EMERGENCY SUPPORT FUNCTION 2
TELECOMMUNICATIONS/INFORMATION SYSTEMS AND WARNING

PRIMARY AGENCIES: Washington State Military Department
                   Emergency Management Division
                 Washington Technology Solutions
               Washington State Utilities and Transportation Commission

SUPPORT AGENCIES:

                 Washington State Department of Corrections
                 Washington State Department of Ecology
                 Washington State Department of Fish and Wildlife
                 Washington State Department of Enterprise Services
                 Washington State Department of Health
                 Washington State Liquor and Cannabis
                 Control Board
                 Washington State Military Department
                   National Guard
                 Washington State Department of Natural Resources
                 Washington State Parks and Recreation Commission
                 Washington State Washington State Patrol
                 Washington State Department of Transportation
                 All Other State Agencies
                 Department of Homeland Security, Emergency Preparedness and
                   Response Directorate (FEMA)
                 Telecommunications Network Service Providers
                 Local Jurisdiction Emergency Management Organizations

I.   INTRODUCTION

A.   Purpose

The purpose of this Emergency Support Function (ESF) is twofold:

1.   To provide guidance for rapid alerting and warning to key state and local jurisdictions officials and the general public of an impending or occurring natural or technological emergency or disaster.

2.   To provide guidance for organizing, establishing, and maintaining the telecommunications and information system capabilities necessary to meet the operational requirements of state and local jurisdictions in responding to, and recovering from, emergencies and disasters.

B.   Scope

This ESF describes in two appendices, the coordination of state and local jurisdictions actions to be taken to establish and maintain telecommunications, information systems, and warning support in preparation for, response to, and recovery from an emergency or disaster which affects the population and operation of local and state government. Support includes: state government

furnished telecommunications, commercially leased communications, and telecommunications services provided under the National Response Framework (NRF) and the National Security Emergency Preparedness (NSEP) procedures for expediting service requirements covered under the Telecommunications Service Priority (TSP) program.

II. POLICIES

A. The Washington State Comprehensive Emergency Management Plan (CEMP), as described by this ESF, will address telecommunications, information systems, and warning activities related to preventing and mitigating, preparing for, responding to, and recovering from emergencies or disasters.

B. Telecommunications, information systems, and warning support requirements which cannot be met at the lowest level of authority, will be escalated upward for resolution at the Washington State Military Department, Emergency Management Division (EMD), Emergency Operations Center (EOC). If needed, federal assistance will be requested.

C. Local jurisdictions shall develop telecommunications/information systems and warning plans and systems commensurate with local jurisdiction emergency management requirements and needs. Local jurisdiction plans should complement state plans and systems should be interoperable with the state system when and where feasible.

D. State agencies shall develop telecommunications/information system contingency plans, disaster recovery/business resumption plans, and information system security plans commensurate with the agency's requirements and needs. Agency plans should complement the state CEMP.

E. Two-way voice/data radio systems should be implemented in accordance with the State Interoperability Executive Committee (SIEC) Interoperability Plan and managed under the Incident Command System (ICS) to ensure interoperability between federal, state, and local agencies.

III. SITUATION

A. Emergency/Disaster Conditions and Hazards

1. The state of Washington is at all times subject to a variety of emergency or disaster events requiring dissemination of warning and/or other emergency information to state or local jurisdiction officials. Simultaneous events are possible and would necessitate multiple warnings/messages.

2. Emergency or disaster warning may originate from any level of government or other sources. Most forecasting resources are located within the federal government. This may include watches and warnings for: floods, seismic sea wave (tsunami), avalanches, severe weather,

volcanic eruptions, fixed nuclear facility incidents, hazardous material incidents, terrorist incidents, cyber incidents, as well as earthquake occurrence notification.

3.   The sudden and unexpected nature of a catastrophic event, such as an earthquake or act of terrorism, will result in numerous requests from all levels of government for services required to save lives, protect property, and preserve the environment.

4.   Government authorities will require accurate and timely information on which to base their decisions and focus their response actions. Concurrently, widespread damage to commercial telecommunications facilities is likely. At a time when the need for real-time electronically processed information is greatest, the capability to produce it may be seriously restricted or nonexistent. All surviving telecommunications assets of the various levels of government, augmented by extra-regional assets, will be needed immediately to assure a proper response to the needs of the victims of the event.

B.   Planning Assumptions

1.   The state and local jurisdictions will focus on coordinating lifesaving activities concurrent with reestablishing control of the affected area. The state, in conjunction with the telecommunications industry, will accomplish as much restoration and reconstruction of telecommunications facilities as the situation permits.

2.   Initial reports of damage will be fragmented, providing an incomplete picture on the extent of damage to telecommunications facilities.

3.   Weather and other environmental factors will restrict the ability to deploy mobile or transportable telecommunications equipment into the affected area.

4.   Conditions following the event will necessitate the careful consideration of sites for establishing staging areas, shelters, assistance centers, alternate operations centers, the Joint Field Office (JFO), and communications to support.

5.   A Governor's Proclamation of Emergency and/or a Presidential Disaster Declaration per Public Law (PL) 93-288, as amended, will be requested and announced, if the situation warrants.

IV.   CONCEPT OF OPERATIONS

A.   General

1.   Reliable telecommunications and information system capabilities are necessary at all levels of government for day-to-day communications, warning of impending events, response and recovery operations, search

and rescue operations, and coordination with other state and public safety agencies. Such capabilities must be available to the state for operations from the primary or alternate EOC as well as any other location selected because of existing conditions at the time of the emergency or disaster.

2. The federal government, under the National Response Framework (NRF) and the National Security Emergency Preparedness procedures may, through the Department of Homeland Security, Emergency Preparedness and Response Directorate, provide temporary emergency communications assistance to state and/or local jurisdictions prior to or during an emergency or disaster.

3. Emergency communication between local jurisdictions and the federal government, as well as, with other state agencies is provided through the state EOC communications facility.

4. The Emergency Alert System (EAS) operates through designated radio and television stations and is intended to provide federal, state, and local jurisdictions with the means to disseminate prompt alerting information concerning emergency or disaster type events.

5. Communications capabilities presently available to the state include systems at the primary EOC and the major systems belonging to various state agencies such as the Department of Information Services, Department of Natural Resources, Department of Transportation, Washington State Patrol, and Military Department - National Guard.

6. The communications capabilities presently available to support emergency operations at the state EOC are:

   a. Commercial telephone, i.e. private line, leased line, regular telephone, SCAN, cellular telephone, satellite telephone, and facsimile.

   b. NAWAS (National Warning System, landline - voice, intra-state landline-voice.

   c. National Oceanic Atmospheric Association (NOAA) Weather Wire through ACCESS (A Central Computerized Enforcement Service System).

   d. EAS (Emergency Alert System) Relay Network (Public Safety radio and the broadcast industry).

   e. CEMNET (Comprehensive Emergency Management Network) two-way VHF radio system for backup direction and control.

   f. State Agency Emergency Network, 800 MHz two-way radio system for back-up direction and control.

   g. SECURE (State Emergency Communications Using Radio

Effectively), a point-to-point high frequency two-way radio system.

h. RACES (Radio Amateur Civil Emergency Services) and ARES (Amateur Radio Emergency Services) (two-way radio and/or packet systems via ham frequency bands).

i. FNARS (Federal Emergency Management Agency National Radio System), a high frequency radio system.

j. Unique dedicated circuits to Energy Northwest Columbia Generating System, U.S. Department of Energy – Hanford Site, and Umatilla Chemical Depot (Chemical Stockpile Emergency Preparedness Program)/Benton County. (Landline - voice/facsimile.

k. E-mail and information sharing via the internet using WebEOC.

7. The communications capabilities, coordinated/controlled by DIS, presently available to the state for emergency communications are:

a. State Controlled Area Network (SCAN)

b. State Government Network (SGN)

c. Intergovernmental Network (IGN)

d. Access Washington internet web portal

e. Inside Washington state government intranet portal

8. The Telecommunications Coordinating Committee, as requested by the EMD, may advise state EMD on the availability, selection, and use of telecommunications and information system capabilities during all four phases of emergency management. See Appendix 1, Tab G.

9. The Washington Computer Incident Response Center (WACIRC) is a cooperative effort among state agencies to collect, evaluate, and disseminate information related to network-based security risks in order to defend the state's computer systems. WACIRC operates as a focal point for agencies as they communicate information and develop guidelines and best practices related to cyber security. WACIRC, when requested by the state EMD, may advise EMD on cyber security during all four phases of emergency management. See Appendix 1, Tab H.

B. Organization

The ESF 2 Telecommunications Cell consists of the state EMD Telecommunications Section, DIS, UTC, and representatives from the telecommunications network service providers, other state agencies, and the NRP ESF 2.

C.   Procedures

1.   State Emergency Management NAWAS Handbook, dated August 1996, with changes, maintained separately.

2.   State of Washington Emergency Alert System Operations Plan, dated September, 1993 maintained separately.

3.   State Emergency Operations Officer Standard Operating Procedures, maintained separately.

4.   State Emergency Management Communications Room Standard Operating Procedures, maintained separately.

5.   State Radio Amateur Civil Emergency Services (RACES) Plan, dated November 1995, with changes, maintained separately.

6.   State Telecommunications Service Priority (TSP) Planning Guidance, dated July 1996, with changes, maintained separately.

7.   State Interoperability Executive Committee (SIEC), Statewide Communications Interoperability Plan (SCIP), maintained separately.

8.   Washington Computer Incident Response Center (WACIRC) Operating Guidelines (Incident Reporting Strategy and Communications Strategy), maintained separately.

D.   Mitigation Activities

See Appendix 1 of this ESF.

E.   Preparedness Activities

See Appendix 1 of this ESF.

F.   Response Activities

Appendix 1 this ESF.

G.   Recovery Activities

See Appendix 1 of this ESF.

V.   RESPONSIBILITIES

A.   Primary Agencies

1.   Washington State Military Department, Emergency Management

Division

Overall responsibility for planning and coordinating the emergency telecommunications program within the state.

    2.   **Washington Technology Solutions**

        a.   Supporting responsibility for planning and coordinating the information technology program within state government.

        b.   Maintain the state government telecommunications and information technology infrastructure.

        c.   Provide trained staff to augment the State EOC ESF 2 cell.

        d.   During emergencies provide status/reports to the State EOC on state government telecommunications and information systems.

        e.   As requested by EMD, provide a representative to the Telecommunications Coordinating Committee (TCC).

    3.   **Washington State Utilities and Transportation Commission**

        a.   Overall responsibility for monitoring and reporting to SEOC the recovery and restoration of regulated telecommunications services.

        b.   Provide trained staff to augment the State EOC ESF 2 cell.

        c.   As requested by EMD, provide a representative to the Telecommunications Coordinating Committee (TCC).

B.   **Support Agencies**

    1.   **Washington State Departments of Corrections, Ecology, Fish and Wildlife, Health, General Administration, Military Department - National Guard, Natural Resources, Washington State Patrol, Transportation, Liquor and Cannabis Control Board, Parks and Recreation Commission.**

Provides telecommunications and information system staff and radio system/equipment assistance, as available and in accordance with the agencies primary mission.

    2.   **All Other State Agencies**

Provides internal telecommunications and information system support to the organization to return the agency to its day-to-day activities following an emergency or disaster.

3. **Department of Homeland Security, Emergency Preparedness and Response Directorate (FEMA)**

   Provides a national telecommunications system capable of connecting state, federal, and commercial systems for essential emergency operations.

4. **Telecommunications Network Service Providers**

   a. All regulated telecommunications companies are responsible for meeting the provisions and requirements of state law and rules, including WAC 480-120-412, Major Outages and WAC 480-120-414, Emergency Operations.

   b. As requested by EMD, provide representatives to the TCC.

5. **Local Jurisdiction Emergency Management Organizations**

   Assures that local jurisdiction communications systems can be utilized from or to the local jurisdiction EOCs and mobile facilities.

VI.   RESOURCE REQUIREMENTS

Local jurisdictions, state, federal, and other supporting agencies should develop and make available, when necessary, the requisite personnel and equipment to fulfill roles and responsibilities identified in this ESF. As a minimum, all agencies should expect to sustain emergency operations for 72 hours and have other resources programmed for use up to 14 days.

VII.   REFERENCES

A. Revised Code of Washington (RCW) and Washington Administrative Code (WAC)

   1. Title 38 RCW, Militia and Military Affairs, Chapter 38.52 RCW

   2. Title 43 RCW, State Government, Chapter 43.105 RCW

   3. Title 480 WAC, Utilities and Transportation Commission, Chapter 480-120, Telephone Companies; 480-120-412 WAC, Major Outages

B. National Response Framework, January 2008

C. Civil Preparedness Guide (CPG) 1-14, dated March 1991 titled: Principles of Warning and Criteria Governing Eligibility at National Warning System (NAWAS) Terminals.

D. Civil Preparedness Guide (CPG) 1-16, dated April 1992 titled: National Warning System Operations.

E. State of Washington, Information Services Board, Department of Information Services, Information Technology Policy Manual

F. Washington State Emergency Management homepage

VIII. DEFINITIONS AND ACRONYMS

See CEMP Basic Plan.

IX. APPENDICES

A. **Appendix 1, Telecommunications and Information Systems**

Tab A Priority Channels for Mutual Aid, Interoperability, and Direction and Control

Tab B Comprehensive Emergency Management Network (CEMNET)

Tab C State Emergency Communications Using Radio Effectively (SECURE)

Tab D Radio Amateur Civil Emergency Services (RACES)

Tab E Other Frequencies Monitored

Tab F Other Voice/Data Systems

Tab G Telecommunications Coordinating Committee (TCC)

Tab H Washington Cyber Incident Response Center (WACIRC)