

## 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)
- N.H. Dept. of Transportation (DOT)
- N.H. Dept. of Safety, Marine Patrol (Marine Patrol)
- N.H. Dept. of Fish and Game (F&G)
- N.H. Dept. of Resources and Economic Development (DRED)
- U.S. Coast Guard (USCG)
- Amateur Radio Emergency Services (ARES)
- N.H. Telecommunications Emergency Response Task Force (TERT)
- N.H. Dept. of Information Technology (DoIT)
- Area/County Dispatch Centers
- N.H. Public Utilities Commission (PUC)
- National Oceanic and Atmospheric Agency(NOAA)/National Weather Service (NWS)
- N.H. Association of Broadcasters
- N.H. National Guard

## INTRODUCTION

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### A. 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).

### B. 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

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#### A. SITUATION

Local jurisdictions will coordinate communication and alerting 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.
2. **Nuclear Alert System (NAS)** - The utilities have established a microwave telephone network for use during an emergency. This network links the State Police Communications Center, the emergency management agencies, the near-site facilities, the plant's control room, and the Emergency Operations Facilities (EOFs) in the affected states. The system uses microwave channels (both owned and shared) linking Wescom SS-4 equipment. This self-powered, dedicated communications link serves as the primary notification mechanism. The system is also available for interstate administrative exchange of information. This NAS telephone equipment clearly identifies the telephones connected by this microwave system. An NAS back-up system utilizing 800 Mhz conventional radio is in place if the primary circuit should fail.

3. **Emergency Management Radio Network** - HSEM maintains a radio network which links each local EOC to the SEOC and their respective IFOs, if activated. In addition, the system allows local EOCs to communicate with each other within the respective EPZs. This non-secure network utilizes a system of repeaters, which are located near each EPZ. Each repeater has back-up electrical power and is controlled by dedicated microwave channels and/or UHF linking channels.
4. **Integrated Public Alert and Warning System (IPAWS)** – is a federal system that modernizes alert and notification. This system is designed to integrate EAS, NAWAS, Commercial Mobile Alert System (CMAS), and NOAA Weather Radio All Hazards.
5. **State Police Radio Network** - The NH State Police radio network uses public safety frequency spectrums and remotely controlled mountain-top repeaters/transmitters to maintain a communications link with selected state agencies, the Governor, and state police organizations of other states. This system is used as a non-secure communications link with secure capabilities. A P25 VHF high-band frequency spectrum is used to communicate with NH State Troopers, municipalities and other state agencies.
6. **Police Portable Radio** - These radios are used by State Police, local police departments and selected state agencies. Portable radios, owned by local police organizations, contain State Police high-band frequencies along with channels used by the local dispatch center.
7. **State Police Mobile Radio** - These are vehicular-mounted versions of State Police portable radios.
8. **National Warning and Alert System (NAWAS)** - The National Warning System, or NAWAS, is a dedicated nationwide early warning system established by the U.S. Department of Defense. It is used to broadcast information to each of the 50 states, U.S. territories and possessions, and selected military and governmental locations. NAWAS, which uses landlines as well as microwave channels, has back-up electrical power. It enters New Hampshire through HSEM and the State Police Communications Center. In NH, a state network, which is separate from the national circuit, connects with 18 state warning points as well as with SWNHDFMA and RCDC.
9. **National Oceanic and Atmospheric Administration, National Weather Service (NOAA/NWS Weather Radio)** - A network of radio stations that broadcast continuous weather information directly from nearby weather forecast offices of the National Weather Services.
10. **The Emergency Alert System (EAS)** - The EAS is designed to provide a timely and reliable means of notifying the public and disseminating information on emergency public information broadcast outlets (AM or FM) should an emergency occur. In addition to the “live message” capability of the system, emergency messages have been pre-developed and recorded. This capability allows the EAS to be promptly activated.
11. **The Emergency Notification System (ENS)** - The Emergency Notification System (ENS) operated by the Division of Emergency Services and Communications (DESC) is a web-based application that enables staff to deliver a message to a targeted group of people in the state through several different methods and protocols. The first method on the ECN CityWatch platform and is based on targeting a group of people based on a fixed location. Whether it is utilizing the nearly 1 million land-line

telephones in the 9-1-1 Database or leveraging data entered by the public on the ENS Self-Registration page, the system can send an alert out via voice, email or text message (SMS) to anyone who lives or registered in a targeted area. The email and SMS messages are delivered immediately, while the voice messages are delivered via 138 phone lines operated by the DESC. The second method is on the ECN CodeRED platform and is based on targeting people based on their currently location. When a mobile-targeted message is generated it is delivered to two ways. First, anyone who had downloaded the CodeRED Mobile Alert Application on their phone will receive this message immediately. Those messages may also contain photos and links to webpages. Secondly, a 90 character text-only message is transmitted via the Integrated Public Alert and Warning System (IPAWS). The IPAWS system is managed by FEMA and can only be used for imminent threats to the loss of property or life. While limited in use, since this system is integrated directly with all of the mobile carriers, an emergency message is able to reach every smartphone in a targeted area. The final method, also using the CityWatch platform, is to deliver a message to a pre-determined contact list. Using this functionality, a user may distribute a voice message, email or SMS to a list of people for a variety of purposes such as requesting extra staff or alerting key officials about an impending activation.

- 12. Commercial Telephone** - This is the standard commercial telephone equipment offered to the public. It will be used for many of the communications requirements during an emergency. The commercial telephone system is the primary communications link and the radio system serves as back-up.
- 13. Amateur Radio** - The Radio Amateur Civil Emergency Service (RACES) and Amateur Radio Emergency Service (ARES) are viable ancillary communications networks between local and State organizations. During an emergency, a pool of RACES and ARES volunteers may be utilized by the HSEM, Risk or Host communities. They utilize privately-owned amateur radio equipment to provide state-wide and nationwide back up communications. HSEM has amateur radio equipment located at the SEOC to implement this network, as needed.
- 14. FEMA National Radio System (FNARS)** - This is a dedicated, high-frequency radio network linking FEMA Regional Offices and each of the states' emergency management organizations. FNARS provides a multitude of capabilities between these organizations.
- 15. Local Dispatch Radio Network** - This is a network used by emergency personnel to communicate with the local dispatch center. It uses separate frequencies for police and fire communications. This network may also dispatch other municipal services such as highway departments and ambulance services.
- 16. Telephone Facsimile System (FAX)** - This system consists of a number of high-speed facsimile machines located in key places. In general, it permits the transmission and reception of hard copy data.
- 17. Other** - Various state and local radio and telephone-based systems, including Reverse 911 and Code Red systems.

## **B. 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

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#### A. 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:
  - a. Communications required specifically for military and other federal personnel.
  - b. 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:
  - a. Are ethnically and culturally diverse;
  - b. Have limitations or are unable to read or understand English;
  - c. Have reduced or no ability to speak;
  - d. Have reduced or no ability to hear; and,
  - e. 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.

## B. 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:

  - a. **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.
  - b. **Agencies' Emergency Operations Centers** - In addition to receiving ESF #2 missions, agencies may receive additional missions serving in a lead or support role to other emergency support functions. Agencies may use a "central" Emergency Operations Center concept to manage the different roles and accomplish all mission assignments. The "central" Emergency Operation Center is a "clearinghouse" that is used by the agencies to "track" assigned missions, resources committed, resources available, needed support for resources committed, needed contracts and contractors, and many other matters necessary for an effective emergency operation. In addition, some agencies may develop an "inter-agency" emergency operation center that is below the "central" emergency operation center or clearinghouse.
  - c. **State Emergency Operations Center Mission Tasking** - The ESF #2 representative will assign request for assistance to the agency or agencies



that have the most appropriate resources and expertise to accomplish the task. No agency should be tasked more than another to ensure a balance in "mission" tasking and to maximize the use of all available resources. Mission Tasks will be posted to WebEOC.

- d. **Field Operations** – ESF #2 may serve in Field Operations (i.e., Mobile Command Vehicles, the Forward State Emergency Response Team, Impact Assessment Teams: Rapid Response Team, Preliminary Damage Assessment Team, Disaster Field Office operations, Recovery Center operations, intrastate and/or interstate mutual aid assistance). Since activation of these activities usually occurs early in an event, its activation sequence should be prepared for in the first hours of an event.
- e. **Specialized and Mutual Aid Teams** – Specialized local, Federal and Mutual Aid teams can be brought in as resources if the proper channels for requesting assistance are followed. Proper declarations would be required and requests should be made on an executive level to mobilize, as appropriate. It will be up to the Local Incident Commander, in consultation with the ESF #2 representative in the SEOC to make the determination when and to what extent to utilize volunteer organizations in activities.
- f. **Federal Resources** - When ESF #2 foresees or has a need for resources not otherwise available, action will be taken to secure such resources through the *National Response Framework* (NRF) or some other federal source. Normally, an action to secure a resource from a federal source would be coordinated with/through the State Coordinating Officer and/or the Federal Coordinating Officer. However, if an ESF agency has no recourse through the Federal Emergency Management Agency, that ESF #2 may coordinate directly with the federal agency that can provide the needed federal resource.
- g. **Contracts and Contractors** - Resources that are available through ESF #2 may, at times, best be obtained through a contractor. Agency(ies) contracts may be utilized or access to State of NH or private sector contracts may be made through coordination with ESF #7- Resource Support.
- h. **Mitigation and/or Redevelopment** - ESF #2 does not have budgetary authority or funds for mitigation or redevelopment needs that result from an emergency or disaster. Therefore, ESF #2 can only provide (as in-kind or matching) professional, technical, and administrative personnel and their use of related equipment for mitigation and redevelopment efforts that may follow an event. Such in-kind or matching resources can be used to support the review, investigation, contracting, and other professional, technical, and administrative tasks generally required for mitigation and/or redevelopment activities.

### 3. Policies

- a. **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

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### A. 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. (Note: Refer to Radiological Incidents at Nuclear Power Plants for schedule of testing/exercising for radiological emergencies.)
6. The ESF #2 Appendix is maintained and reviewed with all ESF #2 agencies to assure clear understanding of responsibilities and requirements.
7. Periodic communication is made with other ESF Lead Agencies to ascertain the need for ESF #2 support before, during and after an emergency.
8. After-Action Reports and comments from previous incidents are reviewed to develop and implement remedial strategies, as appropriate.
9. ESF #2 representatives receive training in WebEOC.
10. Notification scripts are developed in consultation with the Public Information Officer (PIO).
11. Appropriate records are developed and maintained for time worked and costs incurred by ESF #2.
12. Communication and coordination with ESF #7 is established to prepare for potential resource/asset needs in time of an emergency.
13. ESF #2 agencies are prepared to support the Emergency Management Assistance Compact (EMAC) and International Emergency Management Assistance Compact (IEMAC) including training of ESF on EMAC/IEMAC responsibilities, and pre-identification of assets, needs and resources that may be allocated to support other states/provinces.
14. Annually review the Department of Homeland Security Core Capabilities and integrate tasks as appropriate.
15. ESF #2 personnel should integrate NIMS principles in all planning.
16. 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.

### B. 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.
6. Continuing to consult with other ESFs to determine communications and alerting needs. Carrying out activities needed from ESF #2 during response phase.
7. Continuing to track and assess capabilities of communication and alerting infrastructure, taking appropriate steps as necessary to assure continuity of operations.
8. Planning for and establishing relief resources to replace or rotate with committed resources for extended operations.
9. Continuing to monitor and respond to requests from mission-tasking.
10. Assuring WebEOC is kept updated.
11. Evaluating probability and time period of the recovery phase for the event. If recovery phase is probable, start pre-planning for recovery actions.
12. Continuing development of an “After-Action Report” for ESF #2.

### **C. RECOVERY 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.
2. Maintaining and updating WebEOC as appropriate for all ESF #2 agencies. Seeking information concerning projected date the SEOC will deactivate.
3. Evaluating and tasking ESF #2 support requests for impacted areas. Continuing to coordinate activities and requests with partner ESFs.
4. Coordinating appropriate records of work schedules and costs incurred by ESF #2 agencies during the event.
5. Preparing for the arrival of and coordinate with FEMA ESF #2 personnel.
6. Continuing to provide communications and alerting activities requested by Logistics or Operations Chief.
7. Beginning assessments of damage and capabilities of communications infrastructure caused by incident and make report to appropriate bureau/agency as well as included in an After-Action Report.
8. Generating information to be included in SEOC briefings, situation reports, and/or action plans.
9. Identifying and tracking any lost or damaged equipment and record any personnel injuries or equipment accidents.
10. If mitigation and/or redevelopment phase is probable, start pre-planning actions with agency, State, and/or federal officials. Implement and monitor “After-Action Report” for ESF #2.

### **D. 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. Beginning to plan for and provide support for mitigation and/or redevelopment activities that may begin before SEOC deactivation and continue for several months.

3. Supporting requests and directives resulting for the Governor and/or FEMA concerning mitigation and/or redevelopment activities. Probable requests and directives include establishment of review and study teams, support of local government contracting for mitigation and/or redevelopment needs, and other similar professional, technical, and administrative activities.
4. Generating information to be included in SEOC briefings, situation reports, and/or action reports.
5. Implementing and monitoring the “After-Action Report” for ESF #2.

## ROLES & RESPONSIBILITIES

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### A. 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. Maintaining and updating WebEOC as needed.
2. All personnel have access to their agency’s available and obtainable resources. The committed and uncommitted status of such resources is continuously tracked during an activation of the SEOC. All personnel have access to appropriate records and data that may be needed for an ESF #2 response (i.e., mutual aid compacts, facilities listings, maps, etc.).
3. Participating in the evaluation and mission assignment of ESF #2 resource requests submitted to the SEOC including resources that are available through mutual-aid agreements, compacts, and/or FEMA.
4. Assuring communication and notification process for evacuation of impacted area.
5. Supporting the development of situation reports and action plans for ESF #2 during activation of the SEOC.
6. Providing Subject Matter Experts (SME’s) as requested to support public notification and information and other emergency response activities.
7. Providing real-time assessment of communication capabilities and infrastructure including damages, outages, repairs, etc.
8. Assisting in revisions/updates of the ESF #2 and other appropriate and related response/mitigation plans.
9. Working with the Safety Officer to ensure the health and safety of response workers.

### B. AGENCY SPECIFIC

#### 1. Lead Agency: Bureau of Emergency Communications

- a. ESF #2 administration, management, planning, training, preparedness, response, recovery, and mitigation/redevelopment activities. Assuring worker safety. Maintain current points of contact for all ESF #2 agencies.
- b. Assigning personnel to the ESF #2 duty schedule at the SEOC. Providing staff and resources necessary to conduct impact assessment of the impacted area. Assuring all assigned ESF #2 personnel are sufficiently trained and capable of meeting ESF #2 responsibilities.
- c. Developing operating procedures to implement the Communications and Alerting Emergency Prevention/Preparedness/Response/Recovery/Mitigation functions.
- d. Maintaining position log and mission-tasking in WebEOC.
- e. Providing all agency communications and alerting resources available from within agency for ESF #2 requirements.
- f. Coordinating with appropriate ESFs and support agencies on ESF #2 requirements.
- g. Assuring ESF #2 trains, exercises and drills communication and notification activities on periodic basis.

- h. Providing mobile communications and alerting assets.
  - i. Keeping ESF #2 agencies updated upon all new guidelines and strategies developed or released for communications and alerting.
  - j. Responsible for the forwarding and coordinating of inquiries and information received from the public to the Public Information Officer (PIO).
  - k. Maintaining State Public Safety Answering Point (PSAP), tracking and analyzing calls for situational awareness of emergency. Maintaining statistical data regarding call volume. Assuring provision of Alternate State Warning Point.
  - l. Providing Emergency Notification System (ENS) warning system or equivalent.
  - m. Providing language line interpreter service, TDD and other devices and services for emergency communication and alerting response to the public.
- Special Note:** HSEM will support ESF #2 by providing primary communications assistance/capabilities within SEOC and mobile communication assets.

**2. Support Agencies**

**a. N.H. State Police**

- i. Assigning personnel to support ESF #2 activities.
- ii. Working with other ESF #2 agencies, maintain current evacuation and surge routing to assist with routing and notification of EPZ communities.
- iii. Functioning as Primary State Warning Point.
- iv. Providing a central communications link by which the utilities notify the State/key personnel of an emergency at nuclear power plants.
- v. Maintaining database of all agency-owned communications and notification assets.
- vi. Providing central communications link for dam operators/owners to notify State of emergency or potential emergency situation.
- vii. Providing back-up communications support as needed.
- viii. Coordinating law enforcement notification and information for traffic control, public safety and security.
- ix. Providing information on and support for acquiring communication and notification resources for evacuation, surge and re-entry activities.

**b. N.H Dept. of Transportation**

- i. Assigning personnel to support ESF #2 activities.
- ii. Maintaining a database of all agency-owned communications and notification assets.
- iii. Assessing and reporting damage to agency and other State communication and notification infrastructure. Assist with repair and restoration.
- iv. Assisting in maintenance (or development) of roads, pathways, etc. to reach remote antennae and other communication infrastructure impacted by incident.
- v. Providing emergency signage and other assets for notification purposes.
- vi. Assisting with notification to the public of evacuation and re-entry information.

**c. N.H. Dept. of Safety, State Patrol**

- i. Assigning personnel to support ESF #2 activities.
- ii. Assisting in provision of communications and alerting activities on State's waterway system, as appropriate. This includes information on evacuation and re-entry.
- iii. Maintaining a database of all agency-owned communications and notification assets.
- iv. Providing assistance in repair and restoration of assets for ESF #2 emergency response requirements.

- v. Maintaining database of all agency-owned communications and notification assets.
- d. **N.H. National Guard**
  - i. Setting security and safety zones as deemed necessary and make appropriate notifications.
  - ii. Assisting in provision of communications and alerting during evacuations and re-entries.
  - iii. Providing SMEs and technical support as requested.
- e. **N.H. Dept. of Fish and Game**
  - i. Assigning personnel to support ESF #2 activities.
  - ii. Assisting in provision of communications and alerting activities on State's waterways and within forests and wildlands. Includes information on evacuation and re-entry.
  - iii. Providing assistance in repair and restoration of assets for ESF #2 emergency response requirements.
  - iv. Maintaining database of all agency-owned communications and notification assets.
- f. **N.H. Dept. of Resources and Economic Development**
  - i. Assigning personnel to support ESF #2 activities.
  - ii. Conducting maintenance on agency-owned communication infrastructure.
  - iii. Providing communication and alerting support via radio repeater network.
  - iv. Assisting in maintenance and development of routes required to maintain, repair communications infrastructure.
  - v. Maintaining database/inventory on all agency-owned communication and alerting notification.
  - vi. Coordinating communications between State Police, DRED and local fire departments during wildland fires and fires in state reservations and parks.
  - vii. Providing evacuation and re-entry communications and alerting in state owned parks.
  - viii. Providing assistance in repair and restoration of assets for ESF #2 emergency response requirements.
  - ix. Providing SMEs and technical support to all ESF #2 activities.
- g. **U.S. Coast Guard**
  - i. Providing communication and alerting on navigable rivers and federal waterways and all vessel traffic upon them.
  - ii. Setting security and safety zones as deemed necessary and make appropriate notifications.
  - iii. Assisting in provision of communications and alerting during evacuations and re-entries.
  - iv. During flood operations, providing communication and notifying assistance needed, including provision of marine vessels, aircraft and environmental threat resources.
  - v. Providing SMEs and technical support as requested.
  - vi. Maintaining close communication with ESF #2 Lead Agency during emergency preparedness, response and recovery operations to ascertain level and type of support needed and to gain situational awareness.

- h. **Amateur Radio Emergency Services (ARES)**
  - i. Providing emergency amateur radio services, personnel and equipment as requested.
  - ii. Setting-up and operating organized communication network for governmental and emergency officials, as well as non-commercial communication for residents and visitors affected by disasters.
  - iii. Providing trained personnel to function in communications room in SEOC during an incident.
  - iv. Providing communications and alerting services when regular lines have been damaged or compromised, especially during power-outages and destruction of communications and alerting infrastructure.
  - v. Assisting in coordination of communications if radio frequencies among responders are not aligned.
  - vi. Providing communications to/from multiple response/emergency facilities (shelters, reception centers, etc.)
  - vii. Providing redundancy for emergency communications.
  - viii. Providing SMEs and technical expertise for ESF #2 activities.
  - ix. Maintaining database/inventory of all available resources, including up to date contact information.
  
- i. **N.H. Telecommunication Emergency Response Team (TERT)**
  - i. Establishing selected trained personnel to assist in ESF #2 activities and response.
  - ii. Providing assistance to PSAP and personnel and equipment into the field and at command posts.
  - iii. Providing communications, when requested, from and to multiple sites activated or staffed in emergency situations.
  - iv. Providing personnel to assist with communications at the SEOC.
  - v. Maintaining database/inventory of all available resources, including up to date contact information.
  - vi. Providing SMEs and technical expertise for ESF #2 activities.
  - vii. Assisting in provision of redundancy for communications and alerting activities.
  
- j. **N.H. Dept. of Information Technology (in cooperation with DESC IT Management)**
  - i. Identifying trained individuals and SMEs that can support activities of ESF #2 during an emergency situation.
  - ii. Assisting in providing information on State-owned inventory and resources available to support ESF communications and notification responsibilities.
  - iii. Providing information on and capabilities to State wide communication system for cyber security.
  
- k. **Area/Regional/County Dispatch Centers**
  - i. Providing communications and notifications to area mutual aid partners during an emergency situation.
  - ii. Providing a redundant notification system for statewide communications.
  - iii. Providing communication links between State communications, fire district mutual aid partners and local officials in impacted area, including Plume EPZ (in radiological emergency at nuclear power plant).
  - iv. Providing personnel, SMEs and resources, as capable.
  - v. Activating siren systems upon request of HSEM.
  - vi. Providing situational awareness through direct communication and entries on WebEOC.

**I. N.H. Public Utilities Commission**

- i. Assisting in alerting all incumbent telephone, cell phone providers of potential or occurring emergency situation that may impact their facilities and/or equipment.
- ii. Coordinating information to/from utilities (energy and communications) regarding impact (or potential impact) including:
  - 1. Coverage area affected.
  - 2. Facilities or infrastructure affected.
  - 3. Major communications center impacted.
  - 4. Points of contact.
  - 5. System status and restoration projections.
- iii. Functioning as liaison between State and telecommunications utilities, cable companies and the Federal Communications Commission.

**m. National Weather Service**

- i. The NWS offices in Gray, Me. covers NOAA services for all of New Hampshire.
- ii. Providing continuous situational awareness of weather conditions and weather-related hazards and emergencies.
- iii. Operating the National Weather Radio (NWR), a nationwide network of radio stations broadcasting continuous weather information directly from the nearest NWS office. The NWR broadcasts official Weather Service warnings, watches, and forecasts.
- iv. Broadcasting of warnings and post-event information for all types of hazards including natural, environmental and public safety. NWR requires special radio receiver or scanner capable of picking up the signal. HSEM maintains such a receiver. Broadcasts are found in the VHF public service band at the following seven frequencies (MHz):

<b>Call Sign</b>	<b>Site Name</b>	<b>Location</b>	<b>Frequency</b>	<b>Power</b>
WNG544	Clarksville	Ben Young Hill	162.4	300W
WNG546	Hanover	Moose Mtn.	162.525	300W
WNG545	Holderness	Mt. Prospect	162.55	300W
KZZ41	Mt. Washington	Mt. Washington	162.5	300W
WNG575	Pack Monadnock	Peterborough	162.525	300W
WXJ40	Concord	Plausawa Hill	162.4	330W
KZZ40	Deerfield	Saddleback Mtn.	162.45	300W

**n. New Hampshire Association of Broadcasters**

- i. Providing dissemination of emergency information to the public.
- ii. NH Association of Broadcasters represents over 98% of NH's over-the-air radio and television stations.

**C. 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. Notifying the availability of resources including mobile, storage, collection and staging assets.
- 5. Providing communications and alerting support for other ESF responders and to meet needs as requested and as capable.



## **D. SEOP HAZARD-SPECIFIC INCIDENT APPENDICES WITH ESF #2 RESPONSIBILITIES**

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

## **FEDERAL RESPONSE INTERFACE/STATE & INTERNATIONAL MUTUAL AID**

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When communication and alerting requests exceed the capability of the State, with the approval of the Governor, the ESF #2 Lead Agency will coordinate activities with the lead Federal agency for ESF #2 under the provisions of the *National Response Framework (NRF)*. State and International Mutual Aid agreements (EMAC/IEMAG, etc.) may also be activated as the situation warrants.

## **ADMINISTRATION AND LOGISTICS**

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### **A. 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.
2. Administrative and logistical support of operational field elements is the responsibility of each participating agency.
3. Provision is made by each participating agency to record all resources used in support of the emergency operation and provide such information to the Finance and Administration Section for consolidation and recording.
4. Participating agencies will be notified when threshold levels are reached for implementation of any federal assistance programs or requests from mutual aid compacts.

### **B. NOTIFICATION AND REPORTING**

#### **1. Notification**

- a. The N.H. State Police, a municipality or State Agency will notify HSEM that an incident has occurred, or has the potential to occur, that threatens or impacts an area of New Hampshire. HSEM will gather information for on-going situational awareness and notify ESFs, as appropriate.
- b. HSEM personnel will make the decision to activate the SEOC and determine level of activation.
- c. If SEOC activation is determined to be necessary, the HSEM Agency Liaison will notify the ESF Lead Agency of the activation and request designated personnel to report to the SEOC or to remain on stand-by.
- d. The Lead Agency will then notify the appropriate ESF Support Agencies and determine coverage/duty roster for the ESF desk in the SEOC. WebEOC software will be utilized to provide continuous situational awareness.
- e. All ESF agencies will make appropriate notifications to their appropriate regions, districts or local offices.
- f. The above notification process will be utilized for all phases of activation and activities in which the ESF will be involved.

#### **2. Event Reporting**

- a. Event and position logs should be maintained by each ESF agency in sufficient detail to provide historical data on activities taken during the event.
- b. Agencies are also expected to keep their Lead Agency updated upon all activities and actions.
- c. The Lead Agency will be responsible for making periodic reports to their Sections on activities taken by the ESF, in total, during the event and assure they are properly documented.
- d. All financial reporting will be done through the ESF Lead Agency on behalf of their support agencies. All financial management documents must comply with standard accounting procedures and applicable agency, State and Federal guidelines, rules, standards and laws.

**3. Agreements/MOUs, etc.**

Lead and Support Agencies will maintain up-to-date agreements and Memorandums of Understanding, Letters of Agreement (MOU/LOA) with various other agencies, regions, states or countries, as appropriate. Each agency is responsible for keeping these documents updated and with appropriate points of contact. Support Agencies should keep the Lead Agency informed of any such agreements that may impact resources or capabilities during an emergency incident. The State of New Hampshire also maintains agreements and mutual aid compacts. These may be activated as the situation warrants.

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**DEVELOPMENT, MAINTENANCE AND IMPLEMENTATION OF ESF/SEOP**

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**A. RESPONSIBILITIES**

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

**B. 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.

**C. UPDATING & REVISION PROCEDURES**

The primary responsibility for the development and overall maintenance of the SEOP belongs to HSEM. Assistance and input will be sought from all ESFs.

Updating and maintenance of this ESF Appendix rests with the Lead Agency. Coordination, input and assistance should be sought from all the agencies involved in the ESF activities. An annual review of the Appendix should be conducted with information provided to HSEM for incorporation into the next SEOP scheduled update. This does not preclude the incorporation of any changes immediately into the ESF Appendix. If information collected is of serious enough nature to require immediate revision, HSEM will produce such a revision of the SEOP ahead of schedule.

**ATTACHMENTS**

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**A. PLANS**

1. U.S. Department of Homeland Security/Federal Emergency Management Agency 2008, Emergency Communications Plan – State of New Hampshire.
2. Notification Plan – Radiological Incidents at Nuclear Power Plants.
3. NH State Communications Plan.
4. Lead and Support Agency Plans & Procedures

**B. LISTINGS/MAPS**

Maintained by Lead and Support Agencies

**C. MOUs/LOAs**

1. NH-ARES
  2. TERT
- Maintained by Lead and Support Agencies

**D. NATIONAL RESPONSE FRAMEWORK – ESF #2 COMMUNICATION AND ALERTING**

**RECORD OF UPDATE**

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Date	Title and Agency of ESF Lead Approving Update