**Emergency Support Function #2:**

**Communications and Alerting**

**Lead Agency:**

* N.H. Dept. of Safety, Division of Emergency Services and Communications (DESC)(E-911)

**Support Agencies:**

* N.H. Dept. of Safety, Division of State Police (SP)

# Introduction

## Purpose

The purpose of Emergency Support Function #2 – Communications and Alerting (ESF #2) is to provide the State’s requirement for communication and notification support before, during and after an emergency situation. ESF #2 will coordinate communication and alerting resources and assets (both equipment and services) that may be available from a variety of sources (i.e. State agencies, voluntary groups, regional/district mutual aid, private sector, the telecommunications industry, federal government (including the U.S. military) before or after the activation of the State Emergency Operations Center (SEOC).

## Scope

When ESF #2 is activated, resources will be vetted through requests directly to the SEOC. The primary functions of ESF #2 are:

1. Notifying or communicating to persons threatened by or in immediate danger.
2. Notifying emergency response personnel on 24/7 basis with redundant systems.
3. Notifying emergency-related vehicular traffic control.
4. Developing, collecting, coordinating and disseminating emergency information before, during and after an impending or actual emergency situation to response personnel and impacted individuals.
5. Developing and maintaining an inventory of DESC owned communication and HSEM notification assets.
6. Coordinating and assessing the communications and alerting infrastructure.
7. Developing and implementing policies for the dissemination of public warning and notification processes.
8. Providing logistical support, personnel, equipment and materials required to carry out the ESF #2 mission.
9. Identifying obstructions and damage to the communications and notification infrastructure and capabilities as well as general impact assessments in support of the State emergency response priorities. Prioritization and initiation of emergency work tasking to make repairs and restore capabilities and assistance in the design and implementation of alternate/temporary services.
10. Providing communication and alerting strategies for special and functional needs populations. Including the Telecommunication Device for the Deaf (TDD) and the Emergency Alert System (EAS).
11. Serving as the State resource for communications and alerting technical expertise and guidance.
12. Coordinating and providing communications for reception centers, mass care shelters and other appropriate response facilities.
13. Assisting in meeting the communications needs of special response functions and incident-related needs (e.g. Search and Rescue).

# Situation and Planning Assumptions

## Situation

Local jurisdictions will coordinate communication and altering requirements for their area utilizing their individual resources, as well as the activation of mutual aid agreements, if available. Local EOCs provide direction and control. Requests for assistance at the State level will be made and assigned to ESF #2. The immediate use of the communications and alerting system for response and recovery activities may exceed the capabilities of local jurisdictions and the State, thus requiring assistance from the Federal Government to supplement efforts.

Responsibilities exist at each level of government to carry out alerts and warning as the situation warrants. State, regional and municipal governments and selected private facilities (e.g. Seabrook Station and Vermont Yankee) have developed several redundant alert and warning systems, procedures and capabilities.

Major communication systems used by the State of New Hampshire include:

1. **Social Media** – The State uses common web based social media platforms to communicate with the general public. This activity is coordinated with ESF #15.

## Planning Assumptions

1. A significant disaster will severely impact the communication and alerting infrastructure. Many communications systems and activities will be hampered by the damaged and/or disrupted communication infrastructure.
2. Initial alerting and warning information or notification may be received from federal, private, state, regional, local and/or other sources.
3. Dispatchers at State Primary (or Alternate) Warning Point, in coordination with the N.H. State Police, and other appropriate points will disseminate incoming alerts received over established warning systems following appropriate and pre-determined fan-out systems.
4. The initial N.H. State Police capability to serve as the State Warning Point may become disabled at any point during an emergency.
5. There may be a need to alert and move a large number of evacuees out of an area and will require on-going notifications during the incident. The transportation infrastructure may also be significantly damaged.
6. There may be a need to contact and provide communications to a large number of responders, which may require redundant and compatible communications.
7. Some individuals may need specialized communications and/or notification systems.
8. There may be a need to notify and communicate with a large number of individuals moving into the state from other states or impacted areas. This will require specialized information and communication methods to assist in providing directions to reception centers, shelters, and surge routes.
9. There may be a shortage of fuel or fuel delivery capabilities to maintain back-up systems for the communications infrastructure. However, the State does maintain contracts to supply fuel to critical infrastructure.
10. The impact of the incident may make traditional routes and access to the communications infrastructure impassable.
11. There may be issues regarding capabilities of back-up batteries and power-sources to antennae, etc.
12. Specialized notification and communication systems may need to be established for hostile-action based events.

# Concept of Operations

## General

1. All intrastate communication and alerting assets made available for emergency management purposes will be subject to the control of ESF #2 with the following exceptions:
   1. Communications required specifically for military and other federal personnel.
   2. Federally or privately controlled or operated communication assets unless specifically made available to the State.
2. Equipment requests and inventories will be made by using the National Incident Management System (NIMS) Resource Typing, to the fullest extent possible.
3. Amateur Radio, through organizations such as ARES and TERT, may be critical during emergency response efforts.
4. A 24/7/365 notification system will be provided for the public and response personnel.
5. Federal communications support agencies identified in the Federal ESF #2 – Communications will be tasked with transmitting information to the DWI Center. In no instance will fatality lists be transmitted via amateur radio of the ARC 47.42 MHZ System.
6. Unified Command should be used to manage communication assets in the field due to the number and variety of government and private sector organizations that may be involved.
7. Functional Needs Population - Most people who have limitations that interfere with the receipt of, and effective response to information are self-sufficient, but need alternate communication methods. The individual is usually the best resource for determining the method for effective communication. This group is a large and diverse population of those who have difficulties hearing, seeing, speaking, or understanding. They may not be able to hear verbal announcements, see directional signage to assistance services, or understand how to get food, water and other assistance because of a hearing, understanding, cognitive or intellectual limitations. This population includes, but is not limited to, persons who:
   1. Are ethnically and culturally diverse;
   2. Have limitations or are unable to read or understand English;
   3. Have reduced or no ability to speak;
   4. Have reduced or no ability to hear; and,
   5. Have limitations in learning and understanding.

In general, all ESFs may require technical assistance and/or guidance for meeting the needs of individuals with these challenges in a timely manner. However, close collaboration and the development of unique strategies will occur with ESF# 15, Public Information.

## Organization

1. **Organizational Chart (Command & Control):** ESF #2 shall function under the direction and control of the SEOC Logistics Chief (See Organizational Chart in SEOP Base Plan. Chapter IV.4.d).
2. **Operational Facilities/Sites**

ESF #2 may have to participate on several emergency teams and/or co-locate at several emergency facilities simultaneously (in-state or in another state through mutual aid). A listing of the teams and facilities through which ESF #2 may have to function follows:

* 1. **Evacuation, Staging, Reception, Sheltering Areas –** In coordination with other ESFs and local entities, identify and maintain communications and notification capabilities for evacuation, surge and/or re-location of populations and response personnel and equipment.

1. **Policies**
   1. **General:**

Actions initiated under ESF #2 are coordinated and conducted cooperatively with State and local incident management officials and with private entities, in coordination with the State Emergency Operations Center (SEOC). Each supporting agency is responsible for managing its respective assets and resources after receiving direction from the ESF #2 Lead Agency.

# Phased Activities

## Prevention/Preparedness Activities

1. Plans are developed for the activation of ESF #2. Develop preliminary staffing rosters in case of the activation of the SEOC or a request to ESF #2.
2. Staffing, contact numbers, etc. by all agencies involved in ESF #2 are maintained and reviewed/updated on a periodic basis.
3. Periodic updates and planning information relative to ESF #2 are shared among all ESF agencies. Periodic meetings are held with all ESF #2 agencies.
4. Appropriate plans and strategies are developed in advance of an incident to assure effective and efficient response by ESF #2 agencies. Plans should include appropriate “work-arounds” and assure compatibility of and redundancy to the systems.
5. Conducting periodic testing and exercising of emergency communication and notification systems. The ESF #2 Appendix is maintained and reviewed with all ESF #2 agencies to assure clear understanding of responsibilities and requirements.
6. ESF #2 personnel should integrate NIMS principles in all planning.
7. The probability and time period of the response and/or recovery phases for the event are evaluated. Development of an “After-Action Report” for ESF #2 begins if an incident is anticipated.

## Response Activities

1. Assigning and scheduling sufficient personnel to cover an activation of the SEOC for an extended period of time. Providing updates and briefings for any new personnel reporting for ESF #2 duty.Maintaining and updating WebEOC for all ESF #2 agencies.
2. Assessing the situation, types, availability, and location of response resources, technical support, and required services. Determining priorities for protecting human safety and public welfare (impacted populations and response personnel).
3. Planning and preparing communications and alerting systems to support the deployment of response personnel, Preliminary Damage Assessment Team and/or Damage Assessment Teams.
4. Planning and preparing the communication and alerting systems needed to support the requests and directives resulting from a Governor declared State of Emergency and/or requests for a federal emergency/disaster declaration. Including the N.H. State Police notification and fan-out systems to response personnel on a 24-hour basis.
5. Gathering and generating information that will be needed for periodic briefings, situation reports or the development of incident action plans.

## Recovery Activities

* + - 1. Assigning and scheduling sufficient personnel to cover an activation of the LEOC for an extended period of time. Providing updates and briefings for any new personnel reporting for ESF #2 duty.
      2. Maintaining and updating WebEOC as appropriate for all ESF #2 agencies. Seeking information concerning projected date the SEOC will deactivate.

## Mitigation

1. Providing updates and briefings for any new personnel reporting for ESF #2 duty.
2. Evaluating the probability and time period of the mitigation and/or redevelopment phase for the event. Collaborating with other ESF agencies regarding mitigation and/or redevelopment activities that may need ESF #2 support.

# Roles & Responsibilities

## Activities Associated with Function:

ESF #2 Lead and Support Agencies activities include:

1. All ESF #2 lead and support agencies will provide available, trained personnel to serve as ESF #2 representatives in the SEOC, as capable.
2. Providing Subject Matter Experts (SME’s) as requested to support public notification and information and other emergency response activities.
3. Providing real-time assessment of communication capabilities and infrastructure including damages, outages, repairs, etc.
4. Assisting in revisions/updating of the ESF #2 and other appropriate and related response/mitigation plans.
5. Working with the Safety Officer to ensure the health and safety of response workers.

## Agency Specific

1. **Lead Agency:**
2. **Support Agencies**
3. **N.H Dept. of Transportation**

## Coordination with Other Emergency Support Functions

All ESFs will coordinate, as appropriate, with other ESFs by providing:

1. Notifying available resources, including meeting specialized transportation needs.
2. Providing availability of subject matter experts for specialized requirements.
3. Coordinating all communications and messaging to the public through the PIO/JIC.
4. Providing communications and alerting support for other ESF responders and to meet needs as requested and as capable.

## SEOP Hazard-Specific Incident Appendices with ESF #2 Responsibilities

* Terrorism
* Radiological Incident at Nuclear Power Plant
* Hazardous Materials
* Public Health Emergency

# Administration and Logistics

## Policies

1. All agency and ESF Plans provide for administrative and logistical support necessary to maintain a 24-hour, 7 day a week sustained operation.

## Notification and Reporting

1. **Notification**

# Development, Maintenance and Implementation of ESF/SEOP

## Responsibilities

Development, maintenance and implementation of this Appendix rests with the Lead Agency in consultation and collaboration with the Support Agencies.

## Corrective Actions

Following each activation, exercise, etc. in which this ESF has been activated, an After-Action Report should be conducted by the Lead Agency with the appropriate Support Agencies. A Corrective Action/Improvement Plan should be developed and incorporated into the ESF response activities when updated.

## Updating & Revision Procedures

The primary responsibility for the development and overall maintenance of the LEOP belongs to

# Attachments

## Plans

## Listings/Maps

Maintained by Lead and Support Agencies

## MOUs/LOAs