

Emergency Support Function (ESF) 2 Communications

Primary Agency: Communications Division,
Department of Public Safety

Support Agencies: Escambia County Sheriff's Office
Pensacola Police Department
Amateur Radio Emergency Services (ARES)
Telecommunications Division, Facilities Management Department
Bell South
Cox Communications
Nextel Partners
Other commercial carriers

I. Purpose

Emergency Support Function 2 (ESF 2) provides communications during emergencies. ESF 2 can provide personnel and resources to support mitigation, preparedness, response, and recovery in support of the primary emergency management objectives. The ESF 2 Lead, appointed by the Communications Division, directs emergency communications. ESF 2 resources are used when the County Emergency Response Team requests additional communications services.

ESF 2 objectives include:

- Establish and maintain communications for facilities that are integral to efficient disaster operations.
- Ensure the Emergency Communications Center (ECC) and other local emergency communications centers and systems are prepared for emergencies.

II. Concept of Operations

A. GENERAL

1. ESF 2 is organized in accordance with the State EOC, the National Response Plan, the National Incident Management System (NIMS), and the Incident Command System (ICS).
2. Emergency Operations Plans are developed to guide staff at the Escambia County Emergency Operations Center (EOC) and in the field. Training and exercises are also conducted to enhance effectiveness.
3. In an event requiring mutual aid assistance, ESF 2 will work with its support agency counterparts to plan, procure, coordinate, and direct assets.
4. ESF 2 will develop plans, assess the communications status, and evaluate communications requests.
5. Additional expertise may be provided by other agencies.
6. As NIMS is implemented in Escambia County, the Communications Division will play a pivotal role in implementing ICS, focusing on communications interoperability and common standards.

The Concept of Operations is guided by the following assumptions:

- Exact actions will be dictated by the severity of the event.
 - Each communications center is tasked with maintaining adequate spare parts, resources, plans, and personnel to ensure operations during a disaster or emergency.
 - Each communications center is tasked with maintaining adequate staffing. Employees are recalled as needed and scheduled appropriately.
 - Assistance is available via State EOC.
 - The Public Safety Director and Emergency Management Chief will establish priorities for restoration of communications resources.
 - Lead and support agencies will coordinate their activities via their respective EOC representatives.
7. ESF 2 will support the establishment of communications between facilities listed below. These facilities have a key role in emergency response and recovery.

a. Communications Systems

Local EOC and local government agencies:

Telephone and fax
Paging
E-mail
Dedicated lines, when applicable
Radio, when applicable
Commercial wireless

Local EOC and State EOC:

Telephone and fax
ESATCOM
email

Local EOC and other municipal EOC:

Telephone and fax
ESATCOM
e-mail
Commercial wireless, when applicable

ESF/ICS groups:

Radio
Paging
Commercial wireless
Mobile communications vehicle (Mobile 1).

Shelters and feeding sites:

Telephone
Commercial wireless
Amateur radio (ARES)
e-mail

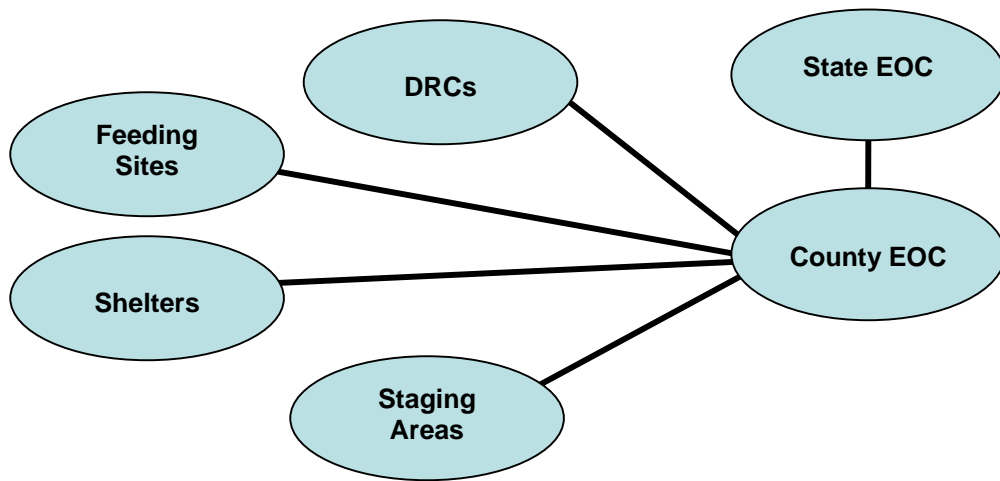
Distribution sites, staging area (CSA), Disaster Recovery Centers:

Telephone
Commercial wireless

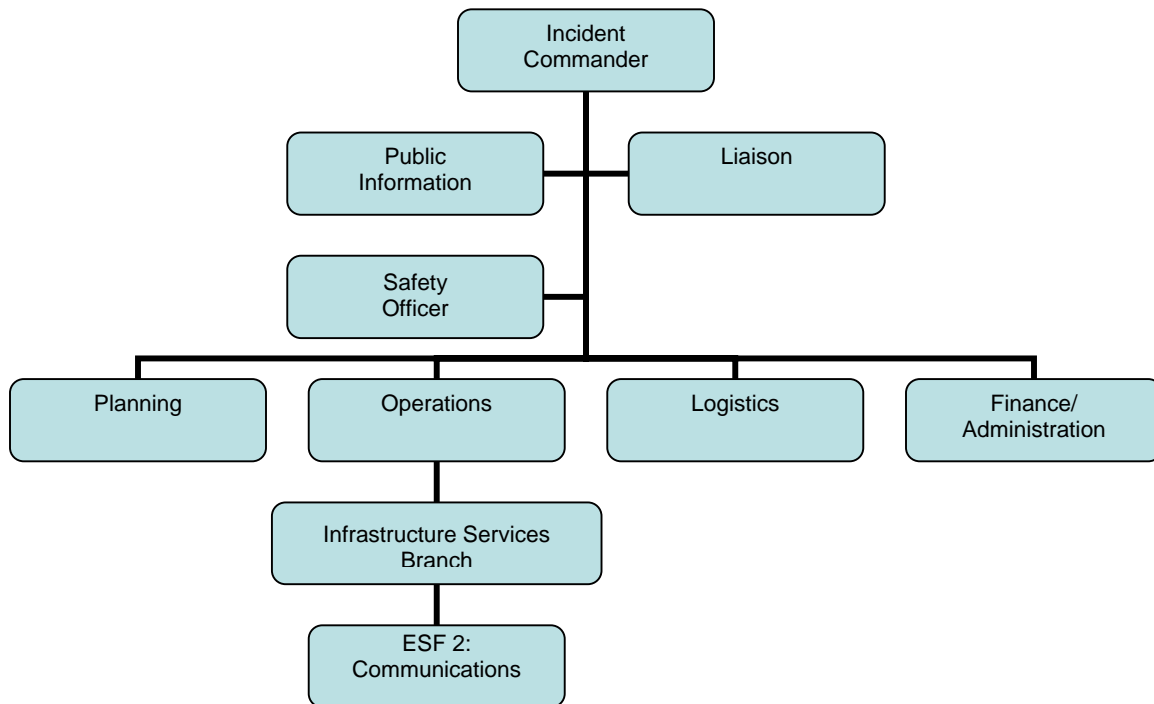
Amateur radio (ARES)
Paging
Mobile communications vehicle (Mobile 1).

b Priorities for Repair and Restoration

- Emergency Communications:
9-1-1
Public Safety radio
- Non-Emergency communications:
Telephone service, including wireless
Local Government radio



Communications Links with Key Facilities



Incident Command System Structure: ESF 2 – Communications

B. ORGANIZATION

1. COUNTY

- a. Support agencies assist ESF 2.
- b. The EOC Operations Section Chief will coordinate the support resources with the Infrastructure Branch Director.
- c. The Communications Division develops and maintains the overall ESF 2 Emergency Operations Plan. Support agencies may develop their own documents for internal use.
- d. ESF 2 shall regularly brief ESF 5 on the status of communications systems.

C. NOTIFICATIONS

- 1. The ECC serves as the County Warning Point. The ECC notifies Public Safety and local government officials per Standard Operating Procedures.
- 2. The ECC notifies Communications staff per Standard Operating Procedures.
- 3. The Communications Chief will notify other personnel upon direction to activate ESF 2.

D. ACTIONS

MITIGATION ACTIONS

Work with the LMS Steering Committee and the Emergency Management Division to identify potential hazards and vulnerabilities and correct them.

PREPAREDNESS ACTIONS

Identify mission essential functions.

Assess the vulnerability of communications equipment to hazards.

Identify alternative facilities and systems.

Regularly test and inspect all systems.

Maintain spare parts cache.

Prepare and maintain standard operating procedures, resource inventories, personnel rosters, and mobilization information.

Develop training and exercises.

Develop contingency plans.

Coordinate planning with support agencies and other ESFs.

Provide personnel with training for operations during major emergencies.

Train personnel in ICS.

RESPONSE ACTIONS

Coordinate operations at the ESF 2 desk in the County EOC.

Monitor communications status.

Monitor and direct communications requests and resources.

Participate in EOC briefings and meetings.

Prepare information for inclusion into Incident Action Plans and Situation Reports.

Obtain State resources through logistics as needed.

Coordinate resources from staging areas.

Coordinate with other County ESFs.

RECOVERY ACTIONS

Provide communications support.

Assess communications systems for damage.

Contact other ESFs to determine their communications requirements.

Contact other Public Safety agencies for damage reports.

Contact wireless providers and local media for damage reports.

Submit information for financial reimbursement.

E. DIRECTION AND CONTROL

1. ESF 2 operates at the County EOC.
3. Response decisions are made by the ESF 2 Lead in conjunction with Public Safety staff and other agencies.
4. The Communications Division will maintain a staffing directory, the ESF 2 Emergency Operations Plan, and other guidelines.
5. Each support organization assisting ESF 2 will retain administrative control over its own resources and personnel.

F. RESPONSIBILITIES

1. PRIMARY AGENCY – COMMUNICATIONS DIVISION

- a. Provide and maintain communications during an emergency.
- b. Provide ESF 5/Planning Section with updates on the potential impacts of winds and storm surge on communications systems, resource shortfalls, and potential impacts on carrying out the ESF 2 mission.
- c. Maintain an inventory of personnel, equipment, and vendors, which will be used in the restoration of services.

2. SUPPORT AGENCIES

- a. The Pensacola Police Department provides communications for all City of Pensacola departments.
- b. The Escambia County Sheriff's Office provides communications for its activities and assists the Communications Divisions with its systems.
- c. Amateur Radio Emergency Services (ARES) provides communications at shelters, feeding sites, staging areas, distribution centers, and DRCs within their capabilities.
- d. The Telecommunications Division provides telephone services to all Board of County Commissioners departments and other elected officials.
- e. Various companies provide communications services in the area.

G. FINANCIAL MANAGEMENT

- Each agency is responsible for recording and tracking its own expenditures and seeking reimbursement from the appropriate resource after the event.
- If a federally declared disaster exists, then the Federal Emergency Management Agency (FEMA) establishes a reimbursement formula. That formula may be as much as 100 percent, but usually does not exceed 75 percent.
- Support entities will document expenditures and submit documentation directly to the Finance Section for disaster tracking.