. Therefore, local agencies can access the MOSWIN system incrementally and use the statewide network for interoperability purposes, while retaining their own systems for operability.

Each of Missouri's 24/7 public-safety answering points (PSAPs) is equipped with a control station that can access statewide and regional interoperable talk groups. This allows the PSAPs' dispatched agencies access to MOSWIN via a console patch.

Region D PSAPs regularly practice their access to the MOSWIN system through the use of regular "Roll Call" exercises.

Current MOSWIN policy in Region D provides that PSAPs normally select the Region D IO Call talkgroup and monitor the MOSWIN Statewide "County All", "County Travel" and "MO IO Call" talkgroups.

Local agencies can purchase their own subscriber units and join the system at no charge and without an ongoing charge for access to the system. Agencies are responsible for the purchase and upkeep of their own subscriber units.

2. **Interoperability**

a. For purposes of interoperability, the system has five Statewide Interoperability Talkgroups and five Regional Interoperability Talkgroups for each of the 9 Regions. For more information on MOSWIN go to moswin.mo.gov. The shared regional talkgroups have been designed for mutual aid incidents or events within Missouri. These talkgroups provide communications capabilities to command and operational personnel that are responsible for incidents requiring multiple jurisdictions and assets.

- County ALL: The "County All" talkgroup is intended to facilitate agency to agency, multi-discipline Interoperable communication within a specific county. Traffic is permitted on this channel without MOSWIN coordination. It should be noted this is a countywide talkgroup utilized by all users in the county. As such, this talkgroup will support traffic from all disciplines so there should be no expectation by users that this talkgroup is private.
- All talkgroup members are responsible for developing their own protocol for talkgroup use.
- County Travel: MOSWIN will mandate the programming of the "County Travel" talkgroup into each member radio originating within a specific county. "County Travel" talkgroup use is defined under Itinerant use. Itinerant use is defined as non-mission critical radio communications in support of units operating outside of their originating county with the need to remain in contact with their home dispatch.
- Regional Interoperable Talkgroups - Regional I/Os
  Five Regional I/O talk groups per region are common to all MOSWIN radios and can be used to communicate with other MOSWIN system users region-wide. PSAPS throughout each region must have these talk groups programmed into their control station. Regional I/O talkgroups are for emergency, mission-critical communications. Every PSAP must scan their Region "Call". If the PSAP boarders another Region is may scan the bordering Region "Call" as well. Region Call is the designated a calling channel.
- Statewide Interoperable Talkgroups - Statewide I/Os
  Five statewide I/O talk groups are common to all MOSWIN system radios and can be used to communicate with other system users statewide and across multi-disciplines. Control stations at PSAPS throughout the state SHALL have these talk groups. Where the regional interoperability talk groups are intended for coordination of multiple incidents within a region, the statewide interoperability talk groups are intended for coordination of incidents and resources in multiple regions. Statewide interoperability talk groups have inter-regional coverage and can be used by users roaming outside their home region. MO IO Call is a statewide interoperability talk group used as a hailing/calling channel and it is recommended that it be scanned as a secondary to the regional calling channel. Statewide interoperability talk groups are non-discipline specific. Regional and Statewide Event Talkgroups

- Five Regional and Five Statewide Event talk groups have been provisioned in the system for special event usage for each region. These are available to any system users who wish to have them programmed in their radios. Participants may use some, none, or all. The talk groups are normally disabled in the system and must to be activated for a specific duration on a site by site basis with prior request to MOSWIN System Administration. These talk groups can be requested by any system user agency to be used for multi-discipline communications by system users involved in the event.

b. Procedures for assignment of regional talkgroups:

- The incident commander (IC) should request an incident be moved to a regional talkgroup from County All. County All serves as the calling talkgroup. Moving to a regional I/O will allow continuing communications during the emergency incident.
- It will be the responsibility of the incident commander (IC) to collaborate with their primary dispatch center to arrange the movement of the incident to a Regional I/O. It shall be the responsibility of the primary dispatch center to ensure that the regional talkgroup(s) is available for use.
- The incident commander (IC) will have the responsibility to establish the COMMAND CHANNEL for the incident. The IC will then assign the Region Fire TAC, Region LAW TAC, or Region Emergency Medical Service (EMS) TAC as the working incident talkgroup or on scene talkgroup between units.
- While enroute, outside resources shall communicate on the Region Call or Statewide Call. The resource shall utilize this talkgroup to communicate with the IC, obtain directions, check in to the incident, and be directed to the appropriate talkgroup as needed.
- The IC should implement other Regional and/or Statewide I/Os as the incident communications deem necessary. Once the IC assigns an alternate Regional I/O channel, the IC, or his or her designee, shall monitor that I/O, in addition to any TAC channels already being monitored.
- The IC will make proper notification to all on scene units and MOSWIN System Administration if Regional and/or Statewide Event talkgroups are needed to be activated to accommodate the incident as it evolves. IC will need to contact MOSWIN System administration to release the use of the Regional and/or State event talkgroups when the incident is complete.

c. Procedures for assignment of regional event talkgroups:

- Regional and Statewide Event talkgroups are available and require contacting MOSWIN System Administration with a request and justification for activation. Upon, MOSWIN System Administration approval, the requested Regional Event talkgroup(s) will be activated and available for use.
- These talkgroups should be used for primary non-emergency events such as: parades, air shows, fairs, sporting events, or other large crowd gathering events. The IC or communications coordinator for the event shall follow the same procedures as above when requesting the use of Regional EVENT 1, 2, 3, 4, 5 talkgroups.

- The Regional EVENT talkgroups can also be used as "over flow" talkgroups on an EMERGENCY incident as the incident requires and the IC or communications coordinator deems necessary.
- The IC will make proper notification to all on scene units and MOSWIN System Administration to release the use of the Regional Talkgroups when the incident is completed.
- Use the MOSWIN interoperability talkgroup procedures whenever requesting, using, or discontinuing use of shared resources on the MOSWIN systems

3. **Testing/Maintenance**

a. The State of Missouri maintains the MOSWIN network and connectivity; while subscriber units are the responsibility of the owning agencies.
b. Region D conducts a Regional Roll Call on MOSWIN on a monthly basis.
c. Any known issues be relayed to the MOSWIN Helpdesk at 855-466-7946

IV. NOTIFICATION SYSTEMS

A. Battlefield Emergency Operations Plan (EOP) – Appendix 1 Call lists.

1. **General Operations**

a. Appendix 1 located in each ESF within the EOP will be utilized as a means of notifying officials, department heads, and emergency personnel throughout the city.
b. Appendix 1 is a landline or cellular telephone based system that provides a list that can be manually called to alert individuals based on the actual or perceived threat.
c. Initiation of the Appendix 1 Call Tree is the responsibility of the City of Battlefield. Notifications may be initiated by one of the following:

- Emergency Management Director or designee

d. The Appendix 1 Call Tree system may be utilized during any potential or perceived threat as deemed appropriate by the Emergency Management Director.

2. **Organizational Structure**

a. The Battlefield Emergency Operations Plan is divided into Emergency Support Functions (ESFs) based on key functional roles that are necessary during a disaster.
b Each ESF within the EOC contains an **"Appendix 1"** which provides the phone numbers for notifying key stakeholders and emergency personnel who are primarily responsible for performing that support function..
c. Notification calls will be placed from the EOC to the ESFs which are expected to be needed in response to an actual or perceived threat.

3. **Testing/Maintenance**

a. The Appendix 1 notifications system will be tested on an annual basis.
b. The City of Battlefield will initiate a test of the Appendix 1 notification system to all Battlefield EOC personnel, key stakeholders, and emergency responders as designated within all Appendix 1 call lists.

- A notification phone call will be sent to at minimum all primary and secondary contacts listed within each ESF Appendix 1.
- If a number returns as incorrect, unreachable or disconnected, the Emergency Management Director or designee will contact the primary agency to retrieve updated contact information.
- The City of Battlefield will document any problems identified and take appropriate corrective actions.

V. CONCEPT OF OPERATIONS

A. General

1. During emergency operations, all departments will maintain their existing equipment and procedures for communicating with their field operations. Departments will keep the EOC informed of their operations and will maintain communications liaison with the EOC.

2. Communications between the State and local EOC will be through radio, landline telephone, cellular telephone and internet links.

B. Action to Be Taken By Operational Time Frames

1. **Mitigation**

   a. Inspect and maintain all equipment on a regular basis.
   b. Analyze equipment locations with regard to possible destruction from hazards.
   c. Emergency Management will work to the extent possible with functional needs support organizations to assist in promoting alternate methods of warning notification.

2. **Preparedness**

   a. Initiate personnel call-up as necessary, depending upon the potential of the situation.
   b. Activate appropriate warning and/or notification systems.
   c. Run equipment readiness checks.
   d. Activate alternate systems and procedures if necessary.
   e. Provide adequate communication support to the EOC staff.
   f. Conduct training for all personnel (full-time, part-time, and supplementary) in:

      - Message flow when the EOC is activated
      - Radio Operations
      - Other subjects as required to support other functions, i.e., communications procedures

   g. Participate in a regular schedule of tests and exercises.
   h. Identify private sector resources that can augment local capabilities.
   i. Coordinate communications with neighboring jurisdictions.

3. **Response**

   a. Activate all necessary personnel to meet communications needs.
   b. Provide communication for agencies in the field.
   c. Determine the level of emergency classification if necessary.
   d. Maintain and provide information to decision-makers.
   e. Report on communications status to the EOC staff.
   f. Make necessary repairs or switch to alternate systems as breakdowns occur.

g. Monitor in the event the Communications Department assigns an event channel on a County Wide TAC to the Incident Commander or first responding agency.
h. Monitor for the Incident Commander to request additional channels from the Emergency Communication Department (ECD).
i. If needed a designated Communications Unit Leader (COML) may be assigned to coordinate communications functions between ECD and the Incident Commander or EOC.
j. Section Chiefs (i.e. Operations) need specific functional operations' channels.
k. Be ready for Section Chiefs to request additional channels from COML or Emergency Management Director.
l. Based on the incident size, ECC will assign additional channels as needed, to the Emergency Management Director or through the COML.
m. Should communications equipment become disabled, replacement or loaner equipment can be procured.

4. **Recovery**

a. Continue response level operations until stand down orders are received.
b. Provide communication support to damage assessment teams.
c. Make repairs and inventory equipment and supplies.
d. Report status to the EOC staff.
e. Participate in after action reports and critiques.

VI. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Primary Agency:

Springfield-Greene County Emergency Communications Center (ECC)

1. Once the Emergency Operation Center (ECC) has been officially activated, coordination of communications for the emergency or disaster will become the responsibility of the EOC staff utilizing the (ECC) as a base for public safety communications.

2. The communications center will coordinate the various types of communications within the City/County, including landline telephones, cellular telephones, Amateur Radio, and 800 MHZ.

3. Assess the need for and obtain telecommunications industry support as required.

4. Prioritize the deployment of services based on available resources and critical needs.

5. Coordinate communications support to all governmental agencies.

6. Once activated, the EOC should be kept informed of Department/Agency operations.

7. Maintain records of the cost of supplies, resources and staff-hours needed to respond to the disaster event.

B. Support Agencies:

City of Battlefield

1. Coordinate communication and information transfer with the communications center(s).

2. Coordinate, communicate, and assign duties to RACES/ARES if utilized.

3. Provide warning information to the communications centers, PIO, and through utilization of the Emergency Alert System (EAS) as necessary.

4. Coordinate; communicate with non-governmental and volunteer agencies as required.

Springfield-Greene County Office of Emergency Management
OEM will participate as a support agency if the City of Battlefield becomes overwhelmed by the size or complexity of the event and at the request of the city.

Radio Amateur Civil Emergency Service (RACES/ARES)

1. Coordinate and provide Amateur Radio communications for Springfield and Greene County.

2. The Emergency Management Director or his/her designee can request ARES/RACES activation.

City Utilities

1. Provide support with programming and functioning of the 800 MHz radio equipment.

2. Utilize the CU/STORM channel when necessary (Power outages, Ice storms, Severe Storms, etc.)

Mobile Career Center
The Missouri Mobile Career Center bus can be deployed as a Rapid Response Unit that is satellite equipped and has 13 computers, phones, a Smart Board and an accessible workstation for those with disabilities. It is equipped with Internet access, heating, air conditioning and a wheelchair lift

C. State Support Agency

State Emergency Management Agency
SEMA will coordinate with local government agencies on potential or actual disasters and emergencies during all four phases of emergency management. SEMA can provide access to additional communications assets as needed.

D. Federal Support Agency

National Communications System
Ensure the provision of adequate telecommunications support to Federal response operations. i.e. Government Emergency Telecommunications Equipment (GETS), It is intended to be used in an emergency or crisis situation when the Public Switched Telephone Network (PSTN) is congested and the probability of completing a call over normal or other alternate telecommunication means has significantly decreased.

VII. DIRECTION AND CONTROL

A. Department heads will continue to maintain operational control of their own communications systems and will coordinate with the EOC during emergency operations. All departments shall become familiar with the procedures outlined in this ESF.

B. Outside communications and warning resources used to support emergency/disaster operations will remain under the direct control of the sponsoring organization, but will be assigned by the EOC to respond as necessary.

VIII CONTINUITY OF OPERATIONS

The key purpose of Continuity of Operations planning is to provide a framework for the continued operation of critical functions. When implemented, these plans will determine response, recovery, resumption, and restoration of Department/Agency services.

COOP Plans for the Departments/Agencies present a manageable framework, establish operational procedures to sustain essential activities if normal operations are not feasible, and guide the restoration of the critical functions of the Department/Agencies functions. The plan provides for attaining operational capability within 12 hours and sustaining operations for 30 days or longer in the event of a catastrophic event or an emergency affecting the department.

IX. ADMINISTRATION AND LOGISTICS

A. Administration

1. Lists needed:

    a. Mutual Aid Agreements (all departments).
    b. Memorandums of Understanding (private organizations).
    c. Notification lists for all departments to include each individual in the chain of command
    d. Phone numbers and radio frequencies of bordering jurisdictions and state agencies.

2. Training requirements.

3. Record keeping and accounting procedures in accordance with local guidelines.

B. Logistics

1. Facilities and equipment -- a list of the EOC's communications equipment will be maintained at the City of Battlefield, as well as other communications equipment that may become available during an emergency/disaster.

2. Security and protection of equipment:

    a. Protection

        - Lightning
        - Wind

    b. Overload (telephone)

        - Line-load control
        - Priority of service restoration

X. ESF DEVELOPMENT AND MAINTENANCE

The City of Battlefield in coordination with the Springfield-Greene County Office of Emergency Management will be responsible for the maintenance and improvement of this ESF. It will be reviewed, updated, and modified as necessary, but not less than annually.

XI. REFERENCES

A. Springfield-Greene County Office of Emergency Management Operations SOGs:
    1. SOG 4: Severe Weather Monitoring and Response
    2. SOG 17: HF Operations Secure Radio Checks
B. Springfield-Greene County Emergency Communications Center SOGs:
    1. SOG 425: Reports of Funnel Clouds
    2. SOG 841: Fire Department Responses during Severe Storms
    3. SOG 704: Use of Law Enforcement Radio Alert Tones

4. SOG 602: 800 MHz Radio System

C. FEMA CPG 1-15 March 1991: Guidance for Radio Amateur Civil Emergency Service
D. FCC CFR 47 Part 97 Subpart A: General Provisions and Subpart E: Providing Emergency Communications
E. Memorandum of Understanding between the Springfield-Greene County Office of Emergency Management and ARES®
F. State of Missouri Tactical Interoperability Communications Plan (TICP)

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COMMUNICATIONS

APPENDICIES

CONTENTS **PAGE**

APPENDIX 1

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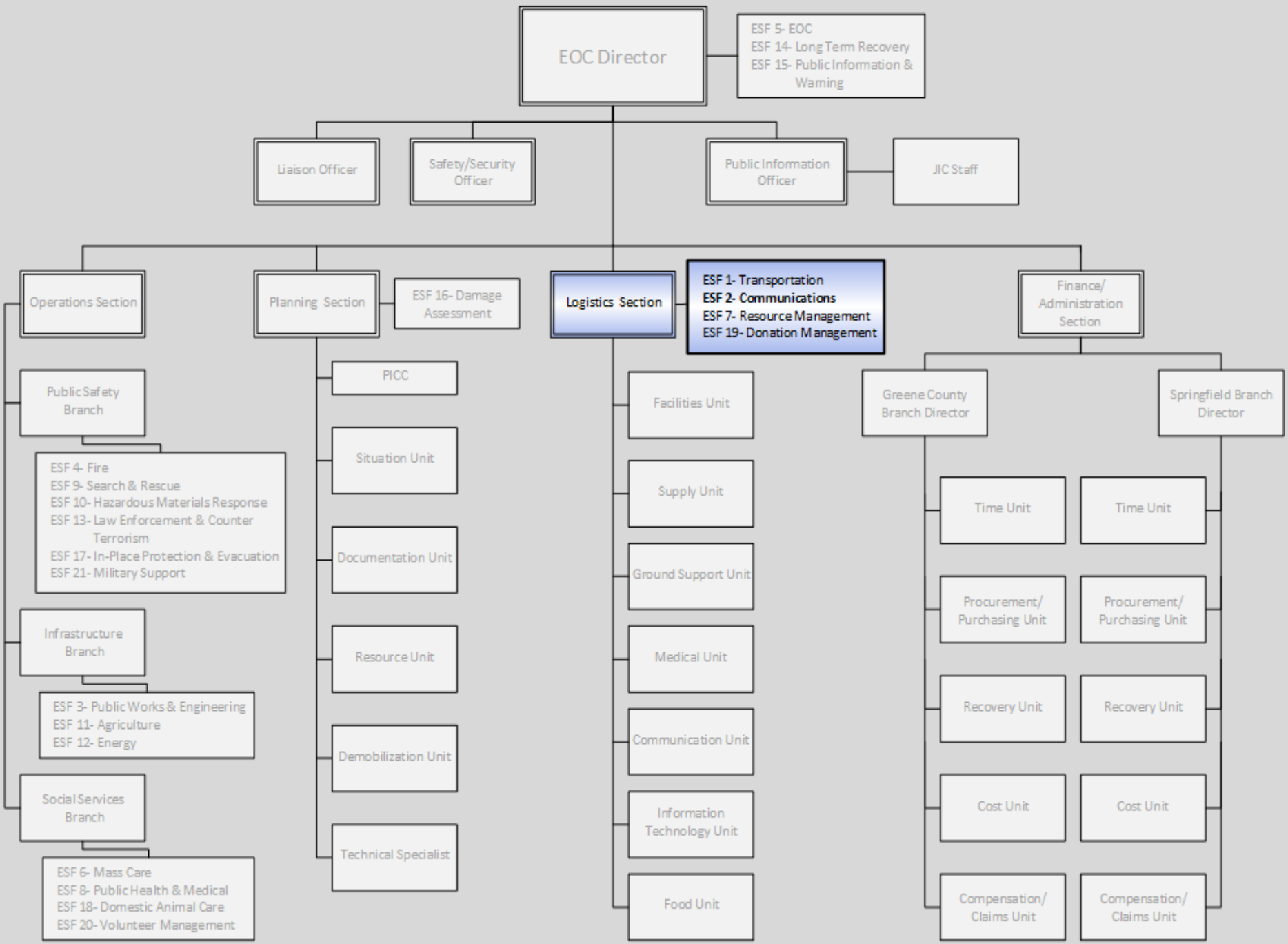
APPENDIX 2
ORGANIZATIONAL CHART



APPENDIX 3

AUTHORIZED RACES FREQUENCY LIST
DURING WARTIME EMERGENCY SITUATIONS

In the event of an emergency that necessitates the invoking of the President's War Emergency Powers under the provision of Section 706 of the Communications Act of 1934, as amended, only RACES stations and amateur stations participating in RACES may transmit on the following frequencies:

Frequency or Frequency Bands

KHz:

1800 – 1825
1975 – 2000
3500 – 3550
3930 – 3980
3984 – 4000
7079 – 7125
7245 – 7255
10100 – 10150
14047 – 14053
14220 – 14230
14331 – 14350
21047 – 21053
21228 – 21267

MHz:

28.55 – 28.75
29.237 – 29.273
29.45 – 29.65
50.35 – 50.75
52 – 54
144.5 – 145.71
146 – 148
2390 – 2450
1.25 cm (220.0 – 225.0)
70 cm (420.0 – 450.0)
23 cm (1240 – 1300)

APPENDIX 4

OPERATION SECURE

Our Call Sign: WNUW238

Carrier	Assigned
2.326 MHZ	Day and night, fixed and mobile interstate to coordination only 2.3274
2.411 MHZ	Day and night, fixed and mobile 2.4124
2.414 MHZ	Day and night, fixed and mobile 2.4154
2.419 MHZ	Day and night, fixed and mobile 2.4204
2.439 MHZ	Day and night, fixed and mobile 2.4404
2.463 MHZ	Day and night, fixed and mobile 2.4644
5.140 MHZ	Day and night, fixed (USB) 5.1414
5.192 MHZ	Day and night, fixed, interstate coordination only, communications limited to adjacent states of Arkansas, Illinois, Iowa, Kansas, Kentucky, Oklahoma, Nebraska, and Tennessee 5.1934
7.477 MHZ	Day-1kw, night-.25kw, fixed 7.4784
7.802 MHZ	Day only, fixed 7.8034
7.805 MHZ	Day and night, fixed, interstate coordination only 7.8064
7.935 MHZ	Day only, fixed 7.9364

Other Members:

Call Sign	Location	Telephone
WNBE824	Courthouse Main Street, P. O. Box 246 Jackson, MO 64755	314-243-7703
WNBE825	Atchison County Rock Port, MO 64482	816-744-6308
WNBE826	Troop A Headquarters 504 E. Parkway Lee's Summit, MO	816-524-1407
WNBE827	Troop B Headquarters 36 East Highway Macon, MO	816-385-2132
WNBE828	St. Louis City 1315 Chestnut St. Louis, MO	314-622-3501

Call Sign	Location	Telephone
WNBE828	Troop C Headquarters 599 South Mason Road St. Louis, MO	314-340-4000
WNBE829	Troop D Headquarters Springfield, MO	417-895-6868
WNUW238	Springfield-Greene County Office of Emergency Management 833 Boonville Springfield, MO 65802 Contact: Ryan Nicholls, Larry Woods	417-869-6040
WNBE830	State Emergency Mgmt. Agency 2302 Militia Drive Jefferson City, MO 65101 Contact: Richard Stump	573-526-9146
WNBE831	Troop E Headquarters Highway 67 Poplar Bluff, MO	314-840-9500
WNBE832	Troop H Headquarters Jct. Bus. Loop I-29 St. Joseph, MO	816-387-2345
WNBE833	Troop G Headquarters Bus. Rt. 63 North Willow Springs, MO	417-469-3121
WNBE834	Raytown Emergency Mgmt. 10000 E. 59th St. Raytown, MO 64133	816-737-6025
WNBE835	Courthouse 301 North Second St. Charles, MO	314-949-3023
WNBE836	Courthouse 200 E. Second Hillsboro, MO	314-789-5381
WNBE837	County Courthouse Neosho, MO	417-451-4357
WNUS448	Franklin County EMA #1 Bruns Lane Union, MO 64084	314-583-1679
WNWU734	Buchanan County EMA 501 Faraon St. Joseph, MO	816-271-4707
WPCY526	KCMO Radio Station 400 NE Cookingham Road Kansas City, MO	816-931-2681
WPBN258	Kirkwood Emergency Mgmt. 131 West Madison Kirkwood, MO	314-822-3537
WNZJ459	Belton Emergency Mgmt. 300 Airway Lane Belton, MO	816-331-2288
WPES740	Camden County Emergency Mgmt. 1 Court Circle Camdenton, MO	573-346-4440 ext. 287

Call Sign	Location	Telephone
WPGA369	U.S. Army Engineer Training Ctr. Building 3200 Fort Leonard Wood, MO	573-563-4045
WPKX561	Gasconade County 119 E. First Street Hermann, MO	
KNNT320	Boonville/Cooper County 200 Main Street, Suite 911 Boonville, MO	
KNNT321	City of Greenwood 709 W. Main Street Greenwood, MO	