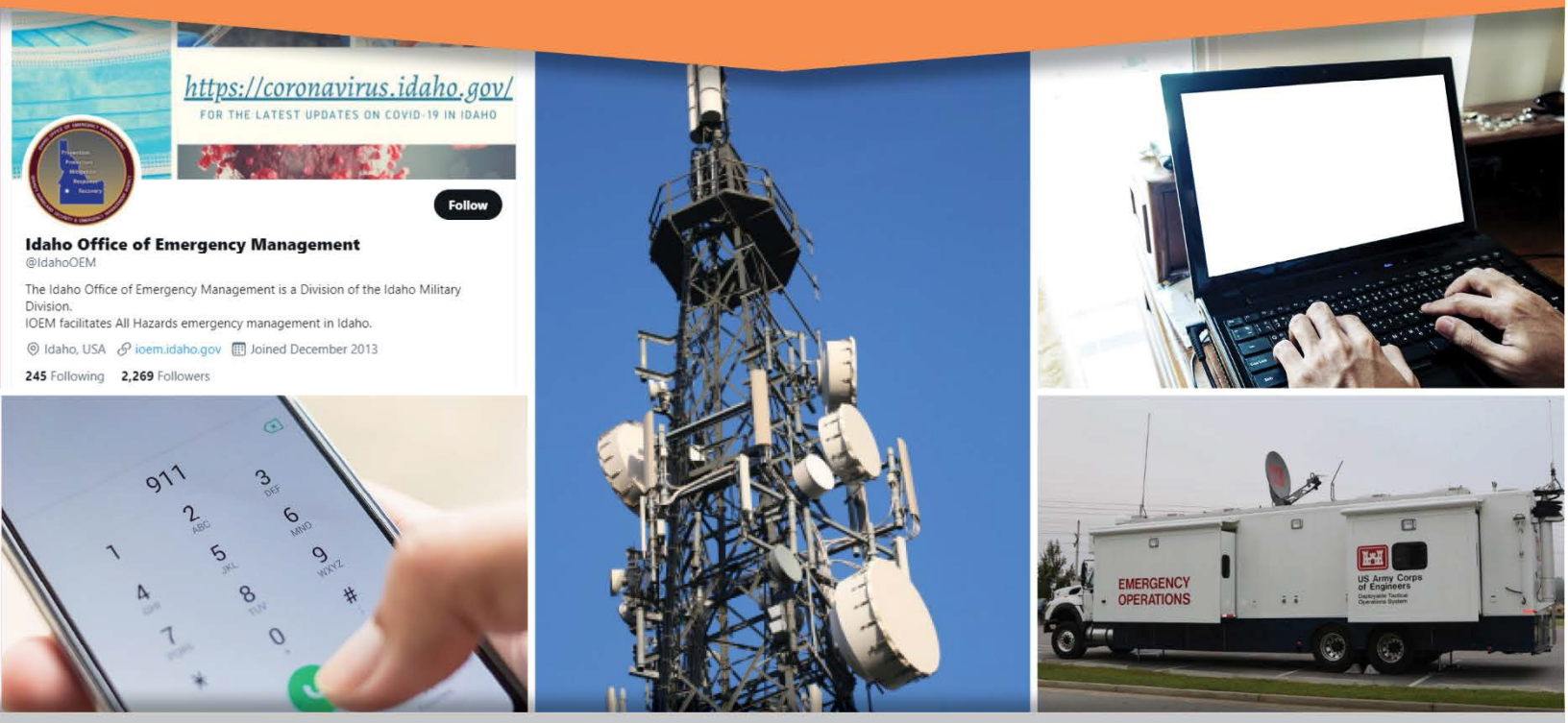


# Idaho Office of Emergency Management Communications Plan

2022

# Emergency Contact Numbers

If immediate state assistance is required, contact the Idaho Office of Emergency Management (IOEM) through the on-duty State Emergency Response Team (SERT) Operations Section Chief or by calling Idaho State Communications (StateComm).

**Idaho SERT Operations Section Chief:**
(208) 947-7800

**State Communications:**
(208) 846-7610 or (800) 632-8000

# Handling Instructions

**WARNING:** This document is UNCLASSIFIED FOR OFFICIAL USE ONLY (U//FOUO). It contains information that may be exempt from public release under the Freedom of Information Act (5 U.S.C. 552). It is to be controlled, stored, handled, transmitted, distributed, and disposed of in accordance with Idaho Office of Emergency Management (IOEM) policy relating to FOUO information and is not to be released to the public or other personnel who do not have a valid "need-to-know" without prior approval of an authorized IOEM official.

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# Promulgation, Approval, and Implementation

The State of Idaho, in accordance with Idaho Code Title 46, Chapter 10, "State Disaster Preparedness Act of 1975, as amended by the Idaho Homeland Security Act of 2004" and Executive Order 2022-04, is required to plan and prepare for disasters and emergencies resulting from natural or human-caused emergency or disaster events, enemy attack, terrorism, sabotage, or other hostile action.

This Idaho Communications Plan was prepared by the Idaho Office of Emergency Management (IOEM) to support Communications activities in the State of Idaho. This Idaho Communications Plan complies with applicable internal agency policies, Idaho Code §46-10, Executive Order No. 2019-15, the Idaho Emergency Operations Plan (IDEOP), and the Idaho Disaster Recovery Plan.

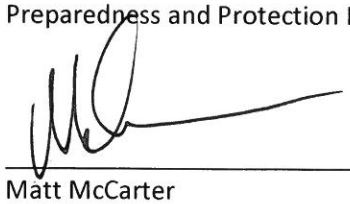
The revised Communications Plan serves as a basis for improving communications preparedness and communication actions in response to an event. This revised Communications Plan supersedes all previous versions of the plan. The Idaho Office of Emergency Management Director may approve updates to this Communications Plan prior to re-promulgation if those updates do not involve significant changes in operational approach or are the result of significant legislative changes; if either occurs, this Communications Plan must be re-promulgated. We, the undersigned, do hereby promulgate, approve, and implement this revised Communications Plan.

Brad Richy, Director
Idaho Office of Emergency Management

November 22, 2022
Date

Ben Roeber
Preparedness and Protection Branch Chief

Brent Larson
Operations Branch Chief



Matt McCarter
Grants Branch Chief

Teresa Luna
Administration and Outreach Branch Chief

# Record of Revision

All revisions of this plan will be recorded below to document the date of each revision, who made the revision, and a description of the revisions.

| Date Revised | Updated By (Name/Title/Organization) | Remarks |
|---|---|---|
| January 31, 2022 | Update was led by IOEM with support from IEM, Inc. | IEM, Inc. is an emergency management consulting firm. |
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# Introduction

The Communications Plan describes how the Idaho Office of Emergency Management (IOEM) communicates with internal and external stakeholders using a variety of systems. This ensures redundancy and interoperability during steady-state and emergency/disaster operations. IOEM is responsible for operating and testing its internal primary, secondary, and alternate communications systems. The immediate purpose of these checks is to allow state government to collect and disseminate information, receive requests for assistance, and direct, control, and coordinate state disaster response and recovery operations. The secondary purpose is to maintain continuing communications with the public, IOEM employees, local/tribal agencies, as well as other state agencies, private sector, non-governmental organizations, and the federal government. This IOEM Communications Plan supports the accomplishment of IOEM missions and supplements provisions of the *Idaho Emergency Operations Plan* (IDEOP) and Idaho State Emergency Response Team (SERT) processes.

## Purpose

This plan describes communications systems, resources, and capabilities that are used during day-to-day and emergency operations. IOEM communicates both internally and externally with all emergency management stakeholders (local, tribal, state, and federal jurisdictions) and emergency personnel to direct, control, and coordinate all components of emergency response and recovery resources. It establishes responsibilities for communications operations and defines operating procedures to support federal, state, and local government jurisdictions during time of emergency or disaster. These communications capabilities have been developed and designed to provide interoperability, resiliency, and redundancy during times of disasters and emergencies that can occur in Idaho. This Communications Plan has been written with an all-hazards approach. For a detailed list of all hazards in Idaho, see the *Idaho State Hazard Mitigation Plan (SHMP)*.[1]

## Scope

The IOEM Communications Plan supplements the IDEOP and the SERT processes and job aids. The specific areas of communications, alert, warning, and notification are defined below based on their use in IOEM's plans, policies, and procedures. An Alert Origination Software Provider (ASOP) provides a software interface for the alerting authorities to generate Common Alerting Protocol (CAP) alert, warning, and notification (AWN) messages.

- **Communications** – A two-way sharing of information between internal or external stakeholders/partners/county representatives and includes dialogue with members of

[1] https://ioem.idaho.gov/preparedness-and-protection/mitigation/state-hazard-mitigation-plan/

the public. Forms of communication can be verbal, written, or electronic (Voice and Data).

- **Alert** – Primarily a one-way dissemination of information to stakeholders, though some alerts are used to page personnel or teams for dispatch and mobilization, which may include return confirmation.
- **Warning** – A one-way dissemination of information to the public regarding an impending emergency or disaster, including the dissemination of protective actions, if necessary.
- **Notification** – Contacting with the intent to inform or elicit a specific action.

**Table 1: EMAP Standard and Document Reference**

| Description | Location in IOEM Plans |
|---|---|
| **4.7.1** The Emergency Management Program has a plan, designed for the hazards identified in Standard 4.1.1, to:<br>(1) communicate internally and externally with higher, lateral, and subordinate stakeholders and emergency personnel;<br>(2) initiate, receive, and relay notifications to alert key decision makers and emergency personnel;<br>(3) disseminate emergency alerts and warnings to the public potentially impacted by an actual or impending emergency, and to communicate with the population within its jurisdiction, including vulnerable populations as defined by the Emergency Management Program; and<br>(4) address potential operating environments. | IOEM Communications Plan, Pages 3-8, 11-17 |
| **4.7.2** The Emergency Management Program has a communications, notification, and alert and warning system(s) that:<br>(1) supports all Plans identified in Standard 4.4.1;<br>(2) includes alternative system(s) in case of failure of primary system(s);<br>(3) addresses potential operating environments; and<br>(4) is tested on an established schedule with results documented and corrective actions addressed. | IOEM Communications Plan, Pages 4-9, 12-16, 22-26 |
| **4.7.3** The Emergency Management Program has operational procedures for the communications, notification, and alert and warning system(s) that address the following:<br>(1) hazards identified in Standard 4.1.1;<br>(2) potential operating environments; and<br>(3) decision-making processes or pre-determined criteria. | IOEM Communications SOP |

| Description | Location in IOEM Plans |
|---|---|
| **4.7.4** The Emergency Management Program has a communication system(s) that addresses system interoperability. | IOEM Communications Plan, Pages 11-13, 17 |
| **4.7.5** The Emergency Management Program has a maintenance process for the plan(s) identified in Standard 4.7.1 and the procedures identified in Standard 4.7.3, which includes a method and schedule for evaluation and revision. | IOEM Communications Plan, Page 22 |

The IOEM Communications Plan does not replace specific plans, annexes, or procedures which provide detailed requirements for a particular operation or when such communications requirements are in addition to the support provided for in this plan. Further, this plan does not include processes specific to the Joint Information System (JIS) or Joint Information Center (JIC); this concept of operations is presented in the Idaho Joint Information System/Joint Information Center Operations Plan.

## Situation

IOEM has developed this plan to support interoperable communication with all levels of government and emergency personnel for the hazards that face Idaho as identified and analyzed in the *Idaho SHMP*, including wildfire, flood, severe storms, avalanche, drought, earthquake, volcanic eruptions, landslide, cyber disruption, hazardous materials, civil disturbance, pandemic, and radiological incidents.

Any of these incident types, as well as emerging threats and other hazards, may require internal communications between IOEM personnel and appropriate response organizations, alerting of internal personnel, and public warning and notifications. Damage to communications infrastructure or system overload may occur, and if systems are impacted, redundant systems are in place to ensure continuity of communications (see Table 4: Alternate/Redundant Systems) and the *IOEM Continuity of Operations (COOP) Plan*.

## Planning Assumptions

1. Any incident that results in a significant loss of local infrastructure may degrade communications of all types in the area.
2. Weather and environmental factors may restrict the deployment and employment of necessary equipment, staffing, and power generation capabilities.
3. IOEM and other responding agencies are largely dependent upon commercial access to mobile cellular networks to include indoor and outdoor signal coverage.
4. Implementation of this plan mandates equity of support across affected populations, including the needs of individuals with disabilities, access, or functional needs; individuals who are elderly; children; and individuals with limited English proficiency. Several factors may increase exposure and vulnerability to hazards and create variations

in resources required to support engagement in each phase of an emergency or disaster incident.

# Concept of Operations (CONOPS)

## Execution

The IOEM Communications Plan may be implemented, in whole or in part, at any time, for day-to-day operations or to support local, tribal, state, interstate, national, or international disasters. Emergency conditions requiring the implementation of this plan may or may not have an associated Presidential Emergency or Major Disaster Declaration or Governor's Declaration of a State of Disaster Emergency. This plan may be activated to support the activation of other IOEM emergency plans such as the *Idaho Emergency Operations Plan (IDEOP), State of Idaho Disaster Recovery Plan, Continuity of Operations Plan (COOP), and Continuity of Government (COG) Plans*.

## Operational Status

**Table 2: Operational Status Descriptions**

| Status | Description |
|---|---|
| Steady State | Day-to-day operations of IOEM occur in 4040 Guard St., Bldgs. 600 and 616, Gowen Field, Boise, Idaho. During these times, communications systems will be utilized as part of the agency's normal operations or tested following the pre-determined schedule. Any communications issues that arise should be addressed with the appropriate point of contact. |
| SERT Activation | SERT operations of IOEM and appropriate partners occur at the Idaho Response Center (IRC) 11331 W. Chinden Boulevard, Building 8, Boise, Idaho. During SERT activations, the Communications Plan and communications systems will support IOEM and other personnel assigned to the SERT. Redundant systems should be checked regularly and confirmed prior to a SERT activation. Any communications issues that arise should be addressed with the appropriate point of contact. |
| Continuity Site Activation | IOEM maintains a Continuity of Operations (COOP) site at Gowen Field for the SERT and for day-to-day operations at the Chinden Campus in the event that either site cannot be utilized. Mobile communications systems can support the IOEM and other personnel assigned to the COOP site. Additional information on the COOP site is contained within the IOEM Continuity of Operations Plan. |

## Communications, Alert, Warning, and Notification Systems

The State of Idaho emergency management program consists of primary, alternate/redundant capabilities, and software and digital tools to communicate with internal stakeholders and appropriate governmental and non-governmental partners, alert internal stakeholders, and warn the public. Each capability is used daily or tested regularly based on an established testing schedule, which will include varying operational and geophysical environments.

Each capability listed below is described separately in the following sections.

- **Primary Systems**
- **Alternate Systems**
- **Software and Digital Tools**

**Table 3: Primary Systems**

| System | Communications/ Alert/Warning/ Notification | Description | Operational Environment |
|---|---|---|---|
| Commercial telephone and land lines | Communications | The Idaho Military Division (IMD) Public Safety Communications (PSC) maintains direct inward dial systems with Voice Over Internet Protocol (VoIP) phones for IOEM operations. The IOEM telephone system seamlessly interfaces with the Public Switched Telephone Network (PSTN) allowing telephone communications with local jurisdictions, tribes, other State agencies, surrounding states and national and international agencies. During non-emergency and most emergency conditions, the telephone system will be the primary means of voice communications. | **Usage:** Daily/SERT Activations<br><br>**Location:** Indoors |
| Cellular system (voice and data) | Communications, Alert, Warning, and Notification | IOEM provides appropriate staff with cellphones for programmatic and/or SERT response support capabilities. IOEM also maintains Wi-Fi capabilities via portable cellular Wi-Fi platforms for appropriate staff use. IOEM maintains these capabilities through commercial vendors, and the systems are supported by grant funds. | **Usage:** Daily/ Redundancy<br><br>**Location:** Indoors, Outdoors |
| Radio Communications Systems | Communications | IOEM uses and maintains a voice and data communication system utilizing high frequency/ultra high frequency/very high frequency (HF/UHF/VHF) radios and associated digital communications capabilities, including email. | **Usage: Daily during SERT Activations**<br><br>**Location: Indoors, Outdoors,** |

| System | Communications/ Alert/Warning/ Notification | Description | Operational Environment |
|---|---|---|---|
| IT (data) Communications Systems | Communications | The Idaho Department of Administration (DOA) provides IOEM and all other State agencies an intrastate information technology (IT) network. Idaho Public Safety Communications (PSC) provides IT support for computers and networks for IOEM. This network uses a broadband connection to the internet and provides the capability to communicate with the local, state, and federal emergency management agencies and organizations via e-mail. The IMD PSC also provides microwave network capability for redundant communication capability. | **Usage:** Daily/ Redundancy<br><br>**Location:** Indoors, Outdoors, Remote Locations |
| Mass Notification System (AlertSense/ Konexus) | Alert, Warning, and Notification | IOEM uses an Alert Origination Software Provider (ASOP) to generate Common Alerting Protocol (CAP) messages. The current AOSP is KONEXUS (AlertSense) as a comprehensive mass alert, warning, and notification system to notify internal staff, external agencies via the Idaho State Alert and Warning System (ISAWS). ISAWS is a proprietary software that allows IOEM to access the Integrated Public Alert and Warning System (IPAWS) for public warning. The Idaho State Emergency Medical Services (EMS) Communications Center (StateComm) is the primary alert originator, using the IOEM AOSP and FEMA IPAWS Collaborative Operating Group (COG). | **Usage:** Daily during SERT Activations<br><br>**Location:** Indoors, Outdoors, Remote Locations |

**Table 4: Alternate/Redundant Systems**

| System | Communications/ Alert/Warning | Description | Operational Environment |
|---|---|---|---|
| Commercial telephone and land lines | Communications | The IMD PSC also maintains the state microwave infrastructure that supports a VoIP phone system on behalf of all local jurisdictions in Idaho. | **Usage:** Redundancy<br><br>**Location:** Statewide |
| Mobile communications | Communications | IOEM uses and maintains a mobile voice and data communication system utilizing HF/UHF/VHF/long-term evolution (LTE) radios and associated digital communications capabilities, including email. | **Usage:** SERT Activations/ Redundancy<br><br>**Location:** Indoors, Outdoors, Remote Locations |
| Mass Notification | Emergency Alerting System (EAS) | The National Weather Service (NWS) and local broadcasters have the ability to warn the public as a redundancy to IOEM's mass notification system. | **Usage:** SERT Activations/ Redundancy<br><br>**Location:** Indoors, Outdoors, Remote Locations |
| Mass Notification | Social Media Communications, Warning and notifications | IOEM uses social media to amplify public warnings. The Public Affairs Officer will coordinate public messaging and amplification of warnings according to the JIC Plan. | **Usage:** SERT Activations/ Redundancy<br><br>**Location:** Indoors, Outdoors, Remote Locations |

**Table 5: Software and Digital Tools**

| System | Communications/ Alert/Warning | Description | Operational Environment |
|---|---|---|---|
| WebEOC | Communications | IOEM uses and maintains a collaborative crisis information management system to provide situational awareness and resource request processes for the State of Idaho. | **Usage:** Daily/SERT Activations<br><br>**Location:** Indoors |
| ArcGIS | Communications | IOEM maintains geographic information systems (GIS) software and hardware to assist with visual representation of spatial data, in steady-state and emergency operations. | **Usage:** Daily/SERT Activations<br><br>**Location:** Indoors, Outdoors, Remote Locations |
| Survey 123 | Communications | Through ArcGIS, Survey 123 is an application used to collect field data, images, geolocated information, and requests for assistance. | **Usage:** Daily/SERT Activations<br><br>**Location:** Indoors, Outdoors, Remote Locations |

## Communications Interoperability

Communications interoperability ensures the robust ability for internal and external communication systems to work in real time and on demand. The Idaho Statewide Interoperability Coordinator (SWIC) is tasked with leading efforts to further and enhance interoperability between local, state, and federal systems and procedures. Compatible and/or disparate voice, data, or video systems must perform in real time, when needed. It is essential that these communications systems be capable of interoperability, as successful emergency management and incident response operations require the continuous flow of critical information among jurisdictions, disciplines, organizations, and agencies. IOEM is committed to ensuring the interoperability of its communications systems, along with maintaining system redundancies and continuity of operations plans.

IOEM's communication systems address interoperability both internally and externally between federal, state, tribal, and local agencies. Day-to-day internal and external operational communication is handled primarily over IT devices (computers), Voice over Internet Protocol (VoIP) phones, and cellular devices using digital pathways like the IT network and commercial wireless carriers. Auxiliary communication pathways are provided through PSC's microwave backbone network, and HF radio networks, including the Federal Emergency Management Agency (FEMA) National Radio System (FNARS) and the Department of Homeland Security's (DHS) SHAred RESources (SHARES) network. The FNARS radio provides HF voice, text, and phone-patch capabilities between national and regional FEMA offices and state emergency operations centers. The national SHARES network and the SHARES Idaho network provide HF voice and data capabilities to other SHARES operators throughout the country, region, and State. Federal agencies, Idaho counties, tribes, other state agencies, and critical-infrastructure entities participate in this network, providing interoperable communications when primary modes of communication are inoperable.

### Supporting Documentation and Related Initiatives

In addition to the interoperable capabilities IOEM sustains, the *Idaho Statewide Communications Interoperability Plan (SCIP)* represents Idaho's continuous commitment to improving emergency communications interoperability and supporting public safety practitioners throughout the state. Planning initiatives include a Tactical Interoperable Communications Plan, a Statewide Field Operations Guide (FOG)/electronic FOG (eFOG), and the development of a state-managed Communications Unit (COMU) Program, to include dedicated communications exercises at the State level. In addition, FEMA Region 10 has produced and maintains the *Idaho Emergency Communications Annex to the Region 10 Regional Emergency Communications Plan*, which contains information regarding emergency communications organization, interoperability capabilities, requirements, redundancy capability and mitigation strategies for the State of Idaho. It serves as a planning guide for the FEMA Disaster Emergency Communications (DEC) Division and FEMA Region 10.

## Governance

### *Idaho Public Safety Communications Commission*

The Idaho Public Safety Communications Commission (IPSCC) serves as Idaho's Statewide Interoperability Governing Board (SIGB)[2] The IPSCC was formed in 2016 and is comprised of 18 voting members. Idaho has six regional District Interoperability Governance Boards (DIGBs). The DIGBs provide the IPSCC with input regarding consolidated emergency communications and interoperable public safety communications.

### *Cybersecurity and Infrastructure Security Agency*

DHS's top priority has been to improve communications capabilities among the public safety community. The Department has partnered with emergency responder agencies to ensure access to reliable, secure, and interoperable communications at all times in order to save lives, protect property, safeguard the environment, stabilize communities, and meet basic human needs following an incident. The Homeland Security Act of 2002 (6 U.S. C. § 1802)[3] provides focus and vitality to this critical homeland security mission. The legislation established the DHS Office of Emergency Communications, which was re-designated as the Emergency Communications Division within the Cybersecurity and Infrastructure Security Agency (CISA), to lead the development and implementation of a comprehensive approach to advancing national interoperable communications capabilities. To achieve this objective, the act required CISA to develop the National Emergency Communications Plan (NECP) to "provide recommendations regarding how the United States should support and promote the ability of emergency response providers and relevant government officials to continue to communicate in the event of disasters and to ensure, accelerate, and attain interoperable emergency communications nationwide."[4]

## IOEM Interoperability Capabilities

The importance of maintaining communications during an emergency or disaster incident has been demonstrated throughout multiple large-scale incidents in the United States and abroad. IOEM has taken many steps to ensure the interoperability of its communications systems, along with maintaining system redundancies and COOP plans. The interoperable systems and resources available in IOEM are listed below.

# IOEM Radio Room

IOEM is responsible for the operation and function of the IOEM Radio Room at Gowen Field in Boise. The IOEM Radio Room is equipped with HF, VHF, UHF, and 700/800 MHz capabilities. The

[2] Idaho Legislature. "Title 31 Counties and County Law. Chapter 48 Emergency Communication Act." Retrieved online January 18, 2022.

[3] Department of Homeland Security. "Homeland Security Act of 2002." December 27, 2021. Retrieved online January 18, 2022 https://www.govinfo.gov/content/pkg/COMPS-1143/pdf/COMPS-1143.pdf

[4] Cybersecurity and Infrastructure Security Agency. "National Emergency Communications Plan." September 2019. Retrieved online January 18, 2022. https://www.cisa.gov/sites/default/files/publications/19_0924_CISA_ECD-NECP-2019_1_0.pdf

Radio Room also has an Idaho Civil Air Patrol (CAP) radio, and HF amateur radios, capable of operating the SHARES and FNARS nets.

Radio communications would be utilized when primary communications are unavailable. The Radio Room would be staffed contingent upon base accessibility and security protocol. When the SERT is activated and radio capability is needed, the mobile communications vehicle and/or associated equipment can be utilized to talk directly to the jurisdiction or to the Gowen Field Radio Room for relay. When the COOP site is activated, the Gowen Field Radio Room would be utilized. The radios can be staffed by a full-time IOEM employee when activated, or by volunteers/reservists.

Messages received or to be sent will be uploaded to the WebEOC event log by Radio Room operators.

### *The Federal Emergency Management Agency National Radio System (FNARS)*

FNARS is a High Frequency (1.8 MHz to 30 MHz) continuous or auto-scan and lock voice and radio packet system. This radio system is capable of Automatic Link Establishment (ALE) with other ALE radios. ALE allows radio systems to automatically link and establish communications parameters with little or no operator intervention. The system provides long distance voice and text chat communications with FEMA Headquarters, FEMA Region 10 and other regions, other State EOCs, and other national or international agencies that are equipped with like capabilities. The system is Electromagnetic Pulse (EMP) protected to assure continued communications, even under National Security conditions. The FNARS equipment belongs to the Federal Government and is operated on frequencies designated by the Federal Communications Commission (FCC) for National Emergency Radio Services.

### *SHAred RESources High Frequency Radio Program (SHARES)*

IOEM has additional capabilities including SHARES HF radio program capability at the SERT. The SHARES HF radio program, administered by the DHS, provides an additional means for users with a national security/emergency preparedness mission to communicate when landline and cellular communications are unavailable. The purpose of SHARES is to provide 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 national security and emergency preparedness information. SHARES further implements Executive Order No. 13618, "Assignment of National Security and Emergency Preparedness Telecommunications Functions," dated July 6, 2012. The IOEM Emergency Communications Program Manager monitors use of these radio systems.

### *Auxiliary Communications Services (ACS)*

ACS will provide auxiliary emergency radio communications support with volunteers from the Radio Amateur Civil Emergency Service (RACES) and other amateur radio operator organizations. The ACS, including Amateur Radio Emergency Service (ARES) and other amateur radio operators, will provide auxiliary communications support unless precluded by Section 706, Communications Act of 1934, Presidential War Emergency Powers (USC 47 Section 606). The

IOEM Radio Room serves as an interface for national, regional, interstate, and intrastate auxiliary radio communication operations.

- *Radio Amateur Civil Emergency Services*
  Sponsored by FEMA, RACES was created to provide emergency communications for civil defense preparedness agencies. It is governed in FCC Rules/Regulations, Part 97, Subpart E, Section 97.407. RACES is utilized during a variety of emergency and disaster situations where normal governmental communications systems have sustained damage or when additional communications are required. RACES can be used during all hazards. When requested, RACES partners activate in anticipation of the need as a contingency.
- *Amateur Radio Emergency Services*
  ARES is the American Radio Relay League's public service arm for providing and supporting emergency communications. ARES is identified as primarily providing support for non-government agencies during an emergency or disaster. During emergencies or disasters, ARES organizations/operators may be used if RACES resources are depleted or do not exist.

## Alerts

Beyond email and VoIP capabilities, IOEM currently uses the Alert Origination Software Provider (AOSP) provided platform Idaho State Alerts and Warning System (ISAWS) and their proprietary Mobile Communicator Internet Protocol and Long-Term Evolution (LTE) application for staff recalls, accountability, and routine notification of IOEM staff and State agencies assigned to the SERT. ISAWS can also be used by a requesting county, city, or region for notifications, public alerting, and/or mass notification. ISAWS is hosted off-site and is accessed from any computer that has internet connectivity or cellphone with the installed Konexus app.

ISAWS may be utilized to notify IOEM personnel and selected State agencies of emergency situations, SERT activations, and other situations or events as deemed appropriate and necessary. The ISAWS may also be utilized for SERT continuous staffing and testing. Authority for the use of ISAWS, other than scheduled training or exercise notifications, is vested in the IOEM Director, or designee.

The IOEM Operations Branch Chief provides direct supervision to the IOEM personnel with primary responsibility for the system. The SERT Operations Section Chief can request an ISAWS message be generated for notification of an incident, for staff recall to the IRC or COOP site, or to send emergency messaging to the public. The IRC Program Coordinator is responsible for the Internal Notification component of AlertSense. The Operations Branch Chief is responsible for the Public Alerting and Mass Notifications components of the system. The ISAWS Coordinator will be the individual who is responsible for IOEM ISAWS internal notifications or activation at any given time. This will be the IOEM IRC Program Coordinator or other designated IOEM staff member.

## Mass Notifications

ISAWS has the capability of sending a message to individuals who have registered with the system via telephone, email, and text message technology. These messages can be generated for delivery to the entire state, a region or county, zip codes, or by geo-targeting specific areas. Messages can be sent to public subscribers to the ISAWS system as well as all landlines for a given area available through the Master Street Address Guide.

The mass notification capability allows a user to identify and notify public subscribers who have indicated that have an access or functional support need or require evacuation assistance. The system is also capable of delivering alerts in both English and Spanish. This capability may be used when there is a need to deliver critical information to the public that does not meet the criteria for an EAS or WEA message. The IOEM ISAWS Coordinator will issue these alerts under the direction of the IOEM Director or Operations Branch Chief. The IOEM Director, the Operations Branch Chief, and the IOEM Public Affairs Officer will be informed prior to a mass notification message being issued. They will make further notifications as appropriate.

## Public Warning

The Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), the National Oceanic Atmospheric Administration (NOAA) National Weather Radio (NWR), and other public warning systems use state-of-the-art digital technology to distribute messages through IPAWS. IPAWS is the nation's alert and warning infrastructure, using Common Alerting Protocol standards. IPAWS provides not only the President, but national, state, and local authorities, with the ability to give emergency information of actual or impending emergencies to the general public via broadcast stations, cable and wireless cable systems, WEA-enabled mobile phones and NOAA Weather Radios. In Idaho, the system provides state and local officials with a method to quickly send important local emergency information targeted to the population of a specific geographic area.

During an emergency, alert and warning officials need to provide the public with life-saving information quickly. The IPAWS is a modernization and integration of the nation's alert and warning infrastructure and will save time when time matters most, protecting life and property. The EAS, WEA, and NWR are the primary tools the State of Idaho will use to alert vulnerable populations as defined by the IDEOP.

Idaho's diverse terrain and climate creates unique challenges to ensuring that emergency messaging reaches the public. The system has been designed to be redundant. National Primary stations with secure connectivity to FEMA are backed up by Local Primary Stations to provide redundancy and to account for terrain challenges. Primary and alternate delivery paths have been devised so there is no single source monitoring of alerts by broadcasters and cable operators.

The Idaho StateComm is the main entry point for the reception and delivery of warning messages. The following Standard Operating Procedures (SOPs) exist for use of warning systems: EAS and AMBER Alerts. These SOPs are updated every two years, with interim changes made as needed.

Under most circumstances, StateComm will be responsible for IPAWS activation due to an EAS/WEA request, following procedures per the StateComm Protocol 775. To send an emergency message to the public, call StateComm with the situation requiring EAS/WEA activation, location of the incident, area for message to be sent to, expected duration, and message script.

1. Organization and implementation of the EAS system in Idaho is outlined in the State of Idaho Emergency Alert System Plan administered by the State Emergency Communications Commission (SECC).
2. If StateComm is unavailable, IOEM ISAWS personnel have access to the emergency alert origination portion of the IPAWS system. The EAS/WEA system should only be activated for life-threatening emergencies. Local jurisdictions may also request an EAS/WEA message to be sent out by calling StateComm and providing information regarding the situation requiring activation of the system. Only emergency management and law enforcement personnel are authorized to request activation of the system.
3. System testing: Required monthly tests are conducted to test the EAS system according to the schedule set each year by the State Emergency Communications Commission. Tests are conducted at different times of day and from various locations around the state. One test per year will be conducted by IOEM/SERT. Required weekly tests may also be sent out occasionally to ensure system functionality.

## Information Collection, Analysis, and Dissemination Process

IOEM implements a specific information collection, analysis, and coordination process based on data inputs that are all-hazards and some that are hazard specific. The monitored data inputs are based on natural and human-caused hazards identified during IOEM's risk assessment processes, conducted in alignment with the revision of the *Idaho SHMP*, which is completed every five years and reviewed annually. A list of information inputs by hazard, along with detection and monitoring responsibilities for each threat/hazard, is included in Appendix B.

The State Emergency Response Team's information collection, analysis, and coordination process is essential for collecting and evaluating information from numerous sources and the dissemination of accurate, actionable, and timely information. The FEMA Community Lifelines construct assists in organizing information collection, analysis, and dissemination in connection to incident impacts. The lifelines provide a structure for organizing information sharing in the SERT Situation Reports and for guiding operational approaches. Additional information on FEMA's Community Lifelines can be found in the *State of Idaho Emergency Operations Plan*. The critical information required for operations, corresponding information sources, and information dissemination systems are defined, along with an overview of the broader information flow process, in SERT Task Books, Idaho Emergency Support Function (ID-ESF) Guidebooks and job aids.

# Direction, Control, and Coordination

As defined in EO 2019-15, and in accordance with Idaho Code §46-1006-2, local governments are the principal provider of emergency services in Idaho, including emergency communications capabilities. Local authorities address most local incidents and emergency response efforts, but larger and more complex incidents may result in the need for outside assistance. As necessary, supplemental communications assistance may be sought from other local jurisdictions, state government, and federal government. Agencies that operate communications systems to support their associated responsibilities retain operational control of those systems and equipment during emergency operations.

IOEM provides statewide capabilities to support emergency communications, alert, and warning systems. IOEM, via the SERT, if activated, maintains communications flow directly with county emergency operations centers, the FEMA Region 10 Regional Response Coordination Center (RRCC), and to other state emergency operations centers. The IOEM Radio Room serves as an interface for national, regional, interstate, and intrastate auxiliary radio communication operations.

# Organization and Assignment of Responsibilities

### Governor of Idaho

The Governor of Idaho exercises executive authority over all state resources in accordance with the Idaho Statutes, and exercises directive authority over the IOEM Director, or designee, and other State of Idaho Departments and Offices, as specified.

### IOEM Director

The IOEM Director is responsible for:

1. Exercising directive authority over all IOEM operations and coordinating and directing other state agency communications resources within the limits established by the Governor.
2. Coordinating with national, international, interstate, and intrastate agencies to develop and integrate emergency operations plans.

### IOEM Operations Branch Chief

The IOEM Operations Branch Chief is responsible for:

1. Supervising personnel with responsibility for communications, alert, and warning systems for the State of Idaho.
2. Overseeing the development and maintenance of the IOEM Communications Plan.
3. Supervising the implementation of emergency communications, alerts, and warning systems.
4. Serving as the State Alerting Authority for IPAWS; approve all IPAWS/EAS messages prior to dissemination.
5. Manage the emergency alerting contract for the State of Idaho.

### IOEM IRC Program Coordinator

The IOEM IRC Program Coordinator is responsible for:

1. Ensuring day-to-day management and operations of the ISAWS system.
2. Maintaining the Internal Notification component of the ISAWS system, and issue alerts, as directed.
3. Developing and maintaining SOPs for the use of ISAWS.
4. Coordinating with state and local organizations that are using ISAWS to support their respective agency's emergency notification requirements.
5. Conducting ISAWS testing and reports on test results.
6. Coordinating the maintenance of call lists with the responsible agency. Develops ISAWS information handouts for education and outreach efforts.

### Statewide Interoperability Coordinator

The SWIC is responsible for:

1. Lead program manager for interoperability initiatives in Idaho to include governance, technology awareness, policy, plans, training, and exercises. Maintenance of a database of statewide communications stakeholders and resources.
2. Liaising across all levels of government and all relevant disciplines to build partnerships.
3. Serving as the point of contact to the federal government and industry on statewide interoperable communications issues.
4. Working closely with state government partners to support COG and COOP interoperability needs assessment and other planning requirements.
5. Deploying, as directed, to a designated emergency operations center at local, state, or federal levels during federally declared disasters. Upon activation of the SERT, performs duties as the ID-ESF #2 Coordinator.
6. During activation of IOEM's COOP Plan, may be required to activate in advance of other COOP team members to ensure systems are fully operable to support mission essential functions.

### IOEM Emergency Communications Program Manager

The IOEM Emergency Communications Program Manager:

1. Serving as the primary point of contact within IOEM Communications and acts as the IOEM liaison between all facets of government (local, state, and federal), public safety agencies and the IPSCC regarding IOEM communications.
2. Managing the EAS. Facilitates cooperation and maintains the state warning systems to support all of Idaho's jurisdictions with the ability to provide public warnings to their citizens during times of natural and man-made disasters and emergencies, to include terrorist attacks.
3. Ensuring the operational integrity of alert and warning systems by scheduling system training, tests, and exercises.
4. Maintaining the IOEM and SERT emergency communications capabilities, warning systems and other COOP equipment to ensure their operational capability and readiness.
5. Preparing, coordinating, and promulgating Communications Plans in support of the IDEOP.
6. Implementing and maintaining primary, secondary, and alternate communications systems for contact with local jurisdictions, other State agencies, interstate, and national agencies as required, to support an all-hazards emergency management program.
7. Liaising and coordinating with other State agencies, local jurisdictions, interstate, national and international agencies as required to prepare Radio Communications Plans.

8. Assisting other State agencies and local jurisdictions in coordinating and developing emergency radio communications improvements.
9. Supervising the planning and operating of the IOEM Radio Room.

### The Idaho Public Safety Communications (PSC)

PSC is responsible for:

1. Providing IT services for IOEM.
2. Maintaining direct inward dial systems with Voice Over Internet Protocol (VoIP) phones for IOEM operations.
3. Maintaining the state microwave infrastructure that supports a VoIP phone system on behalf of all local jurisdictions in Idaho.

### The Idaho State EMS Communications Center (StateComm)

StateComm is responsible for:

1. Provide support to IOEM through the facilitation of emergency notifications, hazardous materials support, and other communications services, including, but not limited to, WEA and EAS.
2. Provide a 24 hour/365 day answering point for receiving and disseminating IOEM emergency notifications via radio and telephone.

### Tribal, County, and Local Jurisdictions

County and local jurisdictions are responsible for:

1. Developing, maintaining, and operating local emergency communications systems in support of local Emergency Operations Plans.
2. Coordinating with and being responsive to statewide emergency communications systems requirements.
3. Maintain the primary authority and responsibility for issuing public warnings for their jurisdictions. In some circumstances, county and tribal emergency management may request assistance from StateComm to issue a public warning, such as during a system failure or when a jurisdiction does not have a warning system in place.

### Other State Agencies

During declared emergencies requiring full or partial activation of the SERT, certain state agencies would assist IOEM in maintaining communications. These agencies are identified in the ESF#2 Annex of the IDEOP.

# Logistics and Support Requirements

The logistics support and resource requirements necessary to implement the Idaho Communications Plan will already be in place as provided by the SERT during the response effort. State and Federal agencies will provide for their logistics support and requirements through the financial arrangements within their own agencies. Resource shortfalls, as identified during the response or recovery operations, will be requested through the SERT, and routed through ID-ESF #2, Communications, and FEMA Region 10, if necessary.

For day-to-day support, the IOEM Logistics Manager will support any necessary resource requirements in coordination with IMD PSC.

# Plan Maintenance

The oversight and maintenance of the IOEM Communications Plan is the responsibility of the IMD, IOEM, and specifically the Operations Section. IOEM coordinates the plan review and update processes, including documenting changes to this plan, distributing this plan to key stakeholders, submitting the updated plan for appropriate review and signature, and storing a paper and electronic version of this plan for archival purposes.

## Review and Evaluation Schedule

The IOEM Communications Plan and procedures are reviewed, at a minimum, on a biennial basis to ensure the documented preparedness and response activities reflect current policies, roles, and responsibilities. Additionally, out-of-cycle updates can be made to ensure changes to processes or policies are reflected in this plan, keeping the plan current between biennial reviews. Changes made outside of the biennial review process are documented in the Record of Revisions.

## Evaluation Methods

Elements of this plan and procedures are tested regularly in exercises and real-world events. Corrective actions are noted and incorporated in new drafts, or in off-cycle adjustments, if required. The year after the IOEM Communications Plan has been updated and signed, the biennial review process begins. The IOEM Operations Section, or its designee, complete an initial review of this plan to identify potential updates or informational gaps. In some cases, additional follow-up with other state and federal agencies may be necessary.

## Revision Method

Any requested updates are addressed by the IOEM Operations Section and submitted for approval by the IOEM Director. The plan is then distributed to appropriate state and federal partners.

## Maintenance Records and Test Logs for Systems

Test logs will be completed by the tester on the day the test is completed. Each log will contain the date and time of test, type of test, and comments. Some tests will also be followed up by a written or electronic questionnaire to gather individual test information including success or failure of the test and any identified corrective actions.

The comments column of the test log will be used by the tester to indicate whether the test was successful, unsuccessful, any problems identified, who the problem was reported to, subject of the corrective actions necessary, etc. Communications test logs will be maintained by the IOEM Operations Branch as electronic copies on IOEM's network drive (H:\IOEM Operations Branch\Communications\Communication Test Logs.xlsx) and as paper logs for radio nets.

## Corrective Actions

Issues found during routine use and testing will be addressed with the responsible office, and issues that are not immediately resolved will be reported to the IOEM Corrective Action Working Group (CAWG). The CAWG will ensure a responsible party is assigned to the corrective action. The responsible party will ensure that the appropriate agency/vendor is contacted to correct the problem. Once the problem has been resolved, the corrective action will be logged in the appropriate test log and in the CAWG Master Improvement Plan.

**Table 6: Maintenance and Testing**

| Method | System | Assigned Testing & Maintenance Personnel | Testing Schedule | Testing Protocol | Testing Outcomes | Corrective Action |
|---|---|---|---|---|---|---|
| VoIP telephones[5] | SERT and IOEM | IMD IT | N/A | Phones are tested via daily usage. | N/A | Issues will be identified and reported to IMD PSC who will ensure the corrective actions are implemented. |
| Cellular system (voice and data) | IOEM Issued Cellular Phones | Issued IOEM User | N/A | Cellular phones are tested via daily usage. | N/A | Issues will be identified and reported to IMD PSC who will ensure the corrective actions are implemented. |
| IT (Data) Communication Systems | Computers (PC/Laptop) | Issued IOEM User | N/A | Computer hardware and software are tested through daily use. | N/A | Issues will be identified and reported to IMD PSC who will ensure the corrective actions are implemented. |
| | Applications: ArcGIS, Survey 123 | Issued IOEM User | N/A | Applications are tested through daily use. | N/A | Issues will be identified and reported to IMD PSC who will ensure the corrective actions are implemented. |

[5] Test schedule marked N/A in Table 6: Maintenance and Testing do not have a required testing schedule or a test log. However, problems encountered need to be reported for corrective actions.

| Method | System | Assigned Testing & Maintenance Personnel | Testing Schedule | Testing Protocol | Testing Outcomes | Corrective Action |
|---|---|---|---|---|---|---|
| Radio Communications systems | FNARS | Emergency Comms Program Manager | Semi-Monthly | Test is conducted by communicating with FEMA RX Headquarters. | Test results will be recorded in IOEM test logs | Corrective action reported and resolved by Emergency Comms Program Manager. |
| | All Other Nets | Emergency Comms Program Manager | Weekly | Test is conducted by transmitting communication. | Test results will be recorded in IOEM test logs | Corrective action reported and resolved by Emergency Comms Program Manager. |
| Mobile Communications | HF/UHF/ VHF radios and | Emergency Comms Program Manager | Annually | Set up mobile communication unit and send/receive | Test results will be recorded in IOEM test logs. | Corrective action reported and resolved by Emergency Comms Program Manager. |
| Mass Notification | ISAWS | State Communications | Monthly | Monthly tests are required. | Test results will be recorded in IOEM test logs. | Corrective actions are based on the maintenance ownership of the system. IOEM or broadcasters would coordinate with appropriate vendors to implement corrective actions. |

| Method | System | Assigned Testing & Maintenance Personnel | Testing Schedule | Testing Protocol | Testing Outcomes | Corrective Action |
|---|---|---|---|---|---|---|
| Mass Notification | EAS | StateComm NWS | Weekly | Sent through the AlertSense application following EAS protocols. | Test results are recorded in AlertSense history. | Corrective action reported and resolved by StateComm. |
| Mass Notification | Social Media | IOEM PIO | N/A | Tested through daily use. | N/A | Corrective action reported and resolved by PIO. |
| Web-based communications platform | WebEOC | Statewide WebEOC Administrator | N/A | WebEOC is tested through daily use. | N/A | Corrective action reported and resolved by Statewide WebEOC Administrator. |

# Authorities and References

## Legal Authority

The following Idaho statutes specifically address aspects of emergency communications:

- The Idaho Disaster Preparedness Act of 1975, amended by the Idaho Homeland Security Act of 2004, Idaho Code §46-10.
- Executive Order No. 2019-15, Assignments of All-Hazard Prevention, Protection, Mitigation, Response and Recovery Functions to State Agencies in Support of Local and State Government Relating to Emergencies and Disasters.

## Policies

1. In alignment with Idaho Code §46-1006, ID-ESF #2, Communications, and ID-ESF #15, Public Information and External Affairs, is based on the concept that all disasters are local, and each additional level of government brought into an incident is in support of the affected local jurisdiction. Planning for external communications functions recognizes state agency and county government responsibilities for providing timely public information.
2. In accordance with Title 46, Militia and Military Affairs, Chapter 10, State Disaster Preparedness Act, Code §46-1013, Communications, states, "The office [i.e., IOEM] shall ascertain what means exist for rapid and efficient communications in times of disaster emergencies. The office shall consider the desirability of supplementing these communication resources or of integrating them into a comprehensive state or state-federal telecommunications or other communication system or network. The office shall make recommendations to the governor as appropriate."
3. In alignment with the *State of Idaho Joint Information System/Center Operational Plan*, external communications efforts shall be coordinated to support dissemination of a unified message as directed by the Office of the Governor or the IOEM Director.
4. In accordance with Executive Order 2019-15, each State of Idaho agency or department will "participate in the state Public Information Emergency Response (PIER) Team program." Public Information Officers (PIOs) of each state agency may be assigned to the state's PIER Team during emergencies and disasters. The PIER Team may be activated to work at the IRC, the JIC, field support offices, local jurisdictions, and/or other locations throughout the state as needed to provide a level of public information expertise not otherwise available to state and local jurisdictions.
5. In accordance with the Americans with Disabilities Act, Subpart B, General Requirements, §35.130, "No qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any public entity." Considerations for communications within the emergency management systems in the

State of Idaho and in the provision of emergency communications systems among the response and recovery community and with the public must recognize and address accessibility and reasonable modifications of policies, practices, or procedures to avoid discrimination.

6. 3 CFR 13618 – Executive Order 13618 of July 6, 2012, Assignment of National Security and Emergency Preparedness Communications Functions, establishes policy for the implementation of support for emergency communications systems at a national level. The policy outlines federal support for its national security and emergency preparedness communications programs, many of which are implemented in the State of Idaho.

## Related Plans and References

### Plans

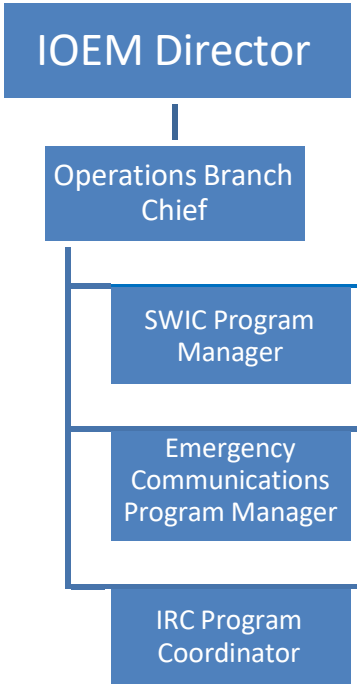
1. **The Idaho Emergency Operations Plan**: This plan is an all-hazards plan that establishes a single, comprehensive framework for the management of response and immediate recovery operations from emerging or potential threats, emergencies, and disasters.
2. **The IOEM Continuity of Operations Plan:** This plan provides a framework to restore essential functions in the event of an event or incident that affects operations.
3. **The Idaho State Hazard Mitigation Plan**: This plan serves as the strategy document for Idaho's Hazard Mitigation Program. Idaho's SHMP identifies the hazards affecting Idaho, analyzes risks and vulnerabilities, determines potential losses, and develops strategies to reduce impacts.
4. **The Idaho Statewide Communications Interoperability Plan:** This plan is stakeholder-driven, multi-jurisdictional, and multi-disciplinary strategic plan designed to enhance interoperable and emergency communications. This plan does not include operational or field-level tactical information.
5. **Tactical Interoperable Communications Plan (TICP) and Field Operations Guides (FOGs):** Both of these guidance documents provide general, and in some cases, specific guidance on the employment and coordination of communications systems statewide. Additionally, the Idaho FOG is complimentary to the National Interoperable Field Operations Guide (NIFOG). The NIFOG describes national level technical and operator level communications information for emergency response.[6]
6. **Idaho State Emergency Alert System (EAS) Plan:** This Plan is the FCC mandated document outlining the organization and implementation of the State of Idaho EAS.
7. **Idaho Emergency Communications Annex to the Region 10 Regional Emergency Communications Plan:** This plan describes FEMA's response to emergency

communications needs through detailed depiction of the State's disaster emergency communication capabilities and needs

## References

- Federal Communications Commission (FCC) Rules and Regulations, Part 97
- Communications Act of 1934, Section 706
- United State Code Title 47, Section 606, Presidential War Emergency Powers
- Idaho Response Center procedures

# Appendix A: Organizational Structure for Communications – Steady State



# Appendix B: Detection and Monitoring

This Appendix provides an overview of threats/hazards to the State of Idaho, partner agencies responsible for detection of each threat/hazard type, the state element that receives information regarding detection of potential threats, hazards, and incidents, and the information products or source of information that IOEM receives regarding each threat/hazard.

| Threat/Hazard | Detection | Monitoring Elements | Information Products/ Information Sources |
|---|---|---|---|
| **Wildfire** | • Idaho Department of Lands (IDL) Supervisory Areas<br>• Clearwater-Potlatch Timber Protective District<br>• Southern Idaho Timber Protective District<br>• U.S. Forest Service<br>• U.S. Bureau of Land Management<br>• County Emergency Management Agencies (EMAs) or other local jurisdiction agencies | • Idaho Office of Emergency Management (IOEM) Area Field Officers (AFOs)<br>• On-call Idaho Response Center Operations Section Chief<br>• StateComm | • County notifies AFOs (via email, phone, or WebEOC) and AFO notifies On-call Operations Section Chief and/or State Emergency Response Team (SERT) Leader<br>• IDL phone call to On-call Operations Section Chief<br>• StateComm phone call to On-call Operations Section Chief |
| **Severe Weather (Extreme Temperatures, Fire Weather, Flooding, High Winds, Severe Thunderstorms, Tornadoes/Wind Storms, Winter Storms [Ice and Snow])** | • Climate Prediction Center<br>• Federal Emergency Management Agency (FEMA)<br>• National Hurricane Center<br>• Storm Prediction Center<br>• National Weather Service (NWS) – Boise, Pocatello, | • IOEM AFOs<br>• StateComm | • County notifies AFOs (via email, phone, or WebEOC) and AFO notifies On-call Operations Section Chief and/or SERT Leader<br>• FEMA Daily Operations Briefing |

| Threat/Hazard | Detection | Monitoring Elements | Information Products/ Information Sources |
|---|---|---|---|
| | Missoula, and Spokane Offices<br>• County EMAs or other local jurisdiction agencies | | • National Warning System Alerts (NAWAS)<br>• NWS Products – Watches, Warnings, Advisories, iNWS alerts, etc.<br>• StateComm phone call to On-call Operations Section Chief |
| **Avalanche** | • County EMAs or other local jurisdiction agencies<br>• Idaho Panhandle Avalanche Center – U.S. Forest Service<br>• Idaho Transportation Department<br>• National Oceanic and Atmospheric Administration<br>• NWS | • IOEM AFOs<br>• StateComm | • County notifies AFOs (via email, phone, or WebEOC) and AFO notifies On-call Operations Section Chief and/or SERT Leader<br>• NWS Avalanche Warnings and Special Advisories<br>• NOAA Weather Radio broadcast<br>• County to AFOs (via email or WebEOC)<br>• StateComm phone call notification to On-call Operations Section Chief |
| **Drought** | • Idaho Department of Water Resources (IDWR)<br>• Idaho State Department of Agriculture | • On-call Operations Section Chief<br>• StateComm | • IDWR notifies On-call Operations Section Chief<br>• Information shared to IOEM as a member of an Idaho Water Supply Committee (established based on water supply data) |

| Threat/Hazard | Detection | Monitoring Elements | Information Products/ Information Sources |
|---|---|---|---|
| | | | • StateComm phone call to On-call Operations Section Chief |
| **Earthquake** | • U.S. Geological Survey (USGS) | • On-call Operations Section Chief<br>• StateComm | • StateComm phone call to On-call Operations Section Chief<br>• USGS Alert Messages |
| **Landslide** | • County EMAs or other local jurisdiction agencies<br>• Idaho Geological Survey (IGS) | • On-call Operations Section Chief<br>• StateComm | • County notifies AFOs (via email, phone, or WebEOC) and AFO notifies On-call Operations Section Chief and/or SERT Leader<br>• IGS notifies On-call Operations Section Chief<br>• StateComm phone call to On-call Operations Section Chief |
| **Volcanic Eruption** | • USGS Volcano Hazards Programs | • StateComm | • USGS Alert Messages |
| **Civil Disturbance** | • County EMAs or other local jurisdiction agencies (e.g., law enforcement) | • IOEM AFOs<br>• StateComm | • County notifies AFOs (via email, phone, or WebEOC) and AFO notifies On-call Operations Section Chief and/or SERT Leader<br>• Federal Bureau of Investigation (FBI)/Department of Homeland Security (DHS) Joint Intelligence Bulletin via |

| Threat/Hazard | Detection | Monitoring Elements | Information Products/ Information Sources |
|---|---|---|---|
| | | | Idaho Criminal Intelligence Center (IC2)<br>• Local law enforcement agency notifies Idaho State Police (ISP), and ISP notifies On-call Operations Section Chief<br>• StateComm phone call to On-call Operations Section Chief |
| **Cyber Disruption** | • Office of Information Technology Services (IT)<br>• All State Department/Agency IT Departments | • Idaho State Police<br>• StateComm | • FBI/DHS Joint Intelligence Bulletin via IC2<br>• Local law enforcement agency notifies ISP, and ISP notifies On-call Operations Section Chief<br>• Multi-State Information Sharing and Analysis Center products<br>• National Counter Terrorism Center Counterterrorism Weekly Digest via ICIC<br>• StateComm phone call to On-call Operations Section Chief |
| **Hazardous Materials** | • County EMAs or other local jurisdiction agencies<br>• Idaho Department of Environmental Quality | • On-call Operations Section Chief<br>• StateComm | • County notifies AFOs (via email, phone, or WebEOC) and AFO notifies On-call |

| Threat/Hazard | Detection | Monitoring Elements | Information Products/ Information Sources |
|---|---|---|---|
| | • Idaho Department of Health and Welfare (IDHW)<br>• IDWR | | Operations Section Chief and/or SERT Leader<br>• IDEQ, IDHW, or IDWR notifies On-call Operations Section Chief<br>• StateComm phone call to On-call Operations Section Chief |
| **Pandemic** | • IDHW<br>• U.S. Center for Disease Control and Prevention (CDC)<br>• World Health Organization | • On-call Operations Section Chief | • CDC Health Alert Network notifications (via email)<br>• IDHW notifies On-call Operations Section Chief |
| **Radiological** | • Idaho National Laboratories (INL)<br>• County EMAs or other local jurisdiction agencies | • IOEM AFOs<br>• On-call Operations Section Chief<br>• StateComm | • County notifies AFOs (via email, phone, or WebEOC) and AFO notifies On-call Operations Section Chief and/or SERT Leader<br>• INL notifies On-call Operations Section Chief<br>• StateComm phone call to On-call Operations Section Chief |

# Appendix C: Acronyms and Abbreviations

This Plan contains key acronyms and abbreviations commonly used throughout this plan and supporting annexes.

| Acronym | Definition |
|---|---|
| ACS | Auxiliary Communications Systems |
| AFO | Area Field Officer |
| ALE | Automatic Link Establishment |
| ARES | Amateur Radio Emergency Services |
| AOSP | Alert Origination Software Provider |
| AWN | Alert, Warning, and Notification |
| CAP | Civil Air Patrol |
| CAP | Common Alerting Protocol |
| CAWG | Corrective Action Working Group |
| CDC | U.S. Center for Disease Control and Prevention |
| CISA | Cybersecurity and Infrastructure Security Agency |
| COG | Continuity of Government |
| COMU | Communications Unit |
| CONOPS | Concept of Operations |
| COOP | Continuity of Operations |
| DEC | Disaster Emergency Communications |
| DHS | Department of Homeland Security (U.S.) |
| DIGB | District Interoperability Governance Boards |
| DOA | Department of Administration (Idaho) |
| EAS | Emergency Alert System |
| eFOG | Electronic Field Operations Guide |
| EMA | Emergency Management Agency |
| EMP | Electromagnetic Pulse |
| EMS | Emergency Medical Services |
| FBI | Federal Bureau of Investigation |
| FCC | Federal Communications Commission |
| FEMA | Federal Emergency Management Agency |

| Acronym | Definition |
|---|---|
| FNARS | FEMA National Radio System |
| FOG | Field Operations Guide |
| FOUO | For Official Use Only |
| GIS | Geographic Information Systems |
| HF | High Frequency |
| IC2 | Idaho Criminal Intelligence Center |
| IDEOP | Idaho Emergency Operations Plan |
| ID-ESF | Idaho Emergency Support Function |
| IDHW | Idaho Department of Health and Welfare |
| IDL | Idaho Department of Lands |
| IDWR | Idaho Department of Water Resources |
| IDS | Idaho Geological Survey |
| IMD | Idaho Military Division |
| INL | Idaho National Laboratories |
| IOEM | Idaho Office of Emergency Management |
| IPAWS | Integrated Public Alert and Warning System |
| IPSCC | Idaho Public Safety Communications Commission |
| IRC | Idaho Response Center |
| ISAWS | Idaho State Alert and Warning System |
| ISP | Idaho State Police |
| IT | Information Technology |
| JIC | Joint Information Center |
| JIS | Joint Information System |
| LTE | Long-Term Evolution |
| NECP | National Emergency Communications Plan |
| NIFOG | National Interoperable Field Operations Guide |
| NOAA | National Oceanic and Atmospheric Administration |
| NWR | NOAA Weather Radio |
| NWS | National Weather Service |
| PIER | Public Information Emergency Response |
| PIO | Public Information Officer |
| PSAP | Public Safety Answering Point |

| Acronym | Definition |
|---|---|
| PSC | Public Safety Communications |
| PSTN | Public Switched Telephone Network |
| RACES | Radio Amateur Civil Emergency Service |
| RRCC | Regional Response Coordination Center |
| SCIP | Statewide Communications Interoperability Plan |
| SERT | State Emergency Response Team |
| SECC | State Emergency Communications Commission |
| SHARES | SHAred RESources |
| SHMP | State Hazard Mitigation Plan |
| SIGB | Statewide Interoperability Governing Board |
| StateComm | Idaho State EMS Communications Center |
| SOP | Standard Operating Procedure |
| SWIC | Statewide Interoperability Coordinator |
| TICP | Tactical Interoperable Communications Plan |
| TSP | Telecommunications Service Priority |
| UHF | Ultra High Frequency |
| USGS | U.S. Geological Survey |
| VHF | Very High Frequency |
| VoIP | Voice over Internet Protocol |
| WEA | Wireless Emergency Alerts |