

TEXAS DEPARTMENT OF PUBLIC SAFETY

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Current and Potential Participants in the State Satellite Initiative

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State Satellite Initiative Policy

Purpose. This document provides guidance and policy for the centrally funded State Satellite Initiative. Texas Department of Public Service (TxDPS) began the State Satellite Initiative in June 2010 to provide a high quality, robust, dedicated, private Ku band satellite network service to selected agencies who committed to serve as a State resource during disasters and other emergencies. Up to now, the specific details of how this initiative will operate, have not been clearly defined. This policy serves to define requirements and set expectations for participants in this initiative.

Bandwidth Sharing. The State Satellite Initiative is a dedicated, private satellite network. Accessibility is specific to approved agency communications platforms supporting in the Communications Coordination Group (CCG). The satellite capacity is shared, but only among the properly configured platforms of the approved participating agencies. The sharing ratios are carefully monitored and controlled to assure high quality service. As a shared system, the bandwidth utilization on one platform impacts the capabilities of all agencies utilizing the satellite bandwidth therefore requiring defined technical standards and centralized technical management and/or control.

Funding. The TxDPS has secured funding for this initiative through November 30, 2011. TxDPS intends to continue funding this initiative on a permanent basis dependent upon the availability of funds. TxDPS intends to seek grant funding to sustain this initiative beyond November 30, 2011, and then seek State-appropriated funding as part of the TxDPS budget during the next legislative session in 2013.

Acceptable Uses. This initiative provides satellite access for command and control communications for All-Hazards events or incidents. All approved, participating agencies are free to use this service, at no cost, to support their own needs on a space-available basis during All-Hazards events or incidents. A bandwidth-scheduling process will be defined to schedule and guarantee access to support non-emergency missions. Some capacity will always be reserved for no-notice, emergency needs of all participating agencies.

Standard Services Provided. A set of standard services is provided to communications platforms via this initiative. The uniformity of available services facilitates technical standards and efficient network management. Standard services include:

- a. Internet access. Expect some sites may be blocked during emergencies (YouTube, Ebay, Netflix, etc)
- b. VoIP Phone service. Six VoIP phone numbers per platform will be provided under the contract.
- c. QoS. Quality of Service to prioritize and guarantee bandwidth for selected services.
- d. VPN. Virtual Private Network connectivity across the internet back to the agencies home network.
- e. VTC/Video streaming. Video will be supported but will require scheduling with the TXMF/CCG Network Operations Center (NOC)

Technical Controls. The State Satellite bandwidth will be managed with centralized technical control at the Texas Military Forces/Communications Coordination Group Network Operations Center (NOC) at Camp Mabry, Austin, TX. This is an interagency combined effort resourced by TxDPS and TXMF. The NOC will monitor bandwidth utilization, enforce technical standards, router configurations, and Quality of Service (QoS) standards. Bandwidth for specific services provided to each terminal may be limited or allocated by priority during emergencies or times of congestion. The full scope of work hours for the NOC is limited due to funding constraints. TXMF and TxDPS will provide a 24/7 contact number to participating agencies should assistance be required during an emergency after normal working hours. During State emergencies, the NOC will be manned on a full-time basis.

Participation. Agencies may apply to participate in the State Satellite Initiative by contacting the Communications Coordination Group (CCG). The CCG will vet applicants and approve those that meet the technical standards and best support the needs of State of Texas emergency communications requirements. A limited pool of agencies will be approved in order to keep this to a manageable number.

Expected Availability. The State Satellite bandwidth is available 24x7 for State and local emergency operations, exercises and training of participating agencies. Bandwidth emergency use is prioritized by 1) State, 2) Regional, and 3) Local. During State emergencies that require activation of the State Operations Center (SOC), the State satellite bandwidth will be managed and controlled exclusively by the NOC. State emergency use of the satellite bandwidth is first priority and non-responding agencies access to the bandwidth may be limited or curtailed at the direction of the NOC or designated coordinate. TMF/CCG may without notice reduce the provided bandwidth to any participating agency; however the NOC will coordinate with the operator to ensure that any regional or local emergency deployment in progress is not drastically effected.

Equipment. Standard equipment for access to the current State Satellite bandwidth:

- 1.2 Meter reflector – auto-deploy antenna system
- PLL/LNB – Norsat 1207HA or 1507HA
- 6 Watt BUC – NJT5127FL or equivalent
- iDirect Modem (5150, 5350, 7350 or 8350)
- Cisco Router (2811 ISR, 2821 ISR, 3825 ISR or 3845 ISR)
- Cisco Switch (3560v2, 3560Gv2, 3750v2, or 3750Gv2)
- 7900 Series or Cisco Call Manager compatible VoIP phone
- Wireless Access Point (WAP) with encryption (WEP) enabled– Any Standards based WAP
 - NOTE: The NOC must approve WAP open use in emergency deployments
- Facsimile machine – Any Standards based facsimile machine with satellite compatibility is allowed

Each participating agency must sustain the equipment in the configuration specified by the NOC. All participating agencies must agree to test and allow updates to be performed on a monthly basis. This may include physical, software, and firmware configurations. Any unit changes in configuration should be coordinated with the NOC. From time to time, new router configuration requirements and new satellite option files may be distributed; these should be implemented or installed and tested as soon as possible. From time to time, the NOC may need to remotely access the equipment router while the system is on the network in order to make adjustments.

**** AGENCIES THAT HAVE EQUIPMENT CONFIGURED FOR CONNECTION BACK TO THE AGENCY'S HOME NETWORK, MUST HAVE NETWORK PERSONNEL COORDINATE TECHNICAL REQUIREMENTS WITH THE CCG/NOC.**

Training/Exercises. The skills of the team leader for each satellite platform are an essential ingredient to effective bandwidth utilization for all platforms. The bandwidth consuming activities of all users connected to that platform impact all platforms in the network. Participating agencies can expect to be asked to participate in an annual training or validation exercise/process to confirm configurations and acceptable use policies to assure effective bandwidth utilization.

Reporting. Participating agencies must keep the CCG up-to-date with contact information for the Point of Contact(s) for each platform/team. Each team should advise the CCG any time the equipment or team becomes less than fully mission capable for any reason, or if the equipment will be taken out-of-state for any reason; A standard report template will be provided. The CCG will ensure this information is passed on to the NOC.

Awareness. Participating agencies should give special attention to all available news sources concerning tropical disturbances or any other significant incidents that may require deployment for a State level emergency response. The agency should take appropriate action with the communications platform (readiness check) and operators when a heightened state of required readiness seems imminent. It is recommended that all platform PC's/laptop's and other devices that require updates be updated on a terrestrial link prior to deployment.

Deployment. In the event of possible deployment of the communications platform, the CCG will alert the team POCs to check status. An ICS-213RR from the SOC will provide formal alert and/or deployment of the platform. Normally, all teams will be placed under the Operational Control of the CCG which will provide all mission instructions until arrival at the incident. At that time the platform will report directly to the Communications Unit Leader (COML) ultimately under the command of the District Disaster Chair (DDC). The COML of the incident will update the CCG on a daily basis on the status of all deployed platforms. While at the incident, the CCG provides technical support as needed to the platform. The incident is responsible for all logistical support (food, fuel, lodging, basic supplies, etc.); and for all operational orders such as mission tasking and tactical developments. Once the platform has been released from the incident, the CCG can assist with ensuring that equipment returns to home agency or transitions to another incident successfully. A cell phone with GPS-tracking capability may be provided to each platform by the CCG.

The CCG is working directly with TDEM to identify a set funding plan for communications platforms based on typing of such platforms. Reimbursement of personnel and platforms will be made to the agency and not directly to the individual being deployed.

Participation MOU. DPS will execute a Memorandum of Understanding with participating agencies, by-exception, if it is required.

Points of Contact:

Texas Department of Public Safety
Public Safety Communications Bureau, CCG
PO Box 4087 MSC 0259
Austin, TX 78773-0259

Communications Coordination Group (CCG)
512-424-2755
ccg@dps.texas.gov

Network Operations Center:
512-782-1035
J6currentops@tx.ngb.army.mil

Your continued support and assistance in implementation of this policy will benefit each agency in its efforts to provide the best possible emergency response capabilities to the citizens of Texas. Please direct any questions regarding this State Satellite Initiative to the above-referenced points of contact.

Sincerely,

Todd M. Early
Deputy Assistant Director - LESD
Public Safety Communications Bureau

ACKNOWLEDGEMENT AND ACCEPTANCE:

I, _____, representing _____, acknowledge and
Name Agency/Jurisdiction

accept the requirements and expectations in this policy memo concerning the State Satellite Initiative that is

currently being used / requested to be used by the _____ communications platform in my
select one

agency. I am able to comply with this policy and make a reasonable effort to support State missions when requested if not otherwise needed within my jurisdiction at that time.

Signature/Date