

Emergency Support Functions Annex

ESF-2 COMMUNICATIONS

**ESF Coordinator:**

Department of Information Technology

Primary Agency:

Department of Information Technology

Section:

Operations

Support Agencies:

Loudoun County Fire and Rescue

*Communications and Support Services
Division*

Branch:

Infrastructure

Loudoun County Public Schools

Division of Safety and Security

Group:

Communications Infrastructure

Loudoun County Sheriff's Office

*Administrative and Technical Services
Division*

Community Lifeline(s):

Communications

INTRODUCTION

Purpose

Emergency Support Function (ESF)-2 Communications provides guidance and direction to designated agencies responsible for managing, assessing, and restoring the communications infrastructure and resources during a significant event.

Scope

ESF-2 Communications coordinates resources necessary to manage, maintain, and restore the communications systems and infrastructure during a significant event. Activities within the scope of ESF-2 functions include: monitors and reports conditions; conducts damage assessments; identifies alternative communications solutions; and coordinates and establishes priorities regarding restoration and recovery activities.

Relevant Laws, Statutes, Plans, and Policies

- ▶ Loudoun County Emergency Operations Center (EOC) Policies and Procedures Guide

ESF Planning Assumptions

- ▶ The local communications infrastructure will likely sustain damage. The damage, depending upon the integrity of the communications network, will determine the effectiveness and efficiency of response and recovery.

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- ▶ Increased usage combined with damage may result in diminished service.
- ▶ An extended power outage or extensive damage may result in communications being inaccessible for a prolonged period of time.
- ▶ Communications with emergency personnel may be adversely impacted.
- ▶ The ability to repair damage to the County communications system is contingent upon the availability of private commercial repair technicians.

ORGANIZATION

ESF Responsibilities

- ▶ Reports to and takes direction from the Infrastructure Branch Director.
- ▶ Provides informational updates to the Planning Section.
- ▶ Develops plans, policies, and procedures necessary to resolve communications issues during the significant event.
- ▶ Documents information and actions related to communications missions and assignments.
- ▶ Utilizes current methods and procedures to process requests for assistance.
- ▶ Submits a detailed record of costs and expenditures to the Finance and Administration Section.

Agency Responsibilities

Department of Information Technology (DIT)

- ▶ The agency recognized with ESF coordination. DIT is responsible for overall ESF leadership and coordination associated with communications and emergency public information systems during a significant event. Emergency operational policies and procedures developed by DIT provide the framework for carrying out these activities.

Loudoun County Fire and Rescue (LCFR)

Communications and Support Services Division

- ▶ Serves as the department with primary responsibility for monitoring, maintaining, and assessing the public safety radio and other emergency communication systems for LCFR, including the Loudoun County Public Safety Answering Point (PSAP).

Loudoun County Public Schools (LCPS)

Division of Safety and Security

- ▶ Serves as the department with primary responsibility for monitoring, maintaining, and assessing the radio and other communication systems for LCPS, including facilities, vehicles, and other resources.

Loudoun County Sheriff's Office (LCSO)

Administrative and Technical Services Division

- ▶ Serves as the department with primary responsibility for monitoring, maintaining, and assessing the public safety radio and other emergency communication systems for LCSO, including the National Crime Information Center (NCIC) and the Virginia Criminal Information Network (VCIN).

MISSIONS AND ASSIGNMENTS

Mission 1: Manages resources necessary to monitor, maintain, and restore communications systems and infrastructure.

Assignment 1-1: Provides technical support necessary to disseminate emergency public information.

Assignment 1-2: Identifies, prioritizes, procures, and allocates available resources to maintain and restore the communications infrastructure.

Assignment 1-3: Considers future (in the subsequent 12 to 24-hour period) resource requirements and conveys to EOC leadership.

Mission 2: Provides situational updates regarding communications systems and infrastructure conditions.

Assignment 2-1: Maintains and updates information related to communications and emergency public information systems utilization, infrastructure damage, and restoration activities.

Mission 3: Conducts damage assessments and documents, analyzes, and reports results.

Assignment 3-1: Assesses the condition of integral components of major communications systems.

Mission 4: Identifies communications alternatives that can be implemented when systems or infrastructure are damaged, unavailable, or overwhelmed.

Assignment 4-1: Establishes, maintains, and operates a redundant or alternative voice and data communications network at the EOC with connectivity to VEOC and ancillary facilities.

Mission 5: Coordinates initial communications systems and infrastructure restoration and recovery activities.

Assignment 5-1: Identifies and prioritizes restoration and recovery initiatives.

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Assignment 5-2: Coordinates with commercial service providers to monitor and restore commercial service necessary to relay emergency public information and priority communications systems.

COMMUNITY LIFELINE(S)

Communications

1. Infrastructure (Wireless, Cable Systems & Wireline, Broadcast TV & Radio, Satellite, Data Centers/Internet)
 - ▶ Identify the status of local communications infrastructure.
 - ▶ Determine impact to response operations and how they will improve if component is stabilized.
 - ▶ Identify actions that must be taken to improve communications infrastructure.
 - ▶ Evaluate factors that may limit the ability to make improvements.
 - ▶ Establish restoration timeline for communications infrastructure.

2. 911 & Dispatch (Public Safety Answering Points and Dispatch)
 - ▶ Identify the status of 911 and dispatch.
 - ▶ Determine impact to response operations and how they will improve if component is stabilized.
 - ▶ Identify actions that must be taken to improve 911 and dispatch.
 - ▶ Evaluate factors that may limit the ability to make improvements.
 - ▶ Establish restoration timeline for 911 and dispatch.