

B. APPENDIX II: EMERGENCY SUPPORT FUNCTION 2 - COMMUNICATIONS

PRIMARY AGENCY: Department of Management Services,
State Technology Office

SUPPORT AGENCIES: Department of Agriculture and Consumer Services, Department of Law Enforcement, Department of Community Affairs, Department of Military Affairs, Public Service Commission, Florida Civil Air Patrol, Amateur Radio Emergency Services

I. INTRODUCTION

The Purpose of this Appendix is to provide the State's provisions for communications support before, during, and after an emergency/disaster situation. Emergency Support Function 2 will coordinate communications assets (both equipment and services) that may be available from a variety of sources (i.e., State agencies, voluntary groups, county agencies, the telecommunications industry, federal government agencies, and the United States Military) before or after the activation of the State Emergency Operations Center.

II. CONCEPT OF OPERATIONS**A. GENERAL**

Under the leadership of the State Technology Office, representatives from each of the support and voluntary agencies will staff the State Emergency Operations Center. The role of the primary agency will be to focus coordination and ensure the management of combined agency efforts. The State Technology Office will respond directly to the Operations Support Section Chief who reports to the State Emergency Response Team Chief.

B. ORGANIZATION

The State Technology Office provides the leadership and management of the Emergency Support Function with those identified supporting agencies providing an equal, but subordinate role for supporting Emergency Support Function 2 operations.

C. NOTIFICATION

The State Warning Point will notify the Emergency Coordination Officer of the Department of Management Services (the primary agency) when an area of Florida is threatened or has been impacted by an emergency or disaster event. This person, through the State Technology Office, will provide further notification to supporting agencies, as required, through commercial telephone or other means described in established Emergency Support Function operating procedures.

D. ACTIONS

1. Preparedness
 - a. Identify communications facilities, equipment, and personnel located in, and outside, the affected area that could be made available to support response and recovery efforts.
 - b. Begin accessing needs to pre-stage communications assets for rapid deployment into the affected area.
2. Response
 - a. Identify the actual and planned actions of commercial telecommunications companies to restore services..
 - b. Determine what assets are available and nearest to the affected area(s) by each Emergency Support Function 2 support agency and the time frame in deploying those assets.
 - c. Coordinate the acquisition and deployment of communications equipment, personnel, and resources to establish temporary communications capabilities within the affected area.
 - d. Accumulate damage information obtained from assessment teams, the telecommunications industry, the local county emergency operations center, and other city/county/State agencies and report that information through Emergency Support Function 5.
 - e. Deploy the Division of Emergency Management's Mobile Emergency Communications Centers to coordinate with local and county emergency response agencies in the affected area.
 - f. Assess the need for and obtain telecommunications industry support as required.
 - g. Prioritize the deployment of services based on available resources and critical needs.
 - h. Coordinate communications support to all governmental, quasi-governmental and volunteer agencies as required.
3. Recovery
 - a. Assemble a listing of all State communications assets available to support a recovery mission. Other volunteer and local agencies with communications assets may be requested to contribute assets to the response effort. Industrial resources

may also be considered for availability and effectiveness. Furthermore, availability, operational condition, and duration of need must be considered. The logistical requirements necessary to obtain critically needed equipment will also be evaluated.

- b. Prepare and process reports using established procedures, focusing specific attention to the production of after-action reports.
- c. Evaluate and task the transportation support requests for impacted areas.
- d. Generate in a timely manner, information to be included in State Emergency Operations Center briefings, situation reports, and/or action plans.
- e. Plan and prepare the notification systems to support the establishment of staging areas, distribution sites, a Disaster Field Office, Recovery Centers, Joint Information Centers, the deployment of strike teams, mutual aid teams, and other local, State, and federal recovery facilities and emergency workers in the impacted area.
- f. Assign and schedule sufficient personnel to cover an activation of the State Emergency Operations Center for an extended period of time.
- g. Maintain appropriate records of work schedules and costs incurred by Emergency Support Function 2 agencies during an event.
- h. Seek information concerning the projected date the State Emergency Operations Center will deactivate

4. Mitigation

This Emergency Support Function provides feedback to the State Technology Office and all supporting State agencies and voluntary organizations concerning activities and issues that need to be addressed. The State Technology Office is the primary agency responsible for the State implementation plan for communications services as mandated in Chapter 282.1021, Florida Statutes.

E. DIRECTION AND CONTROL

1. The Director of the State Technology Office who is within the Department of Management Services provides direction and control for Emergency Support Function 2. The Director or his/her Bureau

Chiefs and supervisors will manage and control the operation of this Emergency Support Function to include mission assignment, mutual aid, Forward State Emergency Response Team, contracts for goods and services, radiological emergencies, and recovery and mitigation activities (Recovery Center and Disaster Field Office operations).

2. Rapid Impact Assessment Team: Rapid Impact Assessment Team members from the State Technology Office keep in contact with the Emergency Support Function 2 staff within the State Emergency Operations Center usually by cellular telephone but fall under the direct supervision and control of the Rapid Impact Assessment Team Chief.
3. Field Operations: Agencies of Emergency Support Function 2 may serve the State Emergency Response Team in Field Operations (i.e., 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, etc.).

III. RESPONSIBILITIES

A. PRIMARY AGENCY – DEPARTMENT OF MANAGEMENT SERVICES

The Department of Management Services, through the State Technology Office, serves as the primary agency for Emergency Support Function 2 and as such, will coordinate all activities (i.e., administration, planning, training, preparedness, response, recovery, mitigation, etc.). The Office will also coordinate and manage Emergency Support Function 2 activities with the other components of the State Emergency Response Team.

B. SUPPORT AGENCIES

1. Department of Community Affairs - Through the State Warning Point (Division of Emergency Management), provides 24-hour continuous contact with local, State, and federal agencies and nuclear power plants. The State Warning Point also issues disaster warnings.
2. Florida Public Service Commission - Will coordinate matters pertaining to statewide emergency utilities by identifying and monitoring utility services.
3. Department of Military Affairs - Will provide support as indicated in the *Florida National Guard Emergency Communications Plan* (draft).
4. Department of Agriculture and Consumer Services - Through the Division of Forestry, will maintain a statewide VHF high band radio

system configured as base/mobile simplex on a district basis. This system would provide critical communications from a disaster area.

5. Florida Department of Law Enforcement – Responsibilities include:
 - a) Screen all law enforcement requests for 800 MHz portable radios and submit the requests to Emergency Support Function 2.

- b) Maintain systems and the capability for emergency communications that include:
 - i. 15 watt UHF repeater systems and portable units;
 - ii. Command vehicles for Command Posts or net control/dispatch points, and;
 - iii. HF-SSB radios, with stations in Miami, Tampa, Orlando, Jacksonville, and Tallahassee.

6. Florida Wing of the Civil Air Patrol - Responsibilities include:
 - a. Will provide assistance with search and rescue, emergency transport, and aerial damage assessment.
 - b. Will provide communications assistance through the Forward Command Team.

7. Amateur Radio Emergency Services - Responsibilities include:

Will provide public communications during emergencies and disasters.

IV. FINANCIAL MANAGEMENT

All requests for communication services must originate through the State Emergency Operations Center's "TRACKER" system. Once entered into Tracker and tasked, Emergency Support Function 2 will initiate action. The State Emergency Operations Center's Tracker System will be used to provide a record of all payment to vendors.

V. REFERENCES AND AUTHORITIES

All references and authorities are available in the Department of Management Services, State Technology Office' Emergency Support Function 2 Library.

- A. Presidential Executive Order 12472, April 3, 1984.

- B. NCS Manual 3-1-1, July 9, 1990, Telecommunications Service Priority, system for National Security Emergency Preparedness, Service User Manual.
- C. Telecommunications Electric Service Priority Restoration Initiative, United States Department of Energy, February 1993.
- D. Division of Emergency Management, State Warning Point Communications Operator Standard Operating Procedure, Chapter 252.38, Florida Statutes, Emergency Management.
- E. Powers of Political Subdivisions, Chapter 252.36, Florida Statutes, Emergency Management Powers of the Governor.
- F. Civil Air Patrol Operating Plan 1000, Civil Air Patrol Support of the Department of Defense and Civil Authorities During a National Emergency or Major Disaster Operation.
- G. Training Circular 24-24, Headquarters, Department of the Army, Signal Data References: Communications Electronics Equipment.
- H. Chapter 252.55, Florida Statutes, Civil Air Patrol, Florida Wing; Appropriations Procurement Authority; Wing Commander bond.
- I. Chapter 252.35, Florida Statutes, Emergency Management Powers; Division of Emergency Management.
- J. Chapter 252.34, Florida Statutes, Definitions.
- K. Chapter 252.60, Florida Statutes, Radiological Emergency Preparedness.
- L. Chapter 252.83, Florida Statutes, Powers and Duties of the Department.