



# **NEW HAMPSHIRE**

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# **STATE EMERGENCY OPERATIONS CENTER**



## **EMERGENCY SUPPORT FUNCTION 2 – COMMUNICATIONS & ALERTING**

**2019**

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## Acronyms

ARES	Amateur Radio Emergency Services
CAP	Civil Air Patrol
DESC	Division of Emergency Services and Communication
DNCR	Department of Natural and Cultural Resources
DOS	NH Department of Safety
EAS	Emergency Alert System
EMAC	Emergency Management Assistance Compact
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
HSEM	Division of Homeland Security and Emergency Management
IEMAC	International Emergency Management Assistance Compact
LOA	Letter of Agreement
MOU	Memorandum of Understanding
NHSP	Division of State Police
NRF	National Response Framework
NWR	National Weather Radio
NWS	National Weather Service
PUC	Public Utilities Commission
RSF	Recovery Support Function
SCIP	Statewide Communications Interoperability Plan
SEOC	State Emergency Operations Center
SEOP	State Emergency Operations Plan
SME	Subject Matter Expert
TDD	Telecommunication Device for the Deaf
TERT	Telecommunications Emergency Response Task Force
VHF	Very High Frequency



## Lead Agency

NH Department of Safety, Division of Emergency Services and Communication (DESC)

## Support Agencies

NH Department of Safety, Division of State Police (NHSP)

Amateur Radio Emergency Services (ARES)

Area/County Dispatch Centers

National Weather Service (NWS)

Civil Air Patrol (CAP)

NH Association of Broadcasters

NH Department of Natural and Cultural Resources (DNCR)

NH Public Utilities Commission (PUC)

NH Telecommunications Emergency Response Task Force (TERT)

NH Department of Transportation (DOT)

## Introduction

Emergency Support Function 2 (ESF 2) – Communications and Alerting includes information and reports, surveillance of threatening conditions, and 24-hour two-way radio, telephone/cellular, and internet communications. State assistance, under this function, consists of the coordination of state and civilian partner organizations/providers for the utilization of equipment and personnel essential to coordinate the operational status of communications systems before, during, and after an impending or actual disaster situation. In the event communications' resources become overburdened or destroyed, other communications capabilities will be coordinated as necessary to augment communications.

## Purpose

The purpose of ESF 2 is to provide a framework for coordination and cooperation across agencies regarding communications needs, issues, and activities before, during, and after a disaster or emergency in the State of New Hampshire. In addition, this annex details how the State will provide communications support and assistance to local jurisdictions, in the event local needs exceed available resources during an emergency.



## Concept of Operations

This annex will be activated at the direction of HSEM when there is potential for or an actual disaster situation or planned event affecting communications or requiring state communications and alerting resources.

### General

1. DESC, as the lead agency, must ensure that through coordinated annual planning, all ESF 2 agencies are:
  - a. Participating in reviews and maintenance of the ESF 2 Annex; and
  - b. Receiving sufficient training and are capable of supporting responsibilities of ESF 2 in the SEOC; and,
  - c. Coordinating, attending, and participating in ESF 2 meetings, training sessions, conferences, and exercises.
2. Maintain manual or automated listings of the following:
  - a. DESC and support agency emergency points of contact that may need to be contacted by ESF 2 representatives; and
  - b. Available communications and alerting resources (i.e., state, local, contract) such as types of equipment, radio frequencies, operators, etc.
3. 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.
4. Before, during, or after an impending or actual emergency, develop, collect, coordinate, and disseminate emergency information to response personnel and impacted individuals.
5. Coordinate and assess the communications and alerting infrastructure.
6. Develop and implement policies for the dissemination of public warning and notification processes.
7. Coordinate ESF 2 activities in the SEOC during periods of activation by developing and maintaining the ESF 2 staffing schedule.
8. Coordinate evaluation and performance of mission/task requests.
9. Ensure the status of committed and uncommitted equipment and inventory resources are tracked, during activation of the SEOC.
10. Ensure Unified Command is used to manage assets in the field, due to the number and variety of government and private sector organizations that may be involved.



## Organization

1. **Command & Control Structure:** ESF 2 shall function under the direction and control of the Infrastructure Branch under the SEOC Operations Chief (*See Organizational Chart in SEOP Base Plan*).
2. **Field Operations:** ESF 2 may serve in Field Operations (i.e., Mobile Command Vehicles, intrastate, and/or interstate mutual aid assistance).
3. **Federal Resources:** When ESF 2 anticipates 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. This request should be coordinated through the SEOC Operations Chief and Logistics Chief, as required.
4. **Contracts and Contractors:** Resources that are available through ESF 2 may, at times, be obtained through a contractor. State of NH contracts or private sector contracts should be facilitated through Logistics and ESF 7 – Resource Support.

## Notification

1. HSEM will notify the lead agency points of contact when there is an immediate or anticipated SEOC activation requiring ESF 2 representation.
2. The lead agency will then notify the support agencies and determine coverage for ESF 2 in the SEOC.
3. ESF 2 agencies will make notifications to their appropriate regions, districts, local offices, etc.
4. The above notification process will be utilized for all phases of activation and activities in which the ESF 2 will be involved.

## Event Reporting

1. WebEOC will be utilized to provide continuous situational awareness.
2. Position logs should be maintained by each ESF agency in sufficient detail to provide information on activities taken during the event.
3. Agencies are also expected to keep their lead agency updated upon all activities and actions.
4. The lead agency will be responsible for making periodic reports to the Operations Section Chief on activities taken by the ESF during the event and assure the actions are properly documented.
5. Lead and support agencies must maintain financial records of all activities and costs during the event. The records will be turned into the lead agency when requested.



## ESF Actions

### Prevention/Preparedness Actions

1. Convene regular meetings of ESF 2 stakeholders to review and update this annex.
2. Develop and maintain internal agency operational plans and procedures, resource directories, and emergency contact lists to support ESF 2 activities.
3. Identify public and private telecommunications facilities, equipment, and personnel to support emergency communications capabilities.
4. Develop communication strategies for implementation during disasters.
5. Conducting periodic testing and exercising of emergency communication and notification systems. (Note: Refer to the New Hampshire Radiological Emergency Response for Nuclear Facilities Incident Annex for a schedule of testing/exercising for radiological emergencies.)
6. Support the Emergency Management Assistance Compact (EMAC) and International Emergency Management Assistance Compact (IEMAC), including training of ESF personnel on EMAC/IEMAC responsibilities and pre-identification of assets, needs, and resources that may be allocated to support other states/provinces.
7. Annually review the Federal Department of Homeland Security Core Capabilities and integrate tasks as appropriate.
8. Participate in state exercises or conduct an exercise to validate this Annex and supporting SOPs.
9. Integrate NIMS principles into all aspects of planning for ESF 2.

### Response Actions

1. Assign and schedule sufficient personnel to cover an activation of the SEOC for an extended period of time.
2. Provide information and status on lines of communication to SEOC Operations via WebEOC.
3. Provide updates and briefings for personnel reporting for ESF 2 duty.
4. Notify ESF 2 counterparts in the threatened or impacted areas.
5. Evaluate and respond to ESF 2 mission/task requests including: assess communications needs, prioritize requirements, and make recommendations to deploy equipment and personnel to affected areas, as required.
6. Coordinate prioritization and restoration of communications capabilities, as appropriate.
7. Coordinate efforts with commercial communications providers to restore services, to include public safety and first responder priorities.
8. Coordinate frequency management plans, talk groups, and channels during emergency response operations.
9. Plan for and prepare communications and alerting systems to support the deployment of response personnel.
10. Consult with other ESFs that may need support of ESF 2.



11. Consult incident-specific annexes for specialized actions.
12. Support requests and directives resulting from a Governor’s State of Emergency Declaration and/or Presidential Disaster Declaration.
13. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
14. Track and assess capabilities of communication and alerting infrastructure, taking appropriate steps as necessary to assure continuity of operations.
15. Plan for and establishing relief resources to replace or rotate with committed resources for extended operations.
16. Coordinate with FEMA for access to communications assets beyond the State’s capability.
17. Identify 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.
18. Provide communication and alerting strategies for functional needs populations, including the Telecommunication Device for the Deaf (TDD), texting capability, and the Emergency Alert System (EAS).
19. Evaluate probability and time of the recovery phase for the event.
20. Continue development of an After-Action Report for ESF 2.

**21. Radiological Emergency Preparedness (REP) actions**

Refer to the *New Hampshire Radiological Emergency Response for Nuclear Facilities Incident Annex, Attachment A – Implementing Procedures for State Agencies*.

**Recovery Actions**

1. Maintain information and status on public and private communication systems to include facilities, equipment, and personnel to support emergency communications capabilities to SEOC Operations via WebEOC.
2. Coordinate replacement and restoration of damaged or destroyed communications equipment and facilities in the affected areas.
3. Continue to coordinate activities and requests with partner ESFs.
4. Prepare for arrival of and coordinate with FEMA ESF 2 personnel, as appropriate.
5. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
6. Ensure ESF 2 lead and support agencies document event-related costs for any potential reimbursement.
7. Refer to the NH Recovery Annex, RSF 5 – Infrastructure Systems Recovery.

**Mitigation Actions**

1. Provide input to the State Hazard Mitigation Plan as needed.
2. Support and plan for mitigation measures including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.



3. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or redevelopment activities.
4. Identify potential hazard impacts to communications and alerting infrastructure and collaborate to develop or recommend hazard mitigation plans, protocols, procedures, projects, and/or policies to prevent or mitigate their effects.

## Responsibilities

### General

1. Agencies will provide Subject Matter Experts (SMEs) to support ESF 2 in the SEOC.
2. Agencies will maintain inventories/databases, status of availability, and procedures to obtain access to and use of their communications and alerting assets.
3. Participate 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, contracts, etc.

### Agency Specific

#### Lead Agency

#### **NH Department of Safety, Division of Emergency Services and Communications (DESC)**

1. Identify, train, and assign personnel to staff ESF 2 in the SEOC.
2. Notify all ESF 2 supporting agencies upon activation.
3. Assign personnel to the ESF 2 duty schedule at the SEOC.
4. Coordinate the assessment, replacement, or restoration of damaged or destroyed communications, equipment, infrastructure, and facilities in affected areas.
5. Coordinate with all supporting and other appropriate departments, agencies, and organizations to ensure communications readiness and recovery during disasters or other emergency situations.
6. In the event of an emergency and/or disaster, initiate actions appropriate to support statewide communications. Every effort will be made to support local equipment and personnel needs when requested and to integrate local resources when appropriate into regional or statewide responses.
7. Coordinate the identification of alternate communications systems for use, in the event the existing systems are damaged and rendered inoperable.
8. Coordinate frequency management plans, talk groups, and channels for use, during emergency response operations.
9. Coordinate contingency radios, cellular phones, satellite phones, and internet access.
10. Maintain State Public Safety Answering Point (PSAP) to include tracking and analyzing calls for emergencies and maintaining statistical data regarding call volume, for situational awareness.
11. Provide Emergency Notification System (ENS) warnings or equivalent.



12. Provide language line interpreter service, TDD, texting capability, and other devices and services for emergency communication and alerting response to the public.
13. Coordinate mobile communications vehicle equipment and support staff as needed.

*Special Note: HSEM will support ESF 2 by providing primary communications assistance/capabilities within SEOC and mobile communication assets, such as radios, NAS phones, etc.*

## Support Agencies

### 1. NH Department of Safety, Division of State Police (NHSP)

- a. Function as Primary State Warning Point.
- b. Provide back-up communications support as needed.
- c. Coordinate law enforcement notification and information for traffic control, public safety, and security.

### 2. NH Department of Natural and Cultural Resources (DNCR)

- a. Provide communication and alerting support via radio repeater network.
- b. Assist in maintenance and development of routes required to maintain and/or repair communications infrastructure.
- c. Coordinate communications between State Police, DNCR, and local fire departments during wildland fires and fires in state reservations and parks.
- d. Provide communications and alerting in state-owned parks.

### 3. Amateur Radio Emergency Services (ARES)

- a. Provide emergency amateur radio services, personnel and, equipment as requested.
- b. Establish and operate organized communication networks for governmental and emergency officials, as well as non-commercial communication for residents and visitors affected by disasters.
- c. Assist in facilitating interoperability communications, if radio frequencies among responders are not aligned.
- d. Providing supplemental emergency communications.

### 4. NH Telecommunication Emergency Response Team (TERT)

- a. Provide assistance to PSAP, personnel, and equipment in the field and at command posts.
- b. Provide communications, when requested, among multiple sites activated or staffed in emergencies.
- c. Assist in the provision of redundancy for communications and alerting activities.

### 5. Area/Regional/County Dispatch Centers

- a. Provide communications and notifications to area mutual aid partners, during an emergency.



- b. Provide a redundant notification system for statewide communications.
- c. Provide communication links between state communications, fire district mutual aid partners and local officials in impacted area.
- d. Activate siren systems upon request of ESF 2.

**6. NH Public Utilities Commission (PUC)**

- a. Assist in alerting all incumbent telephone and cell phone providers of potential or occurring emergency that may affect their facilities and/or equipment.
- b. Coordinate information to/from utilities (energy and communications) regarding impact or potential impact including:
  - i. Coverage area affected.
  - ii. Facilities or infrastructure affected.
  - iii. Major communications center impacted.
  - iv. Points of contact.
  - v. System status and restoration projections.
- c. Function as liaison between State and telecommunications utilities, cable companies, and the Federal Communications Commission.

**7. National Weather Service (NWS)**

- a. Operate 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.
- b. Broadcast of warnings and post-event information for all types of hazards including natural, environmental, and public safety. NWR requires a 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):

Call Sign	Site Name	Location	Frequency	Power
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

**8. New Hampshire Association of Broadcasters**

- a. Provide dissemination of emergency information to the public.

**9. Civil Air Patrol**

- a. Provide portable ground and airmobile repeaters and operators to support operations, as needed.

## 10. New Hampshire Department of Transportation (DOT)

- a. Provide backup communications capability through NHDOT statewide radio communications network.

### Coordination with Other Emergency Support Functions

ESF 2 will coordinate with other ESFs through the SEOC by:

1. Notifying organizations of available resources.
2. Providing availability of subject matter experts for specialized requests.
3. Providing communications and alerting support for other ESF responders and meet needs as requested and as capable.

### Mutual Aid

Lead and Support Agencies will maintain up-to-date Memorandums of Understanding (MOU), Letters of Agreement (LOA), etc. with 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, which may affect resources or capabilities during an emergency incident.

The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated, as the situation warrants.

### Attachments

#### Plans/Procedures

1. U.S. DHS/FEMA 2008
2. Emergency Communications Plan – State of New Hampshire.
3. Notification Plan – Radiological Incidents at Nuclear Power Plants
4. NH State Communications Plan
5. NH State Emergency Alert System Plan, 2000
6. NH Statewide Communications Interoperability Plan, 2018
7. ESF 2 Contact List
8. National Emergency Communications Plan, 2019
9. Facilities List

#### MOUs/LOAs

1. NH Amateur Radio Emergency Services
2. NH Telecommunications Emergency Response Taskforce

## Record of Update

Date	Title and Agency of ESF Lead Approving Update

