

Springfield-Greene County

MULTI-AGENCY COMMUNICATIONS PLAN

Purpose

Communications is a primary concern in emergencies and large-scale disasters. This is due to the need to notify response agencies in a timely manner and to have those agencies communicate with one another once they arrive at a disaster scene. Poor communications results in poor coordination.

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.”

It is the purpose of this plan to outline communication procedures and policies when multiple agencies are

1. involved in one incident or
2. simultaneous multiple incidents that require resource coordination.

When implemented, the Springfield-Greene County Multi-Agency Communications (MAC) Plan will meet NIMS requirements and improve communications processes within Greene County to create a seamless, interoperable communications system.

Local Interoperability Resources

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. Individual talk paths are called talk groups and have a name assigned to them to identify them (i.e. CWCALL for county-wide calling). Most radios in the system have their profiles split up into 3 zones of talk groups, A, B and C. Most profiles use zone A for the talk groups specific to a certain agency to generally use within their agency. Zone B is dedicated to **interoperability between agencies** and is programmed the same in every radio within the TRS. Zone C is talk groups assigned to other entities that the user may need on a regular basis to perform their job duties.

Zone B Capabilities

Talk groups CWTAC1 thru CWTAC8 are system wide interoperability talk groups that appear on all radios within the TRS.

Another interoperability resource available on the TRS is a talk group labeled MutAid. This is a National Public Safety Planning Advisory Committee (NPSPAC) 800mhz national mutual aid calling channel. This MutAid Channel is not the same as the Vhf Law Enforcement Mutual Aid that the Highway Patrol can access. This MutAid is a conventional channel with a repeater located at the Springfield Center radio site, which is adjacent to the Springfield-Greene County 911 center. MutAid is a national channel that most 800mhz public safety users have access to across the country. Within our TRS system a user must be able to contact the repeater in down town Springfield. Likewise, most other 800mhz public safety systems across the country monitor this channel to assist incoming units.

Another resource is DsTac1. This is also a NPSPAC national mutual aid tactical channel. It is also a conventional repeater located at Springfield Center, so the above comments apply.

Other talk groups are labeled DsTac2 through DsTac4. These are also NPSPAC mutual aid channels, but they are conventional channels with no repeaters. These would probably be the channels that Greene County units would use if they were operating outside the range of our radio system. These 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 4 cross-band repeaters.

Another talk group that will be of use is Weather Net (WxNet). This talk group is used during severe weather times and is controlled by Emergency Management with a direct link to Springfield National Weather Service. OEM takes severe weather reports from the various spotter groups in Greene County and relays that to NWS. Information is also disseminated through this talk group to agencies.

The final talk group in the system-wide interoperability group is labeled ReGrp. This is a channel position 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.

Procedures

Application

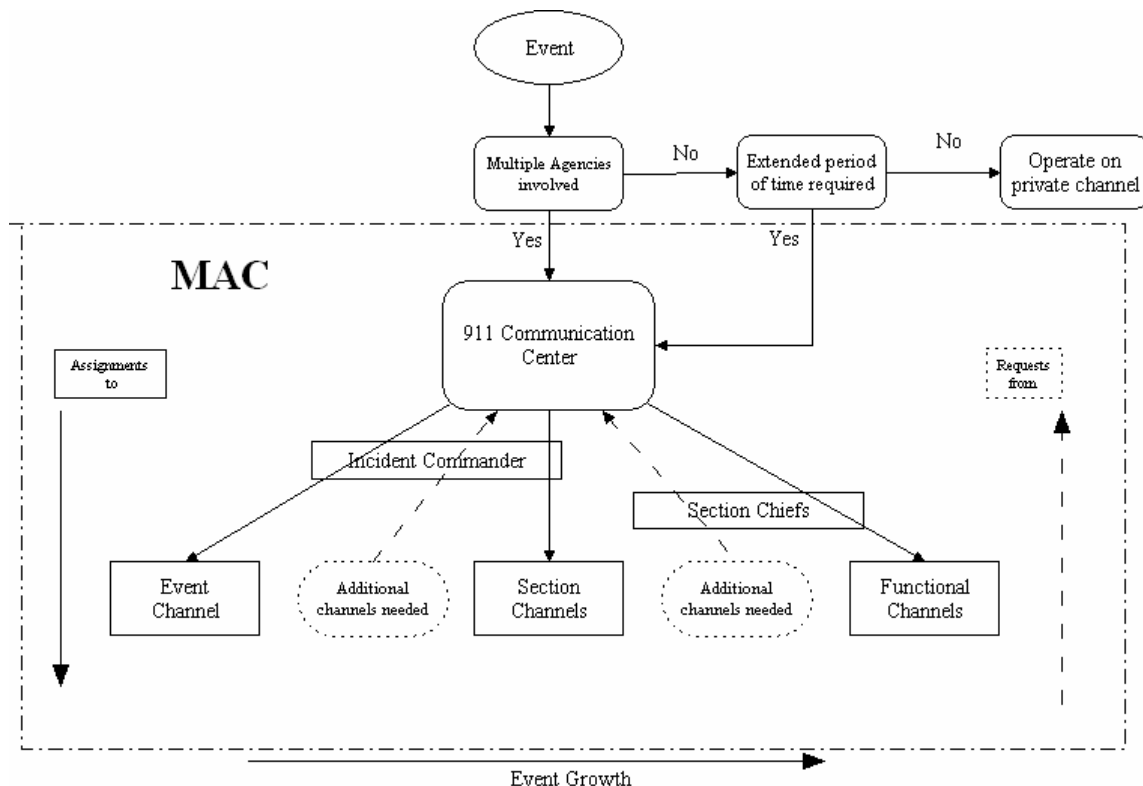
As stated, MAC policies and procedures will apply when multiple agencies are

1. involved in one incident or
2. simultaneous multiple incidents that require resource coordination.

“Multiple agencies” is defined as two or more agencies (see Participants).

Process

- Emergency event occurs
- 911 Communication Center identifies that more than one agency will be involved in handling the event. **MAC instituted.**
- 911 Communications Center assigns an event channel on a County Wide TAC to the incident commander or first responding agency
- The growth of the event requires a formal Incident Command Structure (ICS) to be established following NIMS policies.
- Incident Commander requests additional channels from 911 Communication Center.
- 911 Communication Center assigns additional channels to the Incident Commander.
- Section Chiefs (i.e. Operations) needs specific functional operations’ channels.
- Section chief requests additional channels from 911 Communication Center.
- 911 Communications Center assigned functional channels to Section Chief.



Outside Agencies

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 four cross-band repeaters that are available in the county. (OEM/911, Springfield Fire, Springfield Police or Logan-Rogersville Fire).

CWCALL is the calling channel that users outside the primary dispatch responsibility of Springfield-Greene County 911 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 Regional Airport. Those agencies can make a request directly to the 911 center 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 911 Communications Center at all times.

Radio Amateur Civil Emergency Services (RACES)

This service is activated by Springfield-Greene County Office of Emergency Management to assist during disaster operations.

Medical Mutual Aid Coordination

The responding ambulance services will use their already in place assets to coordinate with the hospitals for patient transport and treatment.

Responsibility

The 911 Communications Center is responsible and authorized for implementing MAC by assigning use of a County Wide TAC. It 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 to request additional channels as determined by event growth. Compliance is required by all participating agencies.

Participants

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

<u>Law Enforcement</u>	<u>Fire Protection</u>	<u>Emergency Medical Services</u>	<u>Other</u>
Greene County Sheriff Springfield Police Ash Grove Police Walnut Grove Police Willard Police Republic Police Battlefield Police Strafford Police Fair Grove Police	Springfield Fire Greene County Fire	St. John's Ambulance Cox Ambulance	Office of Emergency Management Springfield Public Works Willard Public Works Regional Airport Burlington Northern Springfield Schools MSU Public Safety US Marshal's Service

All participants listed will be expected to follow the Greene County MAC Plan. This will not only support NIMS compliance, but will enhance interoperability communication processes throughout the county.