



North Carolina
Auxiliary Communications



AUXILIARY COMMUNICATIONS IN NC



Virginia Enzor NC4VA
NC Deputy AUXCOMM Coordinator
Central Branch AUXCOMM Coordinator



North Carolina Auxiliary Communications

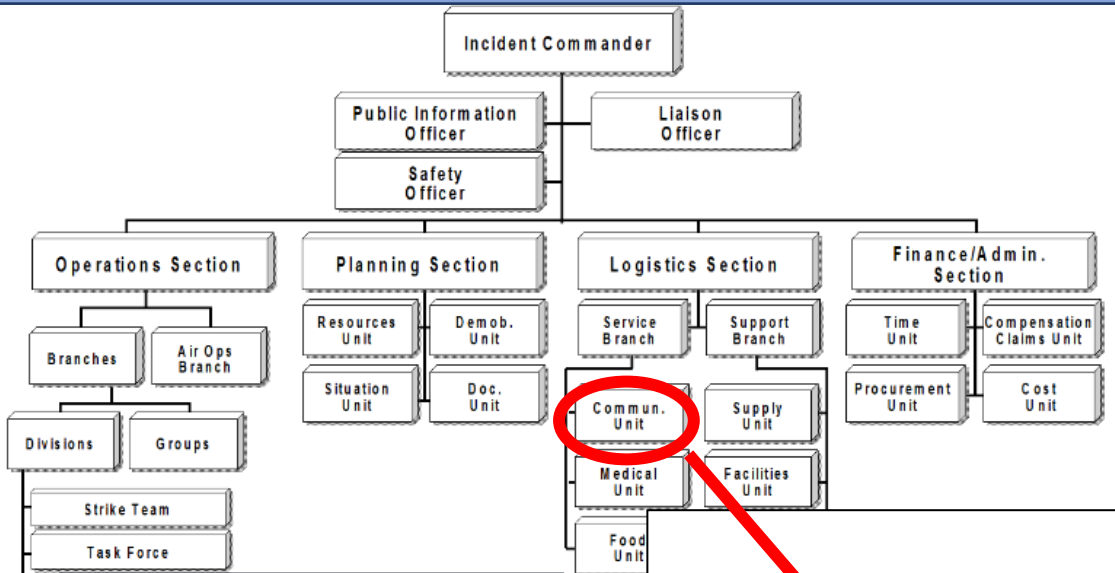


What is AUXCOMM?

- AUXCOMM = Auxiliary Communications
- AUXCOMM or AUXC is an ICS position that is trained to a national standard.
- Licensed amateur radio operators fill this position to integrate into a public safety environment at an incident, planned event or exercise.



North Carolina Auxiliary Communications

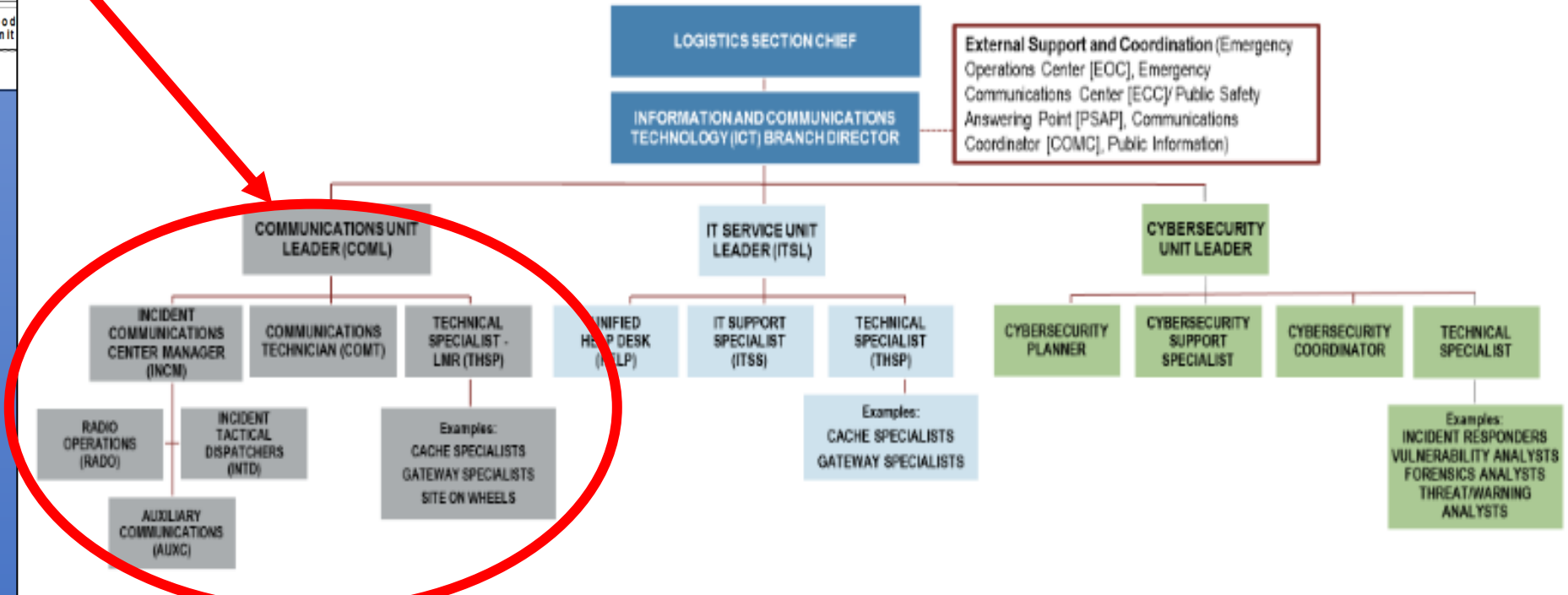


Incident Command System & Where Auxiliary Communications Fits In the Chain of Command



National Incident Management System

Information and Communications Technology
Functional Guidance
March 2023



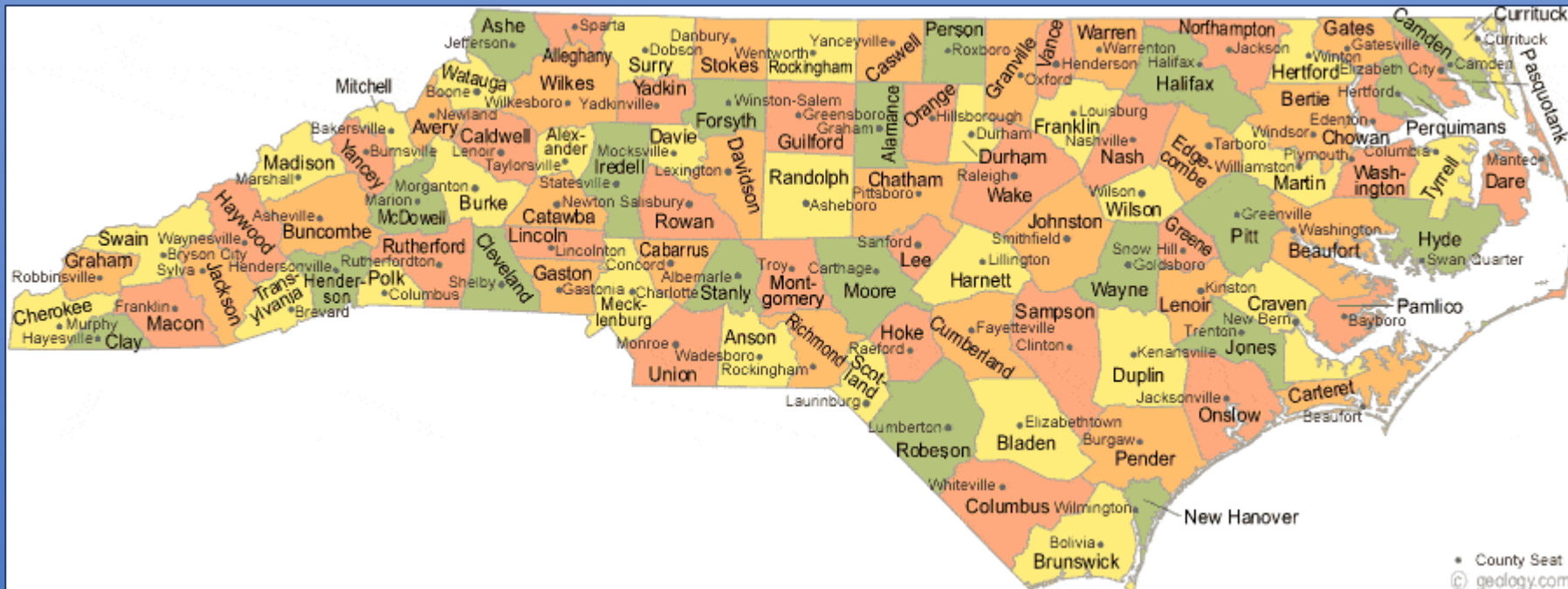


North Carolina Auxiliary Communications



Who deploys Auxiliary Communicators in NC? (Who issues the mission orders?)

The AHJ – the Authority Having Jurisdiction

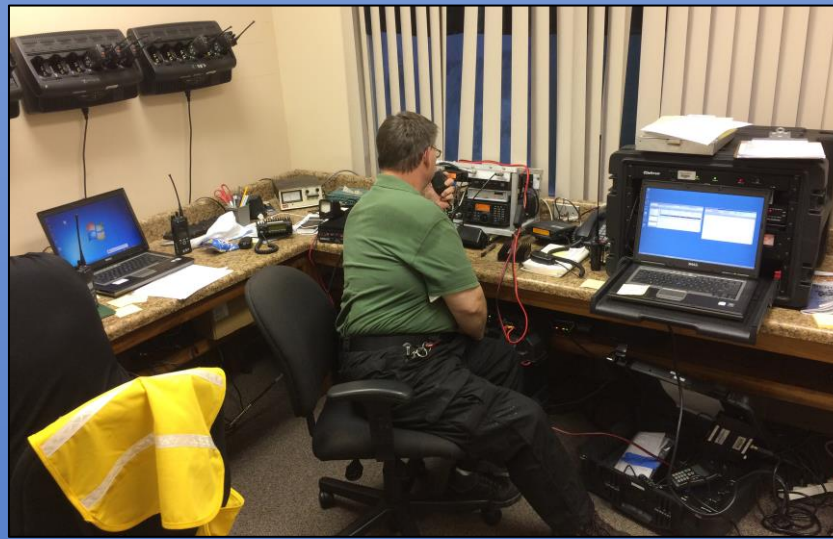




North Carolina Auxiliary Communications



Volunteers staff AUXC positions at the SEOC, Regional Coordination Centers, county EOCs, upon request by the AHJ.

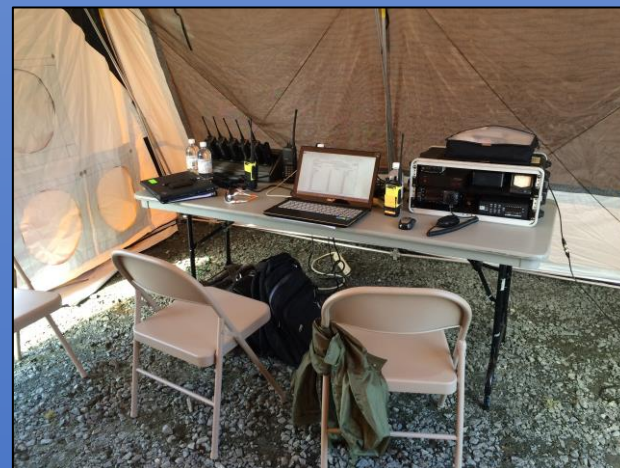




North Carolina Auxiliary Communications



AUXCOMM volunteers staff positions at an incident/event site in a comms vehicle or field location or other location upon request by the AHJ.





North Carolina Auxiliary Communications



An AHJ may deploy AUXCs for:

Incidents

- Hurricanes & tropical storms
- Winter weather
- Wildfires
- Widespread flooding
- Man made incidents
- Cybersecurity incidents
- Public health care (Pandemic)

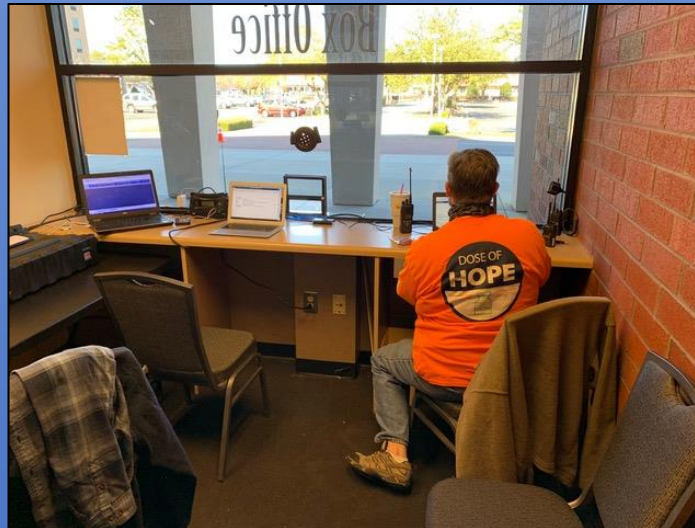


Major Special Events

- DNC and RNC
- Primary and General Elections

Exercises

- 4 Nuclear Power Plants
- State exercises
- County exercises





North Carolina Auxiliary Communications



AUXC's primary function is to support incident critical communications pathways in support of an incident or event.

North Carolina Auxiliary Communications (AUXCOMM):

1. Staff AUXC positions at the State EOC, regional coordination center locations, or other locations upon request.
2. Mobilize ICS trained amateur radio operators to support information flow at federal, tribal, state, and local coordinating locations as requested.
3. Assist the 24-Hour Watch Center with PACE planning and testing.
4. Maintain connections to the SHARES network and pass all requested messages.
5. Operate the State EOC FNARS station as required.
6. Operate public safety radios, as authorized, to facilitate the passage of messages.
7. Coordinate with local AUXC entities to ensure PACE planning and tactical readiness.



North Carolina Auxiliary Communications



8. Coordinate with SKYWARN spotter groups to assist National Weather Service (NWS) Offices with damage reports.
9. Assist with consequence management following a cybersecurity event.
10. Provide and relay situation reports from impacted areas (SPOT reports) to include status' of:
 - Local television broadcast signals
 - Local radio broadcast signals
 - Status of landline telephone services
 - Status of power at the reporting location
 - Status of commercial voice and data networks
11. Support PSAP operations, as requested, to provide a secondary means to dispatch emergency calls for service.



North Carolina Auxiliary Communications



Local Level: AUXC's primary function is to support incident critical communications pathways in support of an incident or event.

Essential AUXC job functions include, but are not limited to:

1. Transmitting & receiving messages, using amateur radio equipment and/or public safety radios as authorized.
2. Repairing existing amateur radio equipment on behalf of the local AHJ.
3. Maintaining connections to the SHARES and/or amateur radio network for Winlink email/data.
4. Assisting the local AHJ with PACE planning to ensure tactical readiness.



North Carolina Auxiliary Communications



5. Assisting with consequence management following a cybersecurity event.

6. Providing and relaying field situation reports (Field SitReps) from impacted areas to include the status of:

- Landline telephone services
- Cell phone services
- AM/FM Radio stations
- Local television stations
- Commercial power
- Internet
- NOAA/NWS radio
- Public water works
- Natural gas

Field Situation Report report from NCS885

Sender: NCS885
Date/Time: 2022-04-03 14:18 (local)
Age: 1.5 hours
Message ID: JGC8N4RSDTPH
Subject: //WL2K (R) - Routine/ Field Situation Report 2022-04-03 18:18:29Z
Latitude Longitude: 36.1875 N 81.6250 W
MGRS: 17SMA4380304926
Range and bearing: 161.0 mi @ 281
Precedence: (R) - Routine
Agency:
Task Number:
Is there is an EMERGENT/LIFE SAFETY Need?: NO
Need:
City: BOONE
County: WATAUGA
State: NC
Territory: Territory

LandLines functioning: NO POTS
LandLines Comment: ATT NO DIAL TONE
Cell Phones functioning: TEXT ONLY
Cell phone Comment: VERIZON

AM/FM broadcast stations functioning: Unknown - N/A
Broadcast Station Comment: WATA 1450 KHZ
TV Stations functioning: YES
TV station Comment: JOHNSON CITY TN AND CHARLOTTE NC

Internet functioning: YES
Internet Comment: CHARTER/SPECTRUM

Commercial Power functioning: ON/STABLE - brownOuts/blinking lights
Commercial Power Comment: BLUE RIDGE ENERGY SERVING RURAL AREA OUTSIDE BOONE
Public Water Works functioning: YES
Public Water Works note:
NOAA/NWS Comment:
Additional Comments: EXERCISE MESSAGE
POC: HOFFMAN, COML



North Carolina Auxiliary Communications



- 7. Distributing cache radios.
- 8. Other tasks as assigned.





North Carolina Auxiliary Communications



What communications modes does AUXCOMM use?

- Winlink/SHARES for data/email
- VIPER
- Amateur radio voice – VHF, UHF, HF
- SHARES Voice
- DMR
- WebEOC and other internet platforms
- FNARS – FEMA National Radio System
- Other (county systems)



CHATHAM EOC AUXCOMM STATION LAYOUT



Dual rack-mounted power supplies. Left one powers the HF radio, modem, and tuner on the bottom 2 shelves. Right one powers the two dual-band radios in the middle.

Two(2) identical Kenwood TM-V71 dual band radios, programmed the same. Both feed to dual band antennas mounted on the roof (not shown).

LEFT: SCS P4 Dragon DR-7400 modem connected to the radio on the bottom shelf and the laptop (via Bluetooth).
RIGHT: LDG AT-200 Pro II antenna tuner connected between the radio on the bottom shelf and a folded dipole antenna outside (not shown).

Laser printer/copier/scanner (blank & white)

iCom IC-7300 HF radio. Can be used for long-distance voice and data communications.

AudioRax 8U desktop studio equipment rack.

Dedicated laptop. Not on County network.



North Carolina Auxiliary Communications



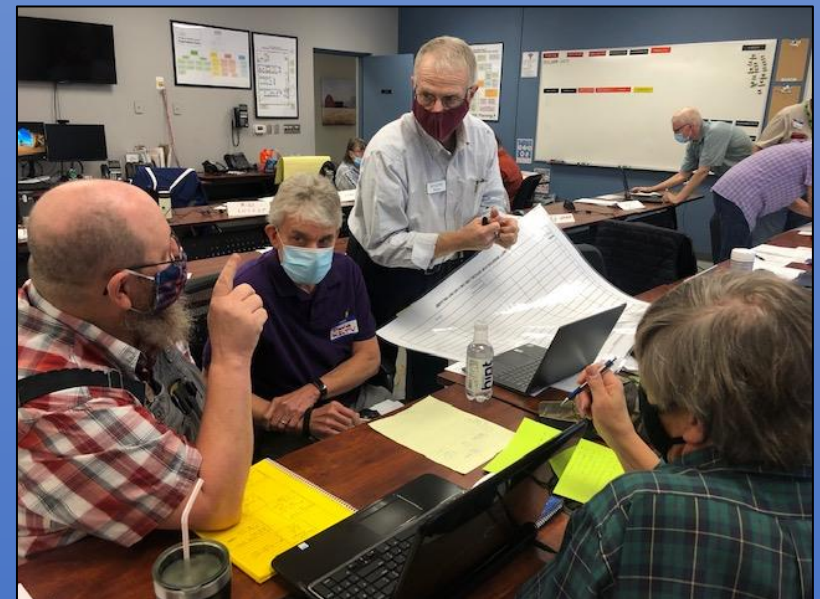
Trained to a national standard!

Valid FCC-issued amateur radio license

Most current versions FEMA IS 100, 200, 700 & 800
No cost; available online; easy to do!

DHS-CISA Auxiliary Emergency Communications
course (AECC-005) – 24 hr course/3 days; requires
county EM approval to take this course

Serve within local AHJ (usually home county)





North Carolina Auxiliary Communications



Auxcomm Position Task Book

Demonstrate skills during exercises & incidents.



Evaluated by at minimum 4 different credentialed COMLs/others

DHS approved PTB with NC SIEC approved addendums for:

- WebEOC
- VIPER Training
- NCEM Go Kit
- Winlink

A certified AUXC may serve within his designated county or be deployed to other counties in NC!!


STATE OF NORTH CAROLINA
Department of Public Safety
Division of Emergency Management

POSITION TASK BOOK
FOR THE POSITION OF
AUXILIARY COMMUNICATOR
(AUXCOMM/AUXC)

POSITION TASK BOOK ASSIGNED TO:	
TRAINEE'S NAME:	[REDACTED]
AGENCY NAME:	
PHONE NUMBER:	
E-MAIL:	[REDACTED]
POSITION TASK BOOK INITIATED BY:	
OFFICIAL'S NAME:	Greg Hauser
TITLE:	Communications Branch Manager (SWIC)
AGENCY NAME:	NCEM
PHONE NUMBER:	[REDACTED]
E-MAIL:	[REDACTED]
POSITION TASK BOOK WAS INITIATED:	
LOCATION:	AUXC Class 202 – Alamance County
DATE:	2/16/20

Version 3.0
January 2020



CISA
CYBER+INFRASTRUCTURE

Original version-May 2019 1 | Page





North Carolina Auxiliary Communications



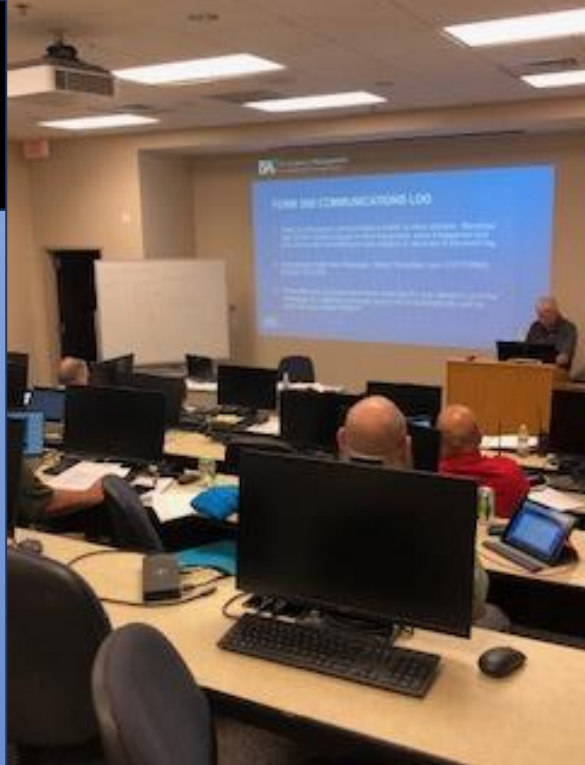
Premier Training Event: Annual Week Long Disaster Communications Academy

- Hosted and sponsored by NCEM and Charlotte-Mecklenburg Fire Department
- Held at the Charlotte Fire and Police Training Academy
- Classes for COMML,COMMT, INTD, AUXC, and ITSL held simultaneously 3.5 days
- COMU Exercise over 1.5 days
- NCEM hotel and per diem for students traveling > 50 miles

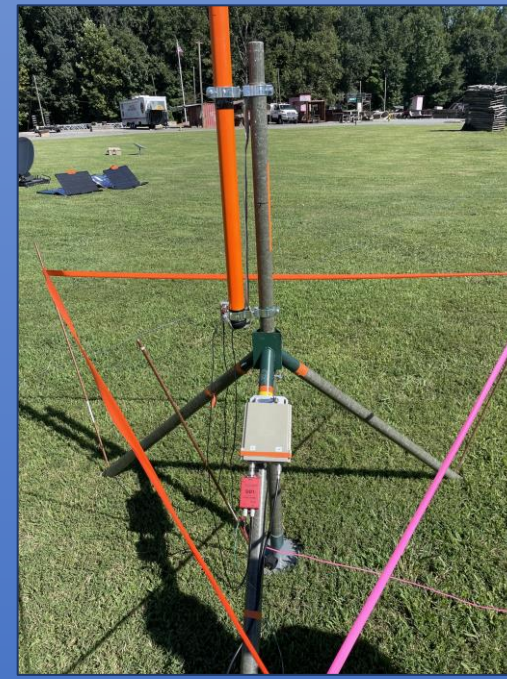




Disaster
Comms
Academy
Week
2023



ions







North Carolina Auxiliary Communications



North Carolina ESF2 State Emergency Response Team (SERT) Partners

24 Hour Watch Center

COMLs/COMTs/TERT

Air to Grounds Comms

FEMA

CISA/ECD

NC Dept of Information Technology

State Highway Patrol

Civil Air Patrol

NC National Guard

NC AUXCOMM

NC FirstTech

VIPER Radio System

NC 911 Board (PSAP Coordination)

Media Infrastructure

NCGISA IT Strike Teams

UNC-TV

Commercial Telco Partners

Others



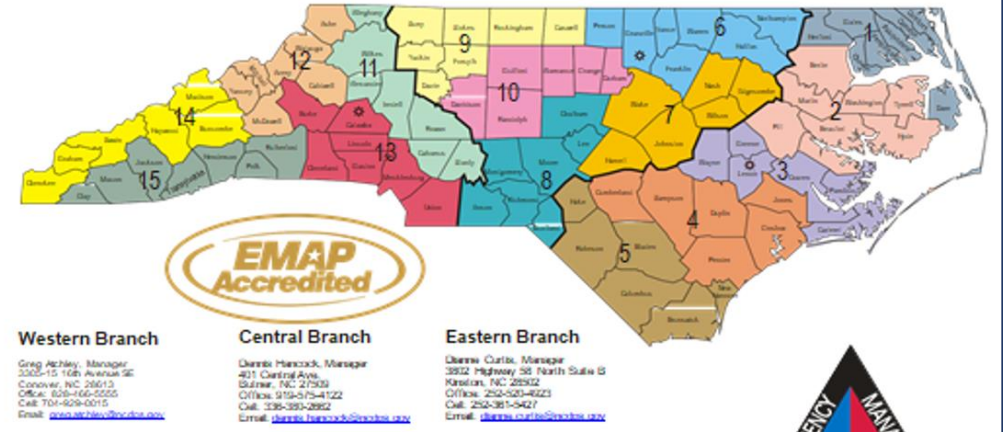
North Carolina Auxiliary Communications



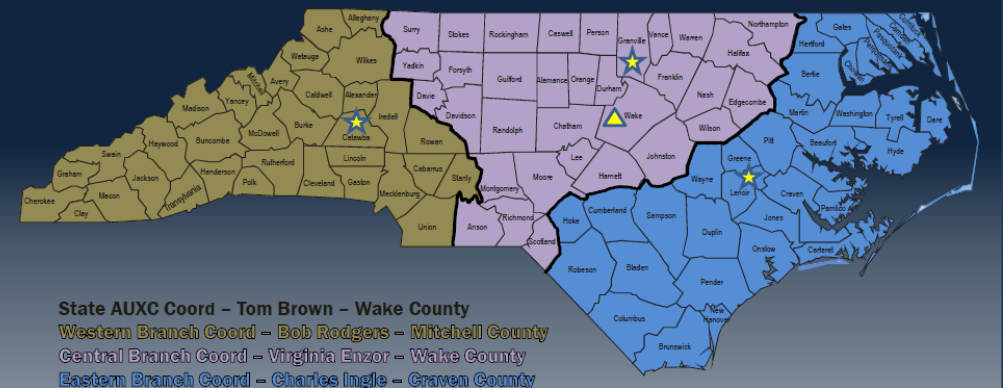
NC AUXCOMM Organization

- One Statewide AUXC Coordinator who reports to the NC SWIC (voting member on the SIEC)
- Three Regional AUXC Coordinators, one per NCEM Branch
- County Level AUXC Coordinators
- Individual AUXC Operators
 - AUXC Trained and Deployable (SIEC Certified)
 - AUXC Trained and Non-deployable to other counties
 - Non AUXC trained

State of North Carolina Division of Emergency Management



North Carolina Auxiliary Communications Areas of Operations





AUXCOMM Stats

NC AUXCOMM database was updated in 2019-2020; 371 members currently.

Number of AUXCOMM classes in NC - 18

Number of AUXCOMM Continuing Education Classes - 1

Number of State-Sponsored Winlink classes – 5

Number of NCEM Go-Kit classes – 6

Number of Position Task Books initiated - 316

Number of Certified AUXCs - 21

AUXCs are part of EMAC packages that are sent out-of-state.

2 federally trained, state-sponsored AUXCOMM Instructors



North Carolina Auxiliary Communications



What's new?

- New NCEM Vanity Callsigns as of 8/2023
 - NC4EO for SEOC
 - N4EBO for Eastern Branch Office
 - N4CBO for Central Branch Office
 - N4WBO for Western Branch Office
- Equipment upgrades have been ordered and received for all Branch offices; adding DMR at State and Branch offices
- SHARES Winlink RMS will be added to the CBO.



North Carolina Auxiliary Communications



- NCEM Central Branch – Moved to Burlington NC
- NCEM Western Branch – During next 2 years will be moving from Conover NC to Caldwell Co.
- Training in 2024 will focus on continuing education and exercises beyond the basic AUXCOMM course.





North Carolina Auxiliary Communications



Future of AUXCOMM in NC from the State Wide Interoperability Coordinator:

- AUXC position within ICS becoming more adopted and more engaged for routing incidents, events, and exercises.
- AUXC position becoming engaged in PACE, information gathering, cyber, election security and other events where OPSEC is required.
- The position being less of a person sitting and operating a radio and more of a person gathering information and using their expertise to form patterns and create solutions to complex problems.



North Carolina Auxiliary Communications



“Disaster Communications is NOT a Game”

Questions?