

ANNEX 2

ESF-2 - COMMUNICATIONS

PRIMARY: SC Department of Administration, Division of Technology Operations

SUPPORT: SC National Guard, SC State Guard, SC Emergency Management Division; SC Department of Natural Resources, Division of Law Enforcement; SC Department of Public Safety; SC Department of Transportation; State Board for Technical and Comprehensive Education, SC Forestry Commission; SC Office of Regulatory Staff; South Carolina Educational TV Network; SC Law Enforcement Division; Civil Air Patrol; Radio Amateur Civil Emergency Services; Amateur Radio Emergency Service

I. INTRODUCTION

- A. Communications includes information and reports, surveillance of threatening conditions, and 24-hour two-way radio, telephone/cellular, and internet.
- B. State assistance under this function consists of the coordination of State and civilian partner organizations/providers for the utilization of equipment and personnel essential to coordinate the operational status of communications systems before, during and after an impending or actual disaster situation.
- C. In the event communications resources become overburdened or destroyed, other communications capabilities will be coordinated as necessary to augment communications.

II. PURPOSE

Provide a means of defining, specifying, and performing the functions of communication through coordination with appropriate Federal, State, and local agencies/organizations and commercial providers to minimize loss of life and property in the event of an emergency or disaster.

III. CONCEPT OF OPERATIONS

- A. The SC Department of Administration (Admin), Division of Technology Operations (DTO) is responsible for coordinating all ESF-2 administrative, management, planning, training, preparedness, mitigation, response, and recovery activities to include developing, coordinating, and maintaining the ESF-2 Standard Operating Procedures (SOP).
- B. ESF-2 supporting agencies will assist the DTO in the planning and execution of the above.
- C. ESF-2 personnel must be familiar with the corresponding Federal Annexes. This familiarization will include but not be limited to the structure, organization, functions and responsibilities of the Incident Management Assist Teams (IMAT) and the Joint Field Office (JFO).

- D. ESF-2 will coordinate with all supporting and other appropriate departments/agencies and organizations to facilitate communications readiness and recovery during disasters or other emergency situations.
- E. In the event of an emergency and/or disaster, ESF-2 will initiate actions appropriate to coordinate support for statewide communications. Every effort will be made to support local equipment and personnel needs when requested and to integrate local resources when appropriate into regional or statewide responses.
- F. ESF-2, in support Federal, State, local jurisdictions and commercial partners, and in coordination with local Emergency Management officials, will assess the situation and develop communication strategies.
- G. DTO maintains and coordinates State communications contracts. ESF-2 coordinates alternate communications systems for use in the event the existing systems are damaged and rendered inoperable.
- H. Coordinates cyber incident consequence management response and recovery activities.

IV. ESF ACTIONS

- A. Preparedness
 - 1. Identify public and private telecommunications facilities, equipment, and personnel to support emergency communications capabilities.
 - 2. Coordinate efforts with commercial communications providers to restore services, to include public safety and first responder priorities.
 - 3. Coordinate the acquisition and deployment of communications equipment, personnel and resources to establish or re-establish communications capabilities.
 - 4. Develop and coordinate frequency management plans, talkgroups, and channels in preparation for emergency response operations.
 - 5. Develop communication strategies for implementation during disasters.
 - 6. Prioritize the deployment of services based on available resources and critical needs.
 - 7. Coordinate strategies and efforts to conduct consequence management response to cyber security events during emergencies.
 - 8. Participate at least annually in State exercises and/or conduct an exercise to validate this Annex and supporting SOPs.

B. Response

1. Assess communications needs, prioritize requirements, and make recommendations to deploy equipment and personnel to affected areas, as required.
2. Coordinate prioritization and restoration of communications capabilities as appropriate.
3. Maintain communications with appropriate emergency operating services of State, Federal, and local governments.
4. Coordinate frequency management plans, talkgroups, and channels during emergency response operations.
5. In coordination with SEOC Operations, assist in the identification of communication resources as required.
6. In coordination with SCEMD, maintain situational awareness of emergency communications vehicles and mobile command vehicles available throughout the state.
7. Coordinate with FEMA for access to communications assets beyond the State's capability.
8. Gather communications damage assessment information from public and private telecommunications providers and provide the information to the Situation Unit in the SEOC and ESF-14 (Initial Recovery and Mitigation).
9. Monitor and document costs for any potential reimbursement.

C. Recovery

1. Coordinate alternate communication systems to augment damaged or inoperative systems.
2. Maintain contact and/or coordinate with:
 - FEMA
 - Other EOCs
 - Federal Regional Response Coordination Centers (RRCC)
 - JFO
 - Disaster Recovery Centers (DRC)
 - Other Federal, States, local governments, and Emergency Management organizations

3. Gather communications damage assessment information from public and private telecommunications providers and report to Situation Unit in the SEOC and ESF-14 (Initial Recovery and Mitigation).
4. Assess the need for and obtain communications provider support as needed.
5. Coordinate prioritization and restoration of communications capabilities as appropriate.
6. Ensure ESF-2 team members and support agencies maintain appropriate records of costs incurred during the event.
7. Support long-term recovery priorities as identified by the Recovery Task Force.
8. Provide ESF-2 representation on the Recovery Task Force.

D. Mitigation

1. Support and plan for mitigation measures including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.
2. Review, evaluate and comment on proposed State Hazard Mitigation Plan amendments, upon initiation and within review period.
3. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or re-development activities.
4. Document matters that may be needed for inclusion in agency or State/Federal briefings, situation reports and action plans.

V. RESPONSIBILITIES

- A. General. ESF-2 support agencies will identify, train, and maintain contact with, upon request provide staff to and/or prepare to execute missions in support of ESF-2 during periods of activation.
- B. SC Department of Administration, Division of Technology Operations
1. Identify, train, and assign personnel to staff ESF-2 in the SEOC.
 2. Coordinate with all supporting and other appropriate departments/agencies and organizations to ensure communications readiness and recovery during disasters or other emergency situations.
 3. Notify ESF-2 supporting agencies upon activation.

4. In the event of an emergency and/or disaster, initiate actions appropriate to support statewide communications. Every effort will be made to support local equipment and personnel needs when requested and to integrate local resources when appropriate into regional or statewide responses
 5. Maintain and coordinate State telecommunications contracts that provide communications equipment, services and systems.
 6. Coordinate the identification of alternate communications systems for use in the event the existing systems are damaged and rendered inoperable.
 7. Coordinate frequency management plans, talkgroups, and channels for use during emergency response operations.
 8. Coordinate contingency radios, cellular phones, satellite phones, and internet access.
- C. SC National Guard
1. Provide personnel and equipment for point-to-point or mobile satellite communications and Voice Over Internet Protocol (VOIP) support, as required.
 2. Provide support to include personnel to transport, install, operate, and maintain communications equipment to maintain 24-hour communications operations.
 3. Provide trained personnel to augment communications staff.
- D. SC State Guard
- Provide personnel and equipment for point-to-point or mobile communications support on a 24-hour basis, as required.
- E. SC Emergency Management Division
1. Provide a location in the SEOC Radio Room for Radio Amateur Civil Emergency Services (RACES)/Amateur Radio Emergency Services (ARES).
 2. Recruit, train, and designate RACES/ARES operators to operate equipment in support of High-Frequency (HF) teams and the SEOC radio room.
- F. SC Department of Natural Resources, Division of Law Enforcement
1. Provide personnel, radio equipment, and transportation to support communications operations on request, as assets allow.

2. Provide backup communications capability through SCDNR statewide radio communications network, as assets allow.
- G. SC Department of Public Safety
1. Provide personnel, radio equipment and transportation to support communications operations.
 2. Provide alternate State Warning Point facilities.
- H. SC Department of Transportation
1. Provide radio technicians, if available.
 2. Provide backup communications capability through SCDOT statewide radio communications network.
- I. State Board for Technical and Comprehensive Education
- Provide personnel, remote computer connectivity (data and video) through the SC Technical College system, and facilities to support communications operations.
- J. SC Forestry Commission
1. Provide backup communications capability through the SC Forestry Commission statewide radio communications network.
 2. Provide radio technicians.
- K. South Carolina Educational TV Network
1. SC Healthcare Emergency Amateur Radio Team (SCHEART) will provide support to the ARES.
 2. SCHEART, in coordination with ARES, will help identify, train, and assign ham radio operator and /or radio response teams to provide redundant communication support for State and local healthcare facilities to support state-wide coordinated communications
 3. Establish and maintain contact with the SEOC, the SC Department of Health and Environmental Control (SCDHEC), and the South Carolina Hospital Association (SCHA) EOCs during periods of activation to assist with message distribution, patient movement and the overall reporting process.
 4. Provide personnel, facilities, and equipment to support communications operations.

- L. SC Law Enforcement Division
 - 1. Provide communications equipment and technicians if resources are available.
 - 2. Provide backup communications capability through SLED statewide radio communications network, as assets allow.
 - 3. Provide alternate National Warning System (NAWAS) capability to include facilities, equipment support and procedures.

- M. SC Office of Regulatory Staff
 - Identify and prioritize power utility issues affecting communication systems.

- N. Civil Air Patrol
 - 1. Provide radio communications assistance.
 - 2. Provide airborne platforms to support State provided repeaters.
 - 3. Provide SEOC radio room operators, when needed.

- O. Radio Amateur Civil Emergency Services/Amateur Radio Emergency Services
 - 1. RACES, supported by the ARES, will coordinate high frequency radio capabilities.
 - 2. Provide radio communication assistance.
 - 3. Provide reports from disaster areas.
 - 4. Ensure operators are able to conduct self-sustained operations for periods up to 72 hours.

VI. MEMORANDUMS OF UNDERSTANDING (MOU)

Memorandum of Understanding between the State of South Carolina and the Amateur Radio Emergency Service) (See Annex 1 to Attachment D (MOUs, MOAs, and Other Agreements) to the SCEOP).

VII. FEDERAL ASSISTANCE

- A. This Annex is supported by the National Response Framework, ESF-2 (Communications).

- B. Federal ESF-2 supports the restoration of the communications infrastructure, facilitates the recovery of systems and applications from cyber attacks, and

coordinates Federal communications support to response efforts during incidents requiring a coordinated Federal response.

- C. Federal ESF-2 provides communications support to Federal, State, tribal, and local governments and first responders when their systems have been impacted, and provide communications and Information Technology (IT) support to the JFO and JFO related field teams.
- D. The National Communications System (NCS) and the National Cyber Security Division (NCSD) work closely to coordinate the Federal ESF-2 response to cyber incidents. This convergence requires increased synchronization of effort and capabilities between the communications and IT sectors to facilitate the Federal ESF-2's ability to respond to all types of incidents.
- E. The FEMA Regional Administrator is authorized to establish temporary communications during or in anticipation of an emergency or major disaster, and make them available to State and local government officials and other persons deemed appropriate.
- F. Federal Emergency Communications Coordinator
1. For a major disaster, the Federal Coordinating Officer (FCO) will appoint a Federal Emergency Communications Coordinator (FECC). The FECC will deploy to the disaster area as the principal Federal Telecommunications Manager for that area.
 2. The FECC coordinates with the State Telecommunications Officer to ensure Federal communications requirements do not conflict with State's needs.
 3. The FECC will normally deploy as a part of the IMAT and assists in coordinating Federal telecommunications support in the Unified Coordination Group and Staff. On arrival, the FECC will assess the need for mobile and transportable telecommunications equipment and provide assistance to State ESF-2 as required.
- G. Through the Regional Response Coordination Center (RRCC), Federal ESF-2 may request activation of the following Federal resources when commercial or non-commercial communication outages are expected:
- FEMA National Radio System (FNARS)
 - Shared Resources (SHARES) High Frequency Radio Program
 - Telecommunications Service Priority (TSP)
 - Government Emergency Telecommunications System (GETS)
 - Wireless Priority Service (WPS)

- National Emergency Coordination Net
- H. Communications provided under the Stafford Act are intended to supplement but not replace normal communications that remain operable after an emergency or major disaster. Such emergency communications will be discontinued immediately when the essential communications needs of the Federal, State, and local officials have been restored.
- I. After use, the Lead Agency coordinates the release of Federal communications resources as soon as commercial, State, and local communications can support the response mission. It is also up to the Lead Agency to maintain a record of all communications support provided.