

EMERGENCY SUPPORT FUNCTION (ESF) 2 COMMUNICATIONS AND WARNING

Primary Agency: Chatham County Information and Communications Services

Support Agencies: Chatham Emergency Management Agency
Amateur Radio Emergency Services
Savannah Chatham Metropolitan Police
Chatham County Sheriff
Municipal Information Communications Systems
Municipal Police Departments
Radio & Telephone Service Providers

Supporting information, documentation, activation instructions and checklists are contained in the Introduction to Emergency Support Functions Annex.

I. Introduction

- A. Purpose: This ESF implements Annex 2 to the Emergency Operations Plan and provides operational guidance to those who are assigned to work in this ESF. This ESF has been established to assure the provision of communications support to municipal, county, and private-sector response efforts during an Incident of Critical Significance.
1. ESF 2 will identify communications facilities, equipment and personnel that could be made available to support disaster recovery efforts.
 2. ESF 2 will identify planned actions of telecommunications companies to restore services.
 3. ESF 2 will coordinate the acquisition and deployment of communications equipment, personnel and resources to establish temporary communications capabilities following a disaster.
- B. Scope:
1. Communications is information transfer and involves 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.
 2. ESF #2 plans, coordinates and assists with the provision of communications support to county disaster response elements. This ESF will coordinate emergency warnings and communications equipment and services from local, county and

state agencies, voluntary groups, the telecommunications industry and the military.

3. ESF #2 will serve as the focal point of contingency response communications activity in Chatham County before, during and after activation of the EOC.
4. Operations necessary for the performance of this function include but are not limited to:
 - A. Preparedness
 1. Identify public and private communications facilities, equipment, and personnel located throughout Chatham County including emergency communications vehicles or mobile command posts.
 2. Identify actual and planned actions of commercial telecommunications companies to restore services.
 3. Coordinate the acquisition and deployment of communications equipment, personnel, and resources to establish temporary communications capabilities.
 4. Develop and coordinate frequency management plans, including talk groups and trunked radio for use in disaster areas.
 5. Develop a long distance communications strategy for implementation during disasters.
 6. Assess pre-event needs and develop plans to pre-stage assets for rapid deployment into disaster areas.
 7. Develop plans to prioritize the deployment of services based on available resources and critical needs.
 8. Plan for operations involving coordination with the State Emergency Communications Coordinator (SECC).
 9. Provide reliable links and maintain available support services for disaster communications with local, county, and state, agencies.
 10. Ensure all ESF #2 personnel integrate NIMS principles in all planning. As a minimum, primary action officers for all ESF #2 agencies will complete ICS 200, 300, and 700 courses.
 13. Participate in tests and exercises to evaluate the county emergency response capability.
 - B. Response
 1. Conduct communications needs assessments (to include determining status of all communications systems), prioritize requirements, and make recommendations to deploy equipment and personnel to affected area, as required.

2. Identify actual actions of commercial telecommunications companies to restore services.
3. Maintain constant two-way communication with all appropriate emergency-operating services of county and local governments.
4. Implement frequency management plan in the disaster area, including talk groups and trunked radio, as required.
5. Provide capability for responsible officials to receive emergency information and communicate decisions.
6. Establish communications with the SECC to coordinate communications assets beyond County capability.

C. Recovery

1. Arrange for alternate communication systems to replace systems that are inoperative due to damage from disasters.
2. Maintain or restore contact with the other EOCs (state, cities, and county emergency management/preparedness organizations), as capabilities allow.
3. Make communications channels available to provide appropriate information to the public concerning safety and resources required for disaster recovery.
4. Maintain or restore contact with all appropriate emergency operations services of county government.
5. Gather communications damage assessment information from public and private organizations (including telephone outages) and report to ESF #5.
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. Anticipate and plan for arrival of, and coordination with, GEMA ESF #2 personnel in the EOC and the Joint Field Office (JFO).
9. Ensure ESF #2 team members or their agencies, maintain appropriate records of costs incurred during the event.

D. Mitigation

1. Support and plan for mitigation measures.
2. Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports and action plans.

II. Concept of Operations

- A. General: Disasters can cause widespread damage to electric and commercial telecommunication transmission facilities. Surviving county communications assets, as well as the telecommunications industry, will be needed to assure a rapid, effective response.

- B. Response
 - 1. Initial Actions:
 - a. ESF #2 will focus communications coordination to ensure the management of combined agency efforts.

 - b. ESF #2 will initiate or relay warnings to the public and advise appropriate departments upon activation of the EOC.

 - c. ESF #2 will notify or warn each support agency of the pending situation and in coordination with ICS, establish methods of communication for probable situations including type of emergency, projected time, area to be affected, anticipated severity, forthcoming warnings and actions necessary.

 - d. A method of warning will be available for the public, including people with visual and hearing impairments and/or non-English speaking.

 - e. A variety of warning methods will be used to provide simultaneous or consecutive notification of emergency conditions:
 - (1) Sirens
 - (2) Radio/TV override
 - (3) National Weather Service implementation of TV crawl warnings
 - (4) TDD/TDY

 - 2. Continuing Actions: Immediately following the impact of the incident, ESF #2 will work towards identifying the condition of communications systems and prioritizing the reestablishment of communications in the disaster area

 - 3. Recovery:
 - a. With the severe interruption of services, alternative services to temporarily restore service to critical buildings shall be

identified. The type of the disaster may necessitate establishing an area, such as a tent city for centralized field communications.

- b. Continue coordinated communications to achieve rapid recovery and contact with the EOC.
- c. Maintain records of expenditures and document resources utilized during response and recovery efforts.
- d. Coordinate the various types of communications within the county, including landline telephones, cellular telephones, 800 MHz, VHF, marine band, amateur radio, citizens band radios and emergency response agencies in affected areas.

III. Responsibilities

A. ESF Primary and Each Support Agencies shall:

1. Attend at least quarterly meetings to ensure planning functions are carried out to support this ESF.
2. Assess the need for and prioritize the deployment of services based on available resources and critical needs as they relate to your area of responsibility. Also to develop procedures to obtain telecommunications industry support as required.
3. Assemble a list of communications assets available to support the recovery and coordinate this information with the EOC.
4. Request volunteer agencies and industrial resources with communications assets to contribute assets to the response effort.
5. Evaluate the availability, operational condition and duration of need as well as logistical requirements necessary to obtain critically needed equipment.
6. Participate in drills and exercises to evaluate local communications capability.
7. Maintain records of expenditures and document resources utilized during recovery in accordance with ESF #7 policies and procedures and report these records to the Primary Agency.

B. Chatham County Information and Communications Services (ICS) shall:

1. Coordinate with each Support Agency through at least quarterly meetings to ensure planning functions are carried out to support this ESF.
2. Oversee the coordination management of communications resources, facilities and equipment and initiate alternate and backup systems as needed.
3. Develop maintenance and protection arrangements for inoperative communications equipment.

4. Coordinate communications with response operations, shelters, lodging, and food facilities.
 5. Continue coordinated communications to achieve rapid recovery and contact with the EOC.
 6. Maintain records of expenditures and document resources utilized during response and recovery efforts.
 7. Coordinate the various types of communications within the county, including landline telephones, cellular telephones, 800 MHz, VHF, marine band, amateur radio, citizens band radios and emergency response agencies in affected areas.
- C. CEMA shall:
1. Oversee the management of warning resources, facilities and equipment and initiate alternate and backup systems as needed.
 2. Coordinate communications support to all governmental, quasi-governmental and volunteer agencies as required by collating cumulative damage information obtained from assessment teams, the telecommunications industry, the EOC and other agencies.
 3. Provide a system for designated officials to communicate with the public including people with special needs, such as hearing impairments and non-English speaking.
- D. Amateur Radio Emergency Services shall:
1. Provide public communications during emergencies and disasters.
 2. Recruit, train, and designate communications and warning operators for the EOC.

