

Auxiliary Communications (AUXCOMM)

Training Course

Unit 8: Resources



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Security

OE/ICTAP

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Terminal Learning Objective Enabling Learning Objectives

TLO: At the conclusion of this unit, the student will identify additional resources to assist with preparing for and completing the function of AUXCOMM support.

ELO A: Describe additional available resources.



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AUXCOMM UNIT 8 - RESOURCES

Resources

- **NECP:** National Emergency Communications Plan
- **SCIP:** Statewide Communications Interoperability Plan
- **TICP:** Tactical Interoperable Communications Plan (State, region, and county)
- **Priority Telecommunications Services:** GETS, WPS, TSP



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Priority Telecommunications Services

Priority Telecommunications Services programs provide public safety and national security users the ability to communicate on telecommunications networks during times of congestion.



- Government Emergency Telecommunications Service (GETS)



- Wireless Priority Service (WPS)



- Telecommunications Service Priority (TSP)



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Priority Telecommunications Services (Cont'd)

- Government Emergency Telecommunications Service (GETS)
 - Priority access to the public wireline network
 - GETS is supported by all major service providers
- Wireless Priority Service (WPS)
 - Priority access to the public wireless network
 - WPS is available through AT&T, Edge Wireless, Southern LINC, Sprint/Nextel, T-Mobile, Verizon
- Telecommunications Service Priority (TSP)
 - Establishes priority for restoration/provisioning of NS/EP circuits
 - Supported by an FCC regulatory mandate



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Government Emergency Telecommunications Service (GETS)

- GETS is a no cost calling card that provides priority for outbound calls to all regular telephone numbers
- GETS uses the capacity of the public network, it is not a separate system
- Caveats:
 - GETS will not work without a dial tone
 - May experience soundless delays while queuing
 - GETS does not mitigate cellular congestion
 - GETS cannot be used for toll free numbers

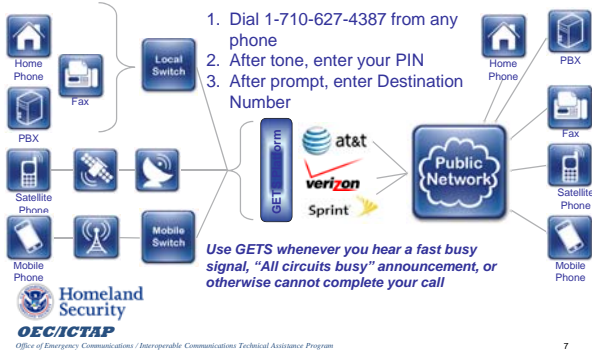


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How GETS Works



Wireless Priority Service (WPS)

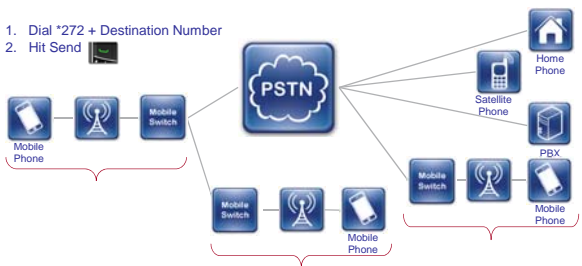
- WPS provides priority for emergency calls made from cell phones including PDAs
- WPS feature is added on a per-phone basis for Alltel, AT&T, Cellular South, Edge Wireless, SouthernLINC, Sprint Nextel, Sprint PCS, T-Mobile, and Verizon Wireless
- Caveats:
 - WPS will not work without a signal
 - Users may experience waits up to 28 seconds
 - WPS may not work when roaming
 - 9-1-1 loses geo locator



*272 +
 Destination
 number

How WPS Works

1. Dial *272 + Destination Number
2. Hit Send



WPS – Fixed Cellular Units



TSP Overview

The TSP program contains two primary and distinctive components:



Restoration Priority
 Applied to telecommunications services to ensure restoration before a non-TSP program user



Provisioning Priority
 Obtained to facilitate the priority installation of new telecommunications services in a shorter than normal interval, when necessary

<http://www.dhs.gov/telecommunications-service-priority-tsp>

Candidate Organizations

Cities/Counties/States/Districts	Hospitals/Medical Services
Office of Emergency Management	Public Health
Police/Sheriff/Fire	Transit Agencies
Water, Gas, Power	Ports/Airports
Telecom	Search and Rescue
Public Works	School and College Districts
Irrigation Districts/Flood Control	Volunteer Agencies
Agencies included in Emergency Management Plans	Critical Infrastructure Suppliers
Financial Institutions	National Guard

Candidate Locations/Functions

Operations Centers	Police/Fire/EMS Dispatch
Back-up EOC	City/County Yards
Command Vehicles	Remote Offices
PSAPs (911 Center)	Power/Pump Stations
Computer/IT Center	Shelters



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Additional Information

For more information visit:

www.dhs.gov/gets

www.dhs.gov/wps

www.dhs.gov/tsp

For assistance setting up accounts:

DHS Priority Telecommunications Service Center

1-866-627-2255

Monday - Friday, 8 AM to 6 PM Eastern Time

Follow voice prompts for each service



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Other Resources

- **TICFOG:** Tactical Interoperable Communications Field Operations Guide
- **CASM NextGen:** Communication Assets Survey and Mapping Tool Next Generation
- **AUXFOG:** Auxiliary Communications Field Operations Guide
- **NIFOG:** National Interoperability Field Operations Guide
- Other regional plans and field guides



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CASM NextGen

CASM NextGen

- Communication Assets Survey and Mapping Tool Next Generation
- CASM was designed as a strategic planning tool, but has tactical use and utility



AUXFOG

- The DHS Auxiliary Communications Field Operations Guide (AUXFOG) was released by OEC in 2013.
- It can be downloaded from the OEC Public Safety Tools website at www.publicsafetytools.info



AUXFOG – Content

- Safety Information
- Rules and Regulations
- Deployment, Mobilization and Demobilization
- AUXCOMM Points of Contact
- Telephone Network Communications
- US Amateur Radio Band Plan
- Field Expedient Antennas
- Connectors

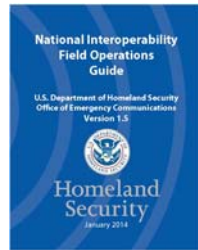
AUXFOG – Content (Cont'd)

- Cable Properties
- Code Squelch Systems
- GMRS/FRS
- Incident Command System
- Standard Phonetic Alphabet

NIFOG – Resource

National Interoperability Field Operations Guide (NIFOG) – reference guide to:

- Rules and regulations
- Interoperability channels
- Operational contact info
- Technical information



NIFOG – Resource (Cont'd)

NIFOG is NOT

- A teaching guide
- A license to transmit
- An Incident Radio Communications Plan

NIFOG – Resource (Cont'd)

Rules and Regulations

- Different rules for state, local, tribal, territorial governments (FCC) vs. Federal Government (NTIA)
- Some channels are authorized by rule, some require individual licensing



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NIFOG – Resource (Cont'd)

Interoperability Channels

- National Interoperability Channels (FCC rules)
- Federal Interoperability Channels (NTIA rules)
- Mutual Aid Channels – require FCC License or NTIA Authorization
- Conditions on license can limit availability, e.g. near Canadian border



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NIFOG – Resource (Cont'd)

Operational Info

- National-level Operations Centers
- Emergency Support Functions (ESF) at FEMA HQ
- FEMA Regional Offices
- USCG Rescue Coordination Centers



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NIFOG – Resource (Cont'd)

Technical Info

- CTCSS, DCS, NAC
- Connectors: DB25, DE9, RJ45
- Non-routable IP Address Ranges
- Telco Wiring Color Codes
- Satellite Phone Dialing, WPS, GETS
- Aviation and Maritime Channels
- State Government (Part 90) HF Channels



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NIFOG – Resource (Cont'd)

Downloadable versions and hard-copy request form are in the "NIFOG Info" section at <http://publicsafetytools.info>

Downloadable file "Programming Template" – Form 217A of all interop channels



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Additional Resources

- State, regional, and local equipment caches
- **EMAC**: Emergency Management Assistance Compact www.emacweb.org/
- National Preparedness
 - National Preparedness Goal
 - Guidelines



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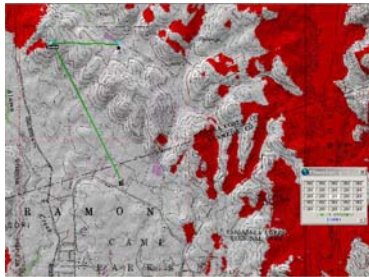
Additional Resources (Cont'd)

- Radio Propagation Software



Additional Resources (Cont'd)

- Radio Propagation Example



Additional Resources (Cont'd)

- National Interagency Incident Communications Division

www.nifc.gov/NIICD/index.html

- NIICD document forms

www.nifc.gov/NIICD/documents.html

- SAFECOM

www.safecomprogram.gov

Additional Resources (Cont'd)

- To create a mini logging recorder using a Scanner and PC:
wiki.radioreference.com/index.php/Recording_Software_and_Tips
- To get almost every frequency, PL and Talkgroup:
www.RadioReference.com
- Voice of America Coverage Analysis Program (VOACAP) Quick Guide:
www.voacap.com



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Exercise 8-1: Wild Land Fire

Purpose

- The purpose of this exercise is to identify additional resources to assist with preparing for and completing the function of AUXCOMM support and the drafting of an ICS Form 205 to support the additional resources

Objectives

- List and describe needed additional AUXCOMM communication capabilities (voice and data)
- Draft an ICS Form 205 to support all AUXCOMM resources



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Scenario

- A wild land fire is threatening Central City and the Emergency Manager wants to establish communications to support Animal Rescue, EOC-to-State EOC, Hazard Assessment Teams and the Health Department (for Evacuation Centers)



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Exercise Instructions

- Review the exercise response and tasking information
- Break volunteers in small groups.
- Advise the groups of the exercise outputs

Outputs

- List and describe needed additional AUXCOMM capabilities (voice and data)
- Draft an ICS Form 205 to support all AUXCOMM resources

Duration: 1 hour



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Wild Land Fire Tasking

- Central City has activated its Emergency Plan and a COML is present at the County EOC
- The COML has called the County ACM asking for the following support, including communications support for the EOC Director:
 - Provide support to the four Animal Rescue Teams and Animal Shelter to coordinate activities with the Shelter



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Wild Land Fire Tasking (Cont'd)

- COML's request
 - Place an Auxiliary Communicator at the County EOC to provide a direct radio communications link to Auxiliary Communicators at the State Emergency Operations Center (SEOC)
 - Provide support to two Hazard Assessment Teams providing real time assessment of damages



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Wild Land Fire Tasking (Cont'd)

- COML's request
 - Provide support between County EOC (Public Health Branch) and four Evacuation Centers located throughout the county
 - Provide support to two field Staging Areas to issue cache radios to first responders coming from neighboring counties



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Resources

- 15 AUXCOMM members serve Central City as licensed Amateur Radio operators, all with dual-band (VHF/UHF) radios and 1 portable data communications station
- Central City's EOC is equipped with two VHF and two UHF Amateur radio stations, plus two extra antennas/feed-line for both bands. EOC also has data communication capabilities



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Resources (Cont'd)

- Central City's Mobile Communications Unit (MCU) is equipped with two VHF and two UHF Amateur radio stations, plus two extra antennas/connector assortment for each, and has data communication capabilities. The vehicle has been driven to the top of High Hill and has a good overview of the entire county
- Animal Rescue and Hazard Assessment Teams, along with other functions, are being coordinated from the Central City MCU



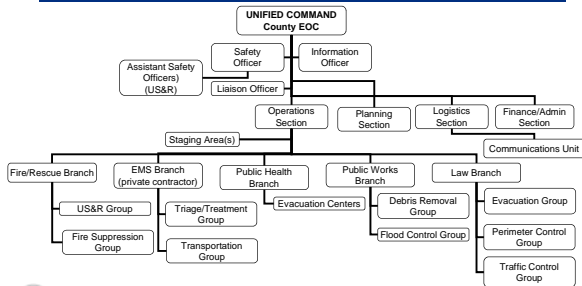
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Resources (Cont'd)

- Central City has two caches of 15 VHF portables each of the same model used by fire and police, typically used for special events. Each has a rechargeable battery plus AA battery clamshell for backup
- Radios are keypad programmable and equipped with National Interoperability channels, covering both Amateur and Public Safety bands

Exercise 8-1: Wild Land Fire Organization Chart



Use this org chart as reference to support the incident

Unit 8: Summary

- 1) Identified the additional available resources to assist with preparing for and completing the function of ACM.
- 2) Described additional available resources.
- 3) Participated in Exercise 8-1: Wild Land Fire.



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