

Appendix II: Emergency Support Function 2 – Communications

Primary Agency	Department of Management Services, Division of Telecommunications
Support Agencies	Department of Agriculture and Consumer Services, Department of Law Enforcement, Department of Military Affairs, Public Service Commission, Florida Civil Air Patrol, and Amateur Radio Emergency Services.

Section 1: Introduction

The purpose of Emergency Support Function 2 (ESF 2) is to provide the state provisions for communications support before, during, and after an emergency/disaster situation. ESF 2 will coordinate communications resources (equipment, services, and personnel) that may be available from a variety of sources (i.e., State agencies, voluntary groups, county agencies, the telecommunications industry, federal government agencies, and the United States armed forces) before or after the activation of the State Emergency Operations Center (SEOC).

1.1 Direction and Control

1. The Director of the Division of Telecommunications who is within the Department of Management Services provides direction and control for ESF 2. The Director or his/her Bureau Chiefs and supervisors will manage and control the operation of this ESF to include mission assignment, mutual aid, State Management Team, Area Command, contracts for goods and services, radiological emergencies, and recovery and mitigation activities (Recovery Center and Joint Field Office operations).
2. Field Support (RECON) Team: Field Support Team members from DIVTEL and ESF 2 supporting agencies keep in contact with the ESF 2 staff within the SEOC usually by cellular telephone, satellite phone, laptop, etc. but fall under the direct supervision and control of the Field Support SERT Chief.
3. Field Operations: Agencies of ESF 2 may serve the SERT in Field Operations (i.e., the State Management Team, Impact Assessment Teams: Preliminary Damage Assessment Team, Joint Field Office operations, Recovery Center operations, intrastate and/or interstate mutual aid assistance, etc.).

Section 2: Roles and Responsibilities

2.1 Organization

The Department of Management Services (DMS) Division of Telecommunications provides the leadership and management of the ESF with those identified supporting agencies providing a subordinate role for ESF 2 operations.

2.2 Responsibilities

2.2.1 Primary Agency – Department of Management Services (DMS)

DMS, through Division of Telecommunications serves as the primary agency for ESF 2 and as such, will coordinate all activities (i.e., administration, planning, training, preparedness, response, recovery, mitigation, etc.). DIVTEL will also coordinate and manage ESF 2 activities with the other components of the SERT.

2.2.2 Support Agencies

The Department of Management Services, DIVTEL ESF 2 coordinates with other state agencies and communications entities that support emergency communications response and recovery efforts.

1. Florida Division of Emergency Management (DEM)
2. Florida Public Service Commission (PSC)
3. Department of Military Affairs (DMA)
4. Department of Agriculture and Consumer Services (FDACS)
5. Florida Department of Law Enforcement (FDLE)
6. Florida Wing of the Civil Air Patrol (CAP)
7. Amateur Radio Emergency Services (ARES)

Section 3: Concept of Operations

3.1 General

Under the leadership of the Division of Telecommunications (DIVTEL), representatives from each of the primary, support, and voluntary agencies will staff the SEOC when appropriate. The role of the primary agency will be to focus coordination and ensure the management of combined agency efforts. DIVTEL will respond directly to the Operations Section Chief who reports to the State Emergency Response Team (SERT) Chief.

3.2 Operational Objectives

3.2.1 Preparedness

- a. Identify communications facilities, equipment, and personnel located in, and outside, the affected area that could be made available to support response and recovery efforts.
- b. Assess the need for and obtain telecommunications industry support as required.
- c. Assess needs to pre-stage communications assets for rapid deployment into the affected area.
- d. Alert and/or contact all support agencies of ESF 2 and Florida telecommunications industry as necessary.
- e. Assure configuration of War Room and Vendor Room with computers, dedicated phone lines, printers, etc. for activation as necessary.

- f. Develop scheduling for ESF 2 dedicated staff, War Room staff, and Technical Support staff as necessary.

3.2.2 Response

- a. Identify the actual and planned actions of Florida telecommunications to restore services.
- b. Identify any planned activity by the Internet Service Providers to restore services that would enable use of e-government service.
- c. Identify to the extent practical the level of consumer services available for e-government services, internet access and other similar services.
- d. Determine what assets are available and nearest to the affected area(s) by each ESF 2 support agency and the time frame in deploying those assets.
- e. Identify communications facilities, equipment and personnel located nearest to the affected area(s) that could be made available to support recovery efforts.
- f. Coordinate the acquisition and deployment of communications equipment, personnel, and resources to establish temporary communications capabilities within the affected area.
- g. Prioritize the deployment of services based on available resources and critical needs.
- h. Accumulate damage information obtained from assessment teams (i.e. Field Support Team), the telecommunications industry, the local county emergency operations centers, and other city/county/State agencies and report that information through the Plans Section daily.
- i. Provide specific support to the SERT personnel outside of the SEOC for full office capability at any forward SERT, LSA, etc. including telephone, data, Internet Access, and Intranet Access, etc. Communications support for the state's response and recovery teams will be a priority.
- j. Coordinate communications support to all governmental, quasi-governmental and volunteer agencies as required.

3.2.3 Recovery

- a. Assess State communications assets available to support a recovery mission(s). Other volunteer and local agencies with communications assets may be requested to contribute assets to the response effort. Industrial resources may also be considered for availability and effectiveness. Also, availability, operational condition, and duration of need must be considered. The logistical requirements necessary to obtain critical equipment will also be evaluated.
- b. Plan and prepare the notification systems to support the establishment of Logistical Staging Areas, distribution sites, Disaster Field Offices, Area Command, State Management Teams, staging areas, Points of Distribution sites, a Joint Field Office, Recovery Centers, Joint Information Centers, the deployment of strike teams, mutual aid teams, and other local, State, and federal recovery facilities and emergency workers in

the impacted area(s).

- c. Review, categorize, and compare damage information obtained from all the assessment teams, telecommunications industry, local county EOCs and other city/county/state agencies with industry and local government sources to ensure that specific problems are clearly understood and agreed upon.
- d. Select the resource alternative or package most applicable and coordinate its deployment.
- e. Evaluate and task the transportation support requests for impacted areas. Coordinate access into the impacted area(s) for restoration and recovery actions of the communications industry personnel.
- f. Generate in a timely manner, information to be included in SEOC briefings, situation reports, action plans, internal and external state agency management and/or communications industry reports.
- g. Assign and schedule sufficient personnel to cover an activation of the SEOC for an extended period of time.
- h. Prepare and process reports using established procedures, focusing specific attention to the production of after-action reports.
- i. Maintain appropriate records of work schedules and costs incurred by ESF 2 agencies during an event.
- j. Maintain appropriate tracking records of deployed communications equipment coordination through ESF 2 during event for billing and equipment retrieval.
- k. Seek information concerning the projected date the SEOC will deactivate.

3.2.4 Operations

- a. Monitor the National Weather Service for the latest weather report for the area, including present conditions, the 24-hour forecast, and the long-range forecast.
- b. Assess the need for mobile or transportable communications equipment.
- c. Assess the need for, and obtain telecommunications industry support as required.
- d. Prioritize the deployment of services based on available resources and critical needs.
- e. Work to resolve all conflicts regarding communications resource allocation requests.
- f. Determine from local county/city authorities the location of possible secondary response locations in the disaster area, e.g., logistical staging areas, feed sites, tent cities, medical stations, satellite Disaster Field Offices, etc.
- g. Obtain the exact location of any proposed forward State Emergency Response Team.

- h. Obtain information from ESF 1 (Transportation) and ESF 16 (Law Enforcement) regarding road, rail, and air transportation conditions and whether ESF 1 can move mobile communications systems into the area.
- i. Maintain all activities on WebEOC (i.e. communications request, response, recovery, reports).
- j. Prepare and process reports using established procedures; focusing specific attention to the production of after action reports that will be crucial for future review of ESF activities and procedures.
- k. Coordinate Federal communications support to all governmental, quasi-governmental, and volunteer agencies as required.
- l. Coordinate ESF 2 needs and time frames with the Federal Emergency Management Agency (FEMA), the Department of Defense (DOD), and the National Communications System (NCS) as required.
- m. Develop and promulgate information collection guidelines and procedures to enhance assessment, allocation, and reallocation of telecommunications industry assets.

3.2.5 Mitigation

ESF 2 provides feedback to Department of Management Services DIVTEL and all supporting State agencies and voluntary organizations concerning activities and issues that need to be addressed. The Department of Management Services is the primary agency responsible for the State implementation plan for communications services as mandated in Section 282.1021, Florida Statutes.

Section 4: Finance and Administration

4.1 Financial Management

All requests for communication services must originate through the SEOC WebEOC system. Once entered into WebEOC and tasked, ESF 2 will initiate action. The SEOC WebEOC System will be used to provide a record of all payment to vendors.

4.2 Authorities and References

All references and authorities are available in the DMS, Division of Telecommunications ESF 2 Library.

- A. Presidential Executive Order 12472, April 3, 1984.
- B. NCS Manual 3-1-1, July 9, 1990, Telecommunications Service Priority, system for National Security Emergency Preparedness, Service User Manual.
- C. Telecommunications Electric Service Priority Restoration Initiative, United States Department of Energy, February 1993.

- D. Division of Emergency Management, State Warning Point Communications Operator Standard Operating Procedure, Chapter 252.38, Florida Statutes, Emergency Management.
- E. Powers of Political Subdivisions, Chapter 252.36, Florida Statutes, Emergency Management Powers of the Governor.
- F. Civil Air Patrol Operating Plan 1000, Civil Air Patrol Support of the Department of Defense and Civil Authorities During a National Emergency or Major Disaster Operation.
- G. Training Circular 24-24, Headquarters, Department of the Army, Signal Data References: Communications Electronics Equipment.
- H. Section 252.55, Florida Statutes, Civil Air Patrol, Florida Wing; Appropriations Procurement Authority; Wing Commander bond.
- I. Section 252.35, Florida Statutes, Emergency Management Powers; Division of Emergency Management.
- J. Section 252.34, Florida Statutes, Definitions.
- K. Section 252.60, Florida Statutes, Radiological Emergency Preparedness. L.
Section 252.83, Florida Statutes, Powers and Duties of the Department.