Emergency Support Function (ESF) 2
Communications

Primary Agency: Communications Division,
Public Safety Bureau

Support Agencies: Escambia County Sheriff's Office
City of Pensacola Police Department
Amateur Radio Emergency Services (ARES)
Facilities Management Division-Telecommunications
AT&T
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 Framework, 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).

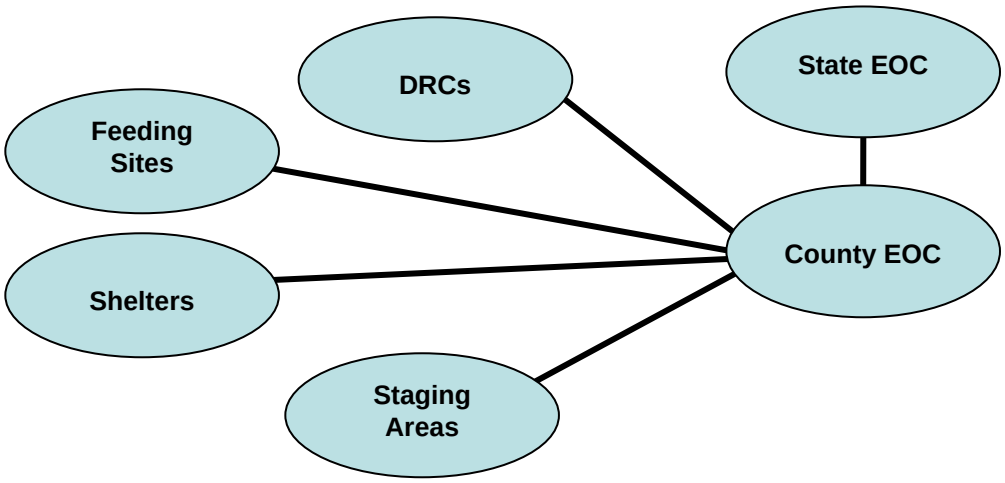
   Shelters and feeding sites:
   Telephone
   Commercial wireless
   Amateur radio (ARES)
   e-mail .

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

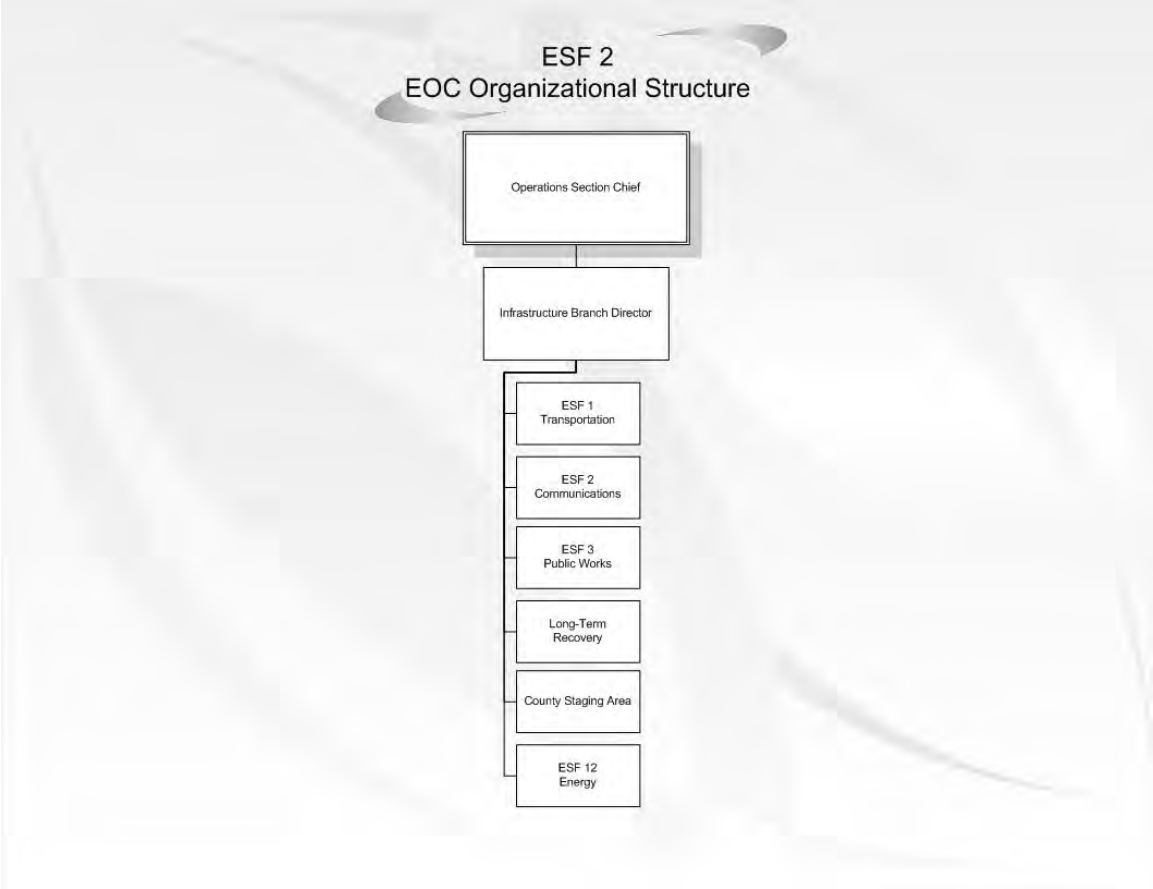
Amateur radio (ARES)
Paging
Mobile communications vehicle (Mobile 1).

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.

Each ESF lead and support agency is responsible for becoming familiar with the EOC COOP to coordinate their efforts at an alternate EOC location that will only allow one representative from the ESF to represent all agencies for that ESF. There will not be enough space in the alternate facilities for more than one representative per ESF. Other ESF agencies will need to find other locations from which to coordinate with the one ESF representative that is in the alternate EOC location.

Each ESF must identify and schedule the ESF representative for all of the ESF agencies. It is highly recommended that all agencies of the ESF support the ESF schedule with their normal ESF representatives.

Each ESF representative should be familiar from where the other ESF agencies will be operating under these COOP circumstances.

Plans, procedures, checklists, contact information, and protocols should be developed and coordinated to maintain communications and seamless community response services during any EOC COOP implementation. This may include lack of computers, lack of network or EOC database management tools, or even feeding and sleeping arrangements. Each organization must plan to supplement their resources appropriately, this may include the development of a “go-kits” of basic supplies and equipment as appropriate.

In any EOC operation, whether at the primary location or alternate location, all EOC agencies and representatives must be prepared for the potential for personal service failure. In the event the feeding contractor in the EOC is unable to meet the need either at the primary or alternate facilities, or for sleeping

arrangement, or any other personal need, every EOC representative must plan to be self-sufficient and maintain their job responsibilities.

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.

H. REFERENCES AND AUTHORITIES

- Emergency Communications Hurricane Plan
- Equipment Problems document
- Florida Emergency and Mutual Aid Frequencies document
- Escambia County COOP