

EMERGENCY SUPPORT FUNCTION #2 COMMUNICATIONS & INFORMATION TECHNOLOGY ANNEX

ESF LEAD

Eagle County 800MHz
Information and Technology Departments
Vail Public Safety Communications Center

SUPPORT AGENCIES

Eagle County Emergency Management
Eagle County Public Information Officers
Group
Pitkin County Regional Emergency Dispatch
Center

INTRODUCTION

PURPOSE

Emergency Support Function (“ESF”) #2 – Communications ensures the provision of communications support to federal, state, local and private-sector response efforts during an emergency incident.

SCOPE

ESF #2 coordinates actions to provide the required telecommunications, and the restoration of the telecommunications infrastructure. ESF #2 supports all Eagle County agencies in the procurement and coordination of telecommunications services from the telecommunications and information technology (“IT”) industry during an incident response.

Communication is information transfer and involves the technology associated with the display, transfer, interpretation, and processing of data among persons, places and machines. It includes transmission, emission, or reception of signs, signals, writing, images, and sounds or intelligence of any nature by wire, radio, optical, or other electromagnetic systems.

Where appropriate, communications services may be provided through various national-level Programs, including the Shared Resources (SHARES) High-Frequency Radio Program, Telecommunications Service Priority (TSP) Program, Government Emergency Telecommunications Service (GETS), and Wireless Priority Service (WPS).

POLICIES

The Eagle County Emergency Operations Plan (“EOP”) serves as the basis for planning for the utilization of telecommunications assets and resources in support of emergencies. This plan is the formal plan applicable to all governmental and critical infrastructure entities in Eagle County. In addition to local communications protocols, the Northwest All Hazards Emergency Management Region coordinates annually to develop a regional Tactical Interoperable Communications (TIC) Plan to enhance our first responders’ ability to communicate with each other when outside of their home jurisdictions.

The mission of the EOP is to assist in:

- The exercise of the telecommunications functions and responsibilities.
- The coordination of the planning for and provision of emergency preparedness communications for all circumstances, including crisis or emergency, attack, recovery, and reconstitution.
- Federal, state, local, and tribal officials, nonprofit organizations, and private-sector entities respond to the vast majority of incidents acting under their authorities or through agency or interagency contingency plans.
- Eagle County 800 MHz is the ESF #2 coordinating agency with functional responsibilities for the EOP Communications Annex.
- The Eagle County Emergency Operations Center (“EOC”) facilitates coordination between local entities, adjoining counties and the State in the event of multi-jurisdictional ESF #2 operations.

CONCEPT OF OPERATIONS

GENERAL

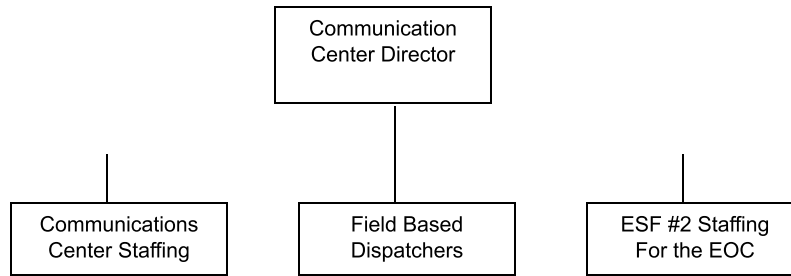
- Eagle County Emergency Management determines whether to activate ESF #2 based upon information from initial staff reports and County authorities. For incidents where ESF #2 is not activated, ECEM may elect to use the existing resources of the PSAPs, which are the Vail Public Safety Communications Center and Pitkin County Regional Emergency Dispatch Center.
- When activated, ESF #2 coordinates and supports telecommunications requirements of the incident(s).
- Telecommunications management occurs on a bottom-up basis: decisions are made at the lowest level, with only those issues requiring adjudication or additional resources being referred to the next higher management level.
- ESF #2 requests communications assets (i.e., Mobile Telecommunications Systems, Mobile Emergency Communications Vehicle) in the incident area and coordinates their use with the Incident Commander. Other agencies that provide telecommunications assets in support of the response also control their assets, but coordinate use with the PSAPs.

ORGANIZATION

- **Dispatch Centers:** The Vail Public Safety Communications Center and Pitkin County Regional Emergency Dispatch Center are the primary organizations for incident management communications. The PSAP staff process anticipated/actual damage, identifies communications requirements, monitors the developing situation/response, renders status reports, and coordinates service provisioning and restoration as required. The PSAP Director appoints ESF #2 representatives to the EOC as requested, providing for 24-hour coverage if required.
- **Regional:** When ESF #2 is activated, the PSAP may request assistance from other communication centers in the Northwest All-Hazards Emergency Management Region to include Colorado State Patrol, Colorado Department of Transportation and federal Inter-agency Communications Centers.

- **State:** Whenever the EOC is activated in Eagle County, the Colorado Office of Emergency Management Duty Officer shall be notified. Following notification of the Duty Officer, additional telecommunications resources may be obtained through the Colorado State Resource Mobilization Plan.

EMERGENCY COMMUNICATIONS STAFF



ACTIONS: PRE-INCIDENT

- Work closely with Eagle County entities and private-sector coordinators to ensure the latest technology is available to all agencies participating in the response effort.
- Coordinate intergovernmental, nongovernmental organization and private-sector preparedness efforts as they pertain to critical infrastructures supporting telecommunications.
- Develop and issue information collection guidelines and procedures to enhance assessment, allocation, and coordination of government and industry telecommunications assets in the event of an emergency incident.

ACTIONS: INCIDENT PERIOD

- If ESF #2 is activated, the affected PSAP notifies the PSAP Supervisor. The PSAP Supervisor, in coordination with the Incident Commander(s), determines the appropriate level of response for ESF #2 elements.

THE PSAP

- Alerts all appropriate personnel when ESF #2 is activated.
- Advises the EOC when communications problems are expected in the incident area to enable activation of other communications resources.
- Identifies telecommunications assets available for use within the affected area.
- Facilitates the implementation of a pre-established incident communications plan (ICS form 205) or the development of an incident specific communications plan.
- Obtains information from ESF #1 – Transportation relative to road, rail, and other transportation conditions in the area and whether they can be used to get mobile telecommunications systems into the area.

THE EOC

- Assesses the availability of commercial telecommunications for location of the incident(s).

- Determines from ESF #7 – Resource Support, the location of possible incident facilities in the area (e.g., staging areas or camps) and the communications needs for those facilities.
- Forwards unresolved telecommunications requests to the State EOC.
- Coordinates telecommunications support from State and other local governments, and voluntary relief organizations (ARES and RACES) as necessary.

OTHER DEPARTMENTS AND AGENCIES

- Until the EOC and ESF #2 are operational, the primary response agency(s) accumulate damage information.
- Adhere to pre-established incident radio plans (Type 5/4 ICS 205 or Type 3 ICS 205 forms) as appropriate.

ACTIONS: POST-INCIDENT

- Develop, coordinate, and execute service and site restoration plans.
- Conducts measurements necessary to identify damaged critical infrastructure assets; repair, reconstitute, and secure communications; and coordinate actions to protect these assets from further damage.
- Evaluates the incident to identify lessons learned.
- Completes or participates in an After Action Review.
- Actively pursues remedies identified in the subsequent improvement plan.
- Prepares and processes any required reports.
- Recommends release/termination-of-use of outside telecommunications resources when they are no longer required.
- Maintains a record for all telecommunications support provided (ICS form 214).

SUPPORT AGENCIES

PREVENTION AND PREPAREDNESS

- Manages and directs prevention and preparedness efforts in areas of agency expertise.
- Monitors the status of situations that have the potential for developing into an incident requiring additional communications resources.
- Assesses the impact on existing telecommunications services.

RESPONSE AND RECOVERY

- Manages and directs response and recovery efforts in areas of agency expertise.
- Supports the EOC as required, in accordance with standard operating procedures outlined in the EOP.
- Ensures that all information regarding potential and/or actual incidents with significant telecommunications implications are brought to the attention of the EOC in a timely manner.
- Coordinates response activities with Incident Commander(s) and the EOC as necessary.
- Coordinates with ESF #12 – Energy and Public Utilities, regarding communications industry requests for emergency fuel re-supply and safe access for telecommunications work crews into incident areas.

- Monitors recovery efforts and, as required, coordinates the provision of telecommunications services needed by the incident(s).
- Provides reports to the EOC as directed.
- Coordinates the restoration and/or rerouting of existing telecommunications services and the provisioning of new telecommunications services.
- Coordinates with telecommunications service providers to facilitate the prioritizing of requirements as necessary when providers are unable to satisfy all telecommunications services requirements, when there are conflicts between multiple incidents, or when the allocation of available resources cannot be fully accomplished at the incident level.
- Coordinates with appropriate government and industry representatives in support of EOC requests to meet user requirements for communication assets.

AGENCY FUNCTIONS

EAGLE COUNTY EMERGENCY MANAGEMENT

- Provides communications support to State and local officials to assist in disseminating warnings to the populace concerning risks and hazards.
- Develops, in cooperation with the PSAP and IT Departments, plans and capabilities for the Emergency Alert System, Everbridge, ECAAlert and other notification systems.
- Maintains a record of all equipment and services provided.

EAGLE COUNTY PIO GROUP

- Use Joint Information System protocols to deliver consistent and accurate information to the incident(s), the EOC and the public.

PRIVATE SECTOR

- Private sector agencies may be called upon to assist with emergency communications needs for the EOC or other venues.