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**(Name of Jurisdiction)**

**Emergency Operations Plan (EOP)**

**ESF 2 Annex**

**CPG 101 Template 2019**

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2019

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# ESF Coordinator and Support Agencies

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| **ESF Coordinator**  | **Support Agencies**  |
| (Public Safety Communications Officer)**Primary Agency**(Public Safety Communications)  | (AT&T)(Verizon)(Amateur Radio (ARES))(Municipal PIO)(School District PIO)(EMA)(Radio Stations)(TV Stations)(Police Departments)(Municipal Dispatch Centers)(Southern Linc)(TV Stations) |

# Introduction

## Purpose

1. To provide for the coordination and use of all county, public, private, and volunteer communication resources within (Name of Jurisdiction) during an emergency or a disaster situation.
2. To provide for communications assets and infrastructure essential to augment or support emergency response, when local communication resources become overburdened or destroyed.

## Scope

ESF 2 Communication operations encompasses a wide array of responsibilities which include, coordinating actions to assist industry in restoring the public communications infrastructure and to assist local governments with emergency communications and restoration of public safety communications systems and first responder networks. The (Primary Agency Name) assumes primary responsibility for the coordination of governmental and private partner communication resources.

Communications involves information transfer and the technology associated with the representation, transfer, interpretation, and processing of data among persons, places, and machines. It includes transmission, emission, or reception of signs, signals, writing, images, and sounds or intelligence of any nature by wire, radio, optical, or other electromagnetic systems.

# Concept of Operations

## General Concept

During an emergency or disaster, the ESF 2 Communications Coordinator will serve as the principle point of contact for operations associated with ESF 2 Communications. The ESF Coordinator will oversee all ESF 2 Communications operations and report to the Emergency Management Agency (EMA). If a disaster warrants EOC activation, some or all of ESF 2 Communications personnel may be activated. The scope, scale, and magnitude of the threat/incident will dictate which support agencies that will be requested for operations in the Emergency Operations Center (EOC).

ESF 2 will coordinate emergency warnings and communications equipment and services from local, county and voluntary groups, as well as the telecommunications industry. ESF 2 will serve as the focal point of contingency response communications activity in (Name of Jurisdiction) before, during and after activation of the EOC.

When activated, ESF 2 Communications performs tasks that can be categorized within three primary functions. These functions may include, but are not limited to, Tactical Communications, Infrastructure Restoration, and Communications Planning.

**The Tactical Communications function includes the following activities:**

1. Identifying emergency communication requirements for incidents based on existing plans and information provided immediately prior to or during incidents.
2. Identifying available emergency communications frequencies, services and equipment based on existing plans and resource database(s).
3. Distributing available emergency communication equipment to incident personnel pre- deployment in existence with existing plans; with potentially limited distribution outside existing plans and/or post-event.

**The Infrastructure Restoration function includes the following activities:**

1. Coordination with private industry partners to restore the commercial communications infrastructure.
2. Synchronizing efforts between private sector communication service providers and response and recovery operations.
3. Assist with coordinating access, security, and staging for essential communication service providers’ crews and equipment.
4. Reporting status of outages and restoration efforts to the Emergency Operation Center as provided by communication service providers.

**The Communications Planning function includes the following activities:**

1. Pre-event communications planning.
2. Developing communications input to the Incident Action Plan during an event.
3. Gathering and consolidating data for situational reporting during an event.

## ESF Responsibilities

### General

1. Maintain liaison with the County EOC.
2. Coordinate emergency information for public release through ESF 15.
3. Participate in planning meetings and exercises.
4. Ensure that all team members or support agencies maintain appropriate records of costs incurred during the event.

### Pre-Event Phase

1. Maintain normal day-to-day operations.
2. Develop plans and procedures to implement this plan and to notify staff of an emergency.
3. Develop a plan for manpower to sustain operations for multiple operation periods.
4. Identify, train and assign personnel to operate alerting and warning equipment.
5. Establish warning systems for critical facilities.
6. Develop procedures for warning hearing-impaired, non-English speaking and special needs populations.
7. Develop and coordinate frequency management plans, including talk groups and trunked radio for use in disaster areas, utilized for communication with state, local, and mutual aid organizations.
8. Develop and maintains back-up or alternate communications systems for use in the event of failure of the primary systems, including coordinating the acquisition and deployment of communications equipment, personnel, and resources.
9. Develop criteria to prioritize the deployment of services based on available resources and critical needs.
10. Maintain liaison with all departments/agencies having a warning capability.
11. Conduct communications checks with the different agencies to ensure the communications links are still operable.
12. Participate in tests and exercises to evaluate the county emergency response capability.

### Response Phase

1. Notify departments/agencies and key personnel on the emergency notification list and local warning points of the emergency and provide all information and directions if possible.
2. Alert warning service personnel to report to duty.
3. Warn critical facilities.
4. Provide a system for designated officials to communicate with the public including people with special needs, such as hearing impairments and non-English speaking.
5. Conduct communications needs assessment (to include determining status of all communications systems), prioritize requirements, and make recommendations to deploy equipment and personnel to affected area, as required.
6. Identify and monitor actual actions of commercial telecommunications companies to restore services.
7. Implement frequency management plan in the disaster area, including talk groups and trunked radio, as required.
8. Maintain constant two-way communication with all appropriate emergency operating services of county and municipal governments.
9. Coordinate communications with response operations, shelters, lodging, and food facilities.
10. Continue to maintain liaison with all departments/agencies having a warning capability.
11. Provide capability for responsible officials to receive emergency information and communicate decisions.
12. Provide capability for responsible officials to receive emergency information and communicate decisions.
13. Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports and action plans.

### Recovery Phase

1. Arrange for alternate communications systems to replace systems that are inoperable due to damage from disasters.
2. Gather communications damage assessment information from public and private organizations (including telephone outages).
3. Continue to provide warning service as required until situation returns to normal.
4. Make communications channels available to provide appropriate information to the public concerning safety and resources required for disaster recovery.
5. Maintain or restore contact with all appropriate emergency operations services of county government.
6. Assess the need for and obtain telecommunications industry support as needed.
7. Prioritize the deployment of services based on available resources and critical needs.
8. Maintain records of expenditures and document resources utilized during recovery.

### Plan Activation

When ESF 2 Communications is made aware of a threat or incident requiring the activation of this Annex, they will contact the Emergency Operations Center with all pertinent information.

When activated, the (Primary Agency Name) with assistance from supporting departments and agencies, assesses and responds to requests for assistance with management, maintenance, planning and technical support of transportation infrastructure and networks.

During activation, the ESF 2 Communications Coordinator serves as the point of contact for requests for ESF 2 Communications related assistance received by the County EOC. The ESF 2 Communications Coordinator then ensures mission assignment completion through direct support or by delegation to the appropriate support agency.

# Organization and Assignment of Responsibilities

The ESF 2 Communications Coordinator is the (Primary Agency Position).

Within the County EOC, the ESF 2 Communications Coordinator will serve a dual role as the ESF 2 Communications Coordinator and the Primary Agency Emergency Coordinator for governmental and private partner communications operations.

## ESF Coordinator

ESF 2 Communications will ensure the following:

* Designate Primary and Alternate Emergency Coordinators. The designees shall represent the agency in an emergency or disaster and provide operational support in the EOC when requested.
* Sustain operational readiness through regular contact with primary and support agencies.
* Lead planning meetings and participate in exercises.
* Develop Standard Operational Guidelines (SOG) to support emergency and disaster operations.
* Develop, maintain, and distribute this Annex.
* Coordinate with GEMA/HS for training of staff that support ESF 2 Communications.
* Coordinate operational support for ESF 2 Communications support agencies.
* Monitor the communications infrastructure and act as the principle source of information for threats or incidents to the infrastructure.
* Identify, procure, prioritize, and track communications resources that are requested to support or are utilized for emergency or disaster operations.
* Conduct impact assessments within affected areas.

## Primary Agency Assignment of Responsibilities

* Plans and coordinates preparedness, response, recovery, and mitigation activities pertaining to Communications.
* Conducts ongoing ESF 2 Communications meetings and/or conference calls.
* Supports and participates in planning meetings and exercises relating to ESF 2 Communications.
* Maintains ongoing contact with ESF 2 Communications primary and support agencies.
* Acts as a liaison between ESF 2 Communications and external entities.
* Directs requests for assistance to the appropriate ESF 2 Communications support agencies.
* Directs unmet requests for assistance to ESF 5 Emergency Management.
* Provides information on the status, threats, impacts, or restoration of the communications infrastructure or services in conjunction with ESF 3 Public Works and Engineering, ESF 5 Emergency Management, ESF 7 Logistics and Resource Support, ESF 12 Energy, ESF 13 Public Safety and Security, and GEMA/HS critical infrastructure protection program personnel.
* Provides updates on the status of ESF 2 Communications mission assignments to ESF 5 Emergency Management, the Planning Section Chief, and other entities external to ESF 2 Communications.
* Generates information to be used in briefings, situation reports, and incident action plans when the SOC is activated.

## Support Agency Assignment of Responsibilities

**(Support Agency)**

* List associated duties.

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* List associated duties.

# Direction, Control, and Coordination

## Information Collection and Dissemination

ESF 2 Communications will report all activities to the ESF 5 Emergency Management Situation Unit for inclusion in the development of incident action plans and situational reports. All public information reports regarding ESF 2 Communications activity will be coordinated with ESF 15 External Affairs.

In addition to the EOC, ESF 2 Communications may provide personnel to field operations established in (Name of Jurisdiction), including but not limited to: Joint Field Offices (JFO), Joint Information Centers (JIC), Disaster Recovery Centers and any other incident facility established to meet operational demands for each particular incident requiring the activation of the EOP.

## Communications

The ESF 5 Emergency Management Planning Section will provide planning assistance to all ESFs listed in the EOP. All ESFs will strive to develop operationally ready SOGs for inclusion in the EOP. ESF 2 Communications will meet as necessary to develop, review and refine SOGs that discuss specific operational processes and procedures.

## Administration, Finance, and Logistics

In conjunction with ESF 7 Resource Support, ESF 2 Communications will develop, review, refine and maintain lists of all resources currently available and under the control of the primary or support agencies listed in this plan. The development of these lists may be completed by several organizations and professional groups, which currently operate within this ESF. These resource lists should be compliant with the resource typing standards outlined in the National Incident Management System (NIMS).

Resource requirements will be primarily determined by Incident Commanders, working with the Emergency Operations Center. Resource requests flow from the Incident Commander to the EOC, and may be forwarded to the State Operations Center (or through the GEMA\HS Field Coordinator) as required. Existing local resources, intrastate mutual aid, donations, Volunteer Organizations Active in Disasters and Non-Governmental Organizations (NGO) provide the initial source of personnel, vehicles, equipment, supplies and services to fulfill resource requests.

# Plan Development and Maintenance

## Development and Maintenance

ESF Annexes will be updated as required and when events or exercises identify a needed change. All other maintenance will be conducted in accordance with the base plan.

# Authorities and References

(This section should describe the legal basis for emergency operations and contain references to important documents the plan supports, such as the jurisdiction-level emergency operations plan. The following is sample language.)

## Legal Authority

### Refer to Base Plan for Federal and State Authorities.

### Local

1. Insert applicable local ordinances.

## References

### Refer to Base Plan for Federal and State References.

### Local

1. Insert applicable local references.

### Volunteer

1. Insert applicable local volunteer references and agreements.