Emergency Support Function – 2
Communications

2020

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RECORD OF CHANGES

Each update or change to the plan should be tracked. The record of changes, usually in table format, contains, at a minimum, a change number, the date of the change, the name of the person who made the change, and a summary of the change. Other relevant information could be considered.

Change #	Date	Part Affected	Date Posted	Who Posted

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The record of distribution, usually in table format, indicates the title and the name of the person receiving the plan, the agency to which the recipient belongs, the date of delivery, and the number of copies delivered. Other relevant information could be considered. The record of distribution can be used to prove that tasked individuals and organizations have acknowledged their receipt, review, and/or acceptance of the plan. Copies of the plan can be made available to the public and media without SOGs/SOPs, call-down lists, or other sensitive information.

Agency	Name, Title	Date of Delivery	Copies

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Chatham County Information & Communications Services

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Mobile Communications of America
Metropolitan Planning Commission
Southern Linc Wireless
Verizon

INTRODUCTION

The emergency support function of communications services involves direction and coordination, operations, and follow-through during an emergency or disaster.

Purpose

ESF-2 Communications organizes, establishes, and maintains the communications capabilities among appropriate agencies/entities that are necessary to meet the County's operational requirements in preparing for, responding to, and recovering from emergencies and disasters. It emphasizes technical considerations of communication functions. Collection, control, and dissemination of emergency public information are covered by ESF 15, External Affairs.

Scope

ESF-2 acts to meet the communication and essential elements of information needs of operations to include telecommunication, radio and cyber infrastructure support in emergency or a disaster.

CONCEPT OF OPERATIONS

General

During an emergency or disaster, ESF-2 may be activated to support operations and assist with the development of a common operating picture and maintain or rapidly restore communications. The scope, scale and magnitude of the threat/incident will dictate which support agencies will be requested for the support of ESF-2 Communications in the EOC.

This ESF plans, coordinates and assists with the provision of communications support to the county disaster response elements, to include integration of communications with support elements originating outside of area.

Preparedness

a. Develop and maintain resource lists to support ESF-2 operations utilizing both public and private sector entities.

b. Identify actual and planned actions of commercial telecommunications companies to restore services.

c. Coordinate the acquisition and deployment of communications equipment and resources to establish communication capabilities.

d. Develop and coordinate frequency management plans, including talk groups and trunked radio.

e. Develop, test and maintain a long distance communications strategy for implementation during disasters.

f. Assess pre-event needs and develop plans to pre-stage assets for rapid deployment into disaster areas.

g. Develop plans to prioritize the deployment of services based on available resources and critical needs.

h. Participate in exercises and training.

i. Estimate logistical requirements (personnel, supplies, equipment, facilities, and communications) during the planning process and through exercises.

j. Ensure all ESF-2 personnel integrate NIMS principles.

Response

a. Conduct communications needs assessments (to include determining status of all communications systems), prioritize requirements, and make recommendations to deploy equipment and personnel to the affected area, as required.

b. Report the locations of damage and impacts on communication infrastructure, degree of damage, and other available information to the EOC.

c. Identify actual actions of commercial telecommunications companies to restore services.

d. Implement frequency management plans in the disaster area.

e. Provide capability for responsible officials to receive emergency information and communicate decisions.

f. Prioritize the deployment of services based on available resources and critical needs.

g. Establish and maintain communications with GEMA SOC.

h. Maintain or restore contact with other EOCs as needed.

i. Document matters that may be needed for inclusion in briefings, situation reports and action plans.

Recovery

a. Arrange for alternate communication systems to replace systems that are inoperative due to damage from disasters.

b. Coordinate the repair and restoration of communications infrastructure

c. Ensure that ESF-2 team members and/or their agencies maintain appropriate records of costs incurred during the incident.

Mitigation

a. Support and plan for mitigation measures.

Organization

The County EOC will be activated to coordinate a multijurisdictional level response.

Representatives from the applicable ESF-2 Agencies may be assigned to the EOC or alternate location, as best suited to meet incident needs and coordinate operations.

ESF Role Aligned to Core Capabilities

The following table lists the response capability that ESF-2 most directly supports, along with the related ESF-2 actions supporting the capability.

Core Capability	ESF-2 Communication
Operational Communications	• Ensure the capacity for timely communications in support of security, situational awareness, and operations by any and all means available, among and between affected communities in the impact area and all response forces. This includes, but is not limited to: ➢ Frequency management ➢ Communication with EOCs ➢ Secured channels ➢ Support deployable resources
Cybersecurity	• Protect (and if needed, restore) electronic communications systems, information, and services from damage, unauthorized use, and exploitation. This includes but is not limited to: ➢ Government networks ➢ WebEOC

Responsibilities

Coordinating Agency	Actions
Chatham County Information and Communication Services	• Oversee the coordination management of communications resources, facilities, equipment and initiate alternate and backup systems as needed • Conduct impact assessments within impacted areas • Coordinate communications with response operations • Develop plans and procedures to support emergency or disaster operations • Coordinate ESF meetings to ensure constant state of readiness. • Provide support staffing to the EOC for the following position: ➢ ESF 2 – IT and Communications

Supporting Agency	Actions
All Supporting Agencies	• Immediately following an emergency or disaster, assess the overall status of the communication system within the area of responsibility, determine potential needs & resources, report status to ESF-2 Coordinator • Attend ESF meetings to ensure planning and coordination functions are carried out to support this ESF • Provide additional resources as available to support ESF-2 response and recovery efforts

Supporting Agency	Actions
All Supporting Agencies (Continued)	• Develop maintenance and protection arrangements for communications equipment • Develop appropriate plans, policies, procedures, mutual aid agreements, and other supporting documentation as needed to facilitate execution of responsibilities to this ESF • Participate in drills, exercises, and other preparedness events to measure the Agency's readiness to support this ESF • Prepare to support the Emergency Operations Center as needed • Document disaster related activities related to this ESF • Prepare to collect and maintain records of expenditures and document resource utilized during response and recovery operations.
AT&T	• Provide technical assistance for the restoration of landline and wireless communications during an emergency or disaster event. • Provide support staffing to the EOC for the following position: ➢ Cell Phone Services
Amateur Radio (ARES)	• Provide for public communication services during an emergency or disaster event. • Coordinate the sharing of information from local, state and federal stakeholders utilizing Amateur Radio band frequencies. • Provide support staffing to the EOC for the following position: ➢ Amateur Radio
Chatham County E-911	• Coordinate emergency 911 dispatching for municipal Police and Fire Departments within Chatham County. • Provide support staffing to the EOC for the following position: ➢ 911 Dispatch
Chatham Emergency Services Dispatch	• Coordinate communications support to all governmental, non-governmental and volunteer agencies as required by collating cumulative damage information obtained from assessment teams, the telecommunications industry, and the EOC. • Establish procedures for the management of warning resources, facilities and equipment to include initiating backup systems as appropriate.

Supporting Agency	Actions
Chatham Emergency Services Dispatch (Continued)	• Provide a system for designated officials to communicate with the public including individuals with functional and access needs and non-English speaking.
City of Tybee Island Dispatch	• Coordinate communications support to all governmental, non-governmental and volunteer agencies as required by collating cumulative damage information obtained from assessment teams, the telecommunications industry, and the EOC. • Establish procedures for the management of warning resources, facilities and equipment to include initiating backup systems as appropriate. • Provide a system for designated officials to communicate with the public including individuals with functional and access needs and non-English speaking.
Mobile Communications of America	• Provide technical assistance for the public safety communications frequencies and systems utilized within Chatham County during an emergency or disaster event. • Serve as a co-host to Regional Radio Site Management (SEGARRN)
Metropolitan Planning Commission (MPC)	• Primary repository holder for GIS Data within Chatham County.
Southern Linc Wireless	• Provide technical assistance for the restoration of wireless communications during an emergency or disaster event.
Verizon	• Provide technical assistance for the restoration of landline and wireless communications during an emergency or disaster event. • Provide support staffing to the EOC for the following position: ➢ Cell Phone Services

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