

## ANNEX 2 (ESF-2)

### COMMUNICATIONS

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**PRIMARY:** Budget and Control Board, Division of State Information Technology

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

#### I. INTRODUCTION

Communications includes information and reports, surveillance of threatening conditions, and 24-hour two-way radio, commercial broadcast capability, telephone/cellular, internet, and teletype and satellite monitoring capability. State assistance under this function consists of the utilization of equipment and personnel essential to coordinate and disseminate information before, during and after an impending or actual disaster situation. In the event normal emergency preparedness communications channels become overburdened or destroyed, other state agency channels shall be utilized as necessary to augment state communications; assist local law enforcement, firefighting, search and rescue; lifesaving, etc; and disseminate instructions and operational guidance relating to disaster relief.

#### II. PURPOSE

To 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 Division of State Information Technology Budget and Control Board 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 SOP. All ESF-2 supporting agencies will assist the Division of State Information Technology, Budget and Control Board in the planning and execution of the above. All ESF-2 personnel must be trained on the principles of the National Incident Management System (NIMS) and Incident Command and integrate those principles into all ESF-2 planning and response operations.
- B. The Division of the State Information Technology will coordinate with all supporting and other appropriate departments/agencies and organizations to ensure communications readiness during disasters or other emergency situations.

- C. In the event of an imminent or actual emergency/disaster, the Division of State Information Technology will initiate actions appropriate to the functions of communications. Every effort will be made to support local equipment and personnel needs when requested and to integrate local resources when appropriate to a regional or statewide response.
- D. In coordination with, and in support of, the State Assessment Team (SAT), ESF-2 will assess the situation (both pre- and post-event), and in coordination with local emergency management officials, develop strategies to respond to the emergency.
- E. SCEMD Emergency Communications Vehicle (ECV) capability shall be deployed in coordination with the South Carolina Emergency Management Division (SCEMD) to:
  - 1. Support state and local government emergency communications in the event of a catastrophic system failure as a result of an actual disaster.
  - 2. Use as a Mobile Command Post (MCP) to provide on-the-scene coordination of state emergency forces participating in emergency operations in support of local government.
- F. Contact with other Emergency Operation Centers (EOCs), the Federal Emergency Management Agency (FEMA) Region IV, other states, major cities and county emergency management organizations shall be maintained.
- G. Local governments shall prepare plans and procedures for employment of local emergency communications, utilizing all available systems and networks. Personnel and facilities shall be organized and exercised to provide centralized communications on a 24-hour-a-day basis.
- H. Agreements and contracts shall be made to ensure equipment and systems maintenance is available on a 24-hour-a-day basis. Alternate communications systems shall be identified, maintained, and tested quarterly for use in the event the existing government systems are damaged and rendered inoperable. High frequency radio capabilities will be coordinated through the SC Radio Amateur Civil Emergency Services (RACES), which will be supported by the SC Amateur Radio Emergency Service (ARES).
- I. Coordinates cyber incident preparedness, response, and recovery activities to identify, analyze, and reduce cyber threats and vulnerabilities.
- J. ESF-2 will participate in annual state exercise and conduct ESF-2 training and exercises to validate this annex and supporting SOPs.

#### **IV. ESF ACTIONS**

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 South Carolina including emergency communications vehicles or mobile command posts.
2. Coordinate plans with commercial telecommunications companies to restore services, to include public safety and first responder priorities.
3. Coordinate the acquisition and deployment of communications equipment, personnel (including Information Technicians- ITs), and resources to establish temporary communications capabilities.
4. Develop and coordinate frequency management plans, including military, 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 Federal Emergency Communications Coordinator (FECC).
9. Recruit, train, and designate radio operators to operate equipment in the Emergency Communications Vehicle (ECV), State Assessment Team (SAT) teams, High-Frequency (HF) teams, and the SEOC radio room.
10. Develop a strategy to resolve cyber security outages during emergencies.
11. In coordination with ESF-24, assess anticipated communication related needs (including cyber space security issues) with business and industry partners while also considering access, security and fuel resources that will be needed to restore the communications infrastructure.

12. Develop lists of state employed radio technicians.
13. Develop list of private companies to provide communications assistance during emergencies.
14. Provide and coordinate reliable links and maintain available support services for state disaster communications with local, state, and federal government agencies.
15. Ensure all ESF-2 personnel integrate NIMS principles in all planning. All ESF personnel must complete all required NIMS training, as outlined in the Department of Homeland Security (DHS) training guidance.
16. Participate in tests and exercises to evaluate the state emergency response capability.
17. Ensure procedures are in place to document costs for any potential reimbursement.
18. Support the Emergency Management Assistance Compact (EMAC) by ensuring ESF personnel are trained on EMAC responsibilities, by pre-identifying assets, needs and resources that may be allocated to support other states, and by maintaining related information in WebEOC.
19. Provide ESF-2 representation on the Recovery Task Force.

B. Response

1. Conduct communications needs assessment (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 state and local governments.
4. Coordinate frequency management plan in disaster area, including

military, talk groups, and trunked radio, as required.

5. Coordinate capability for responsible officials to receive emergency information and communicate decisions.
6. In coordination with SEOC Operations, deploy ECV, and request other ECVs or mobile command posts, as required.
7. Establish communications with the Federal Emergency Communications Coordinator (FECC) to coordinate communications assets beyond state capability.
8. Coordinate with SEOC Operations to determine telephone bridge requirements.
9. Identify and provide liaison officers for EMAC requests, to facilitate arrival and onward movement of EMAC support at appropriate staging areas.

**C. Recovery**

1. Arrange for alternate communication systems to replace systems that are inoperative due to damage from disasters.
2. Maintain contact and/or coordinate with FEMA ESF-2 personnel located in the SEOC, other Emergency Operations Centers, the Federal Regional Response Coordination Centers (RRCCs), Joint Operations Center, Joint Field Office and Disaster Recovery Center, as well as other states, major cities, and county emergency management/preparedness organizations, as capabilities allow.
3. Coordinate communications channels available so appropriate information can be disseminated by ESF-15 (Public Information) to the public concerning safety and resources required for disaster recovery.
4. Coordinate commercial vendors contact with all appropriate emergency operations services of state government.
5. Gather communications damage assessment information from public and private organizations (including telephone/cellular, broadcast and commercial radio stations, and cyber related outages) and report to ESF-5/14.
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. Ensure ESF-2 team members or their agencies maintain appropriate records of costs incurred during the event.
9. ESF-2 will support long-term recovery priorities as identified by the Long-Term Recovery Committee and 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: All state agencies under ESF-2 will train personnel on EMAC procedures to include; identifying agency resources to sustain emergency operations, pre-scripting anticipated needs on specific EMAC messages, and listing agency resources available for interstate and intrastate mutual aid missions.
- B. Budget and Control Board, Division of State Information Technology
  1. Identify, train, and assign Budget and Control Board (B&CB) and other personnel to staff ESF-2 in the SEOC, to deploy and operate the ECV, and to deploy and operate communications equipment for the SAT teams.
  2. Notify all ESF-2 supporting agencies upon activation.
  3. Develop current resource lists for all state-owned telecommunications and commercial assets to include availability and points-of-contact for procurement.
  4. Coordinate technician support to maintain statewide 24-hour communication support capability.

5. Obtain technical support from private sector, as required.
6. Ensure Governor's Office communications systems are operational.
7. Coordinate maintenance of state voice, video, data, microwave, and two-way radio systems.
8. Develop and maintain a frequency management plan, to include coordination of military assets, talk groups, and trunked/conventional radio systems for use in disaster area.
9. Coordinate contingency radios, cellular phones, satellite phones, computer terminals, video teleconference, internet access, and pagers.
10. In coordination with SCEMD, develop lists of emergency communications vehicles and mobile command vehicles available throughout the state; and procedures to request and deploy those assets.
11. Coordinate with SEOC Operations to determine telephone bridge requirements upon SEOC activation.

C. Office of The Adjutant General

1. SC National Guard
  - a. Provide personnel and equipment for point-to-point or mobile satellite communications and Voice Over Internet Protocol (VOIP) support on a twenty-four hour basis, as required.
  - b. Identify, train, and assign SCNG personnel to maintain contact with and prepare to execute missions in support of ESF-2 during periods of activation. On order, staff ESF-2 in SEOC.
  - c. Provide backup generator support (if available) to include personnel to transport, install, operate, and maintain generators and communications equipment to maintain 24-hour communications operations.
  - d. Provide trained personnel to augment communications staff.
2. SC State Guard
  - a. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of ESF-2 during periods of activation.

- b. Provide personnel and equipment for point-to-point or mobile communications support on a twenty-four hour basis, as required.
  - 3. SC Emergency Management Division
    - a. In coordination with SEOC Operations, coordinate deployment of the ECV, to be used as a possible Mobile Command Post to provide on-the-scene coordination of state emergency forces participating in emergency operations or in support of local government response, as required.
    - b. Provide location at SEOC radio room for additional communications assistance.
    - c. Maintain and provide logistical support for the ECV.
- D. Department of Natural Resources, Division of Law Enforcement
  - 1. Identify, train, and assign DNR personnel to maintain contact with and prepare to execute missions in support of ESF-2 during periods of activation. On request, staff ESF-2 in the SEOC.
  - 2. Provide personnel, radio equipment, and transportation to support communications operations on request, as assets allow.
  - 3. Provide backup communications capability through DNR statewide radio communications network, as assets allow.
- E. Department of Public Safety
  - 1. Identify, train, and assign DPS personnel to maintain contact with and prepare to execute missions in support of ESF-2 during periods of activation. On order, staff ESF-2 in the SEOC.
  - 2. Provide personnel, radio equipment and transportation to support communications operations.
  - 3. Provide alternate state warning point facilities.
- F. Department of Transportation
  - 1. Provide radio technicians, if available.
  - 2. Provide backup communications capability through DOT statewide radio communications network.



G. State Board for Technical and Comprehensive Education

1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of ESF-2 during periods of activation. On order, staff ESF-2 in the SEOC.
2. Provide personnel, remote computer connectivity (data and video) through the SC Technical College system, and facilities to support communications operations.

H. Forestry Commission

1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of ESF-2 during periods of activation. On order, staff ESF-2 in SEOC.
2. Provide backup communications capability through Forestry Commission statewide radio communications network.
3. Provide radio technicians.

I. South Carolina Educational TV Network

1. Identify, train, and assign SCETV personnel to maintain contact with and prepare to execute missions in support of ESF-2 during periods of activation. On order, staff ESF-2 in the SEOC.
2. Provide personnel, facilities, and equipment to support communications operations.
3. Provide personnel, equipment, and facilities to support the Public Information Phone System.

J. SC Law Enforcement Division

1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of ESF-2 during periods of activation. On order, staff ESF-2 in the SEOC.
2. Provide communications equipment, if resources are available.
3. Provide alternate National Warning System (NAWAS) capability to include facilities, equipment, support, and procedures.

K. Civil Air Patrol

1. Identify, train, and assign CAP personnel to maintain contact with and prepare to execute missions in support of ESF-2 during periods of activation. On order, and within capabilities, staff ESF-2 in the SEOC.
2. Provide radio communications assistance.
3. Provide support for airborne and mobile ground repeaters.
4. Provide SEOC radio room operators, when needed.

L. Radio Amateur Civil Emergency Services (RACES)/Amateur Radio Emergency Services (ARES)

1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of ESF-2 during periods of activation. On order, staff ESF-2 in SEOC.
2. Provide radio communication assistance.
3. Provide reports from disaster areas.
4. Provide radio operators to conduct self-sustaining operations in support of emergency operations for periods up to 72 hours.
5. The University of South Carolina, Center for Public Health (SC Healthcare Emergency Amateur Radio Team (SCHEART)) will provide support to the ARES.
6. SCHEART will help identify, train, and assign ham radio operator and /or radio response teams that provide redundant communication support for state and local healthcare facilities.
7. SCHEART will provide backup communications assistance for radio hospital operations using the University of South Carolina Center for Public Health ((SCHEART) linking capability to support a state-wide coordinated response.
8. Establish and maintain contact with the SEOC, the Department of Health and Environmental Control (SC DHEC), and the South Carolina Hospital Association (SCHA) EOC's during periods of activation to assist with message distribution, patient movement and the overall reporting process.

## VI. FEDERAL ASSISTANCE

- A. This annex is supported by the National Response Framework, ESF-2, Telecommunications. ESF-2 Communications 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 (hereafter referred to as “incidents”). This ESF implements the provisions of the Office of Science and Technology Policy (OSTP) National Plan for Telecommunications Support in Non-Wartime Emergencies (NPTS). ESF-2 also 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 Joint Field Office JFO and JFO related field teams. With the rapid convergence of communications and IT, the National Communications System (NCS) and the National Cyber Security Division (NCSD) work closely to coordinate the ESF-2 response to cyber incidents. This convergence requires increased synchronization of effort and capabilities between the communications and IT sectors to facilitate ESF-2’s ability to respond to all types of incidents.
- B. The Regional Administrator of FEMA is authorized during or in anticipation of an emergency or major disaster to establish temporary communications and make them available to state and local government officials and other persons deemed appropriate.
- C. 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.
- D. For a major disaster a Federal Emergency Communications Coordinator (FECC) will be appointed by the Principal Federal Officer (PFO). The FECC will deploy to the disaster area as the principal Federal telecommunications manager for that area. The FECC coordinates with the state telecommunications officer to ensure federal communications requirements do not conflict with state needs.
- E. The FECC will normally deploy to the SEOC as a part of the Incident Management Assist Teams (IMATs) and assist in coordinating federal telecommunications support in the Unified Coordination Group and Staff. FEMA can also deploy their Mobile Emergency Response Support (MERS) detachment that includes a Multi-Radio Vehicle (MRV), which has a 48 telephone, secure and voice facsimile, two-way teleconferencing, and full broadcast television capability. On arrival, the FECC will assess the need for

mobile and transportable telecommunications equipment and provide assistance to State ESF-2 as required.

- F. All State ESF-2 personnel will be familiar with the National Response Framework (NRF) and the corresponding annex with Federal counterpart concepts, actions and responsibilities. This familiarization will include but not be limited to the make up, functions and responsibilities of the Incident Management Assist Teams (IMATs), Interagency Incident Management Groups (IIMG) and the Joint Field Office (JFO).
- G. Through the Regional Response Coordination Center (RRCC), Federal ESF-2 may request activation of the following federal resources; FEMA National Radio System (FNARS), the Shared Resources (SHARES) High Frequency Radio Program, Telecommunications Service Priority (TSP), Government Emergency Telecommunications System (GETS), Wireless Priority Service (WPS), and National Emergency coordination Net when commercial or non-commercial communication outages are expected.
- H. After use, the lending 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 lending agency to maintain a record of all communications support provided.

## **ATTACHMENT**

A – Memorandum of Understanding between the State of South Carolina and the Amateur Radio Emergency Service.