

# Region 10 Disaster Emergency Communications

## Introduction to Federal Response Operations - Emergency Support Function #2 - Communications



# FEMA

June 3, 2022  
Seaside, OR



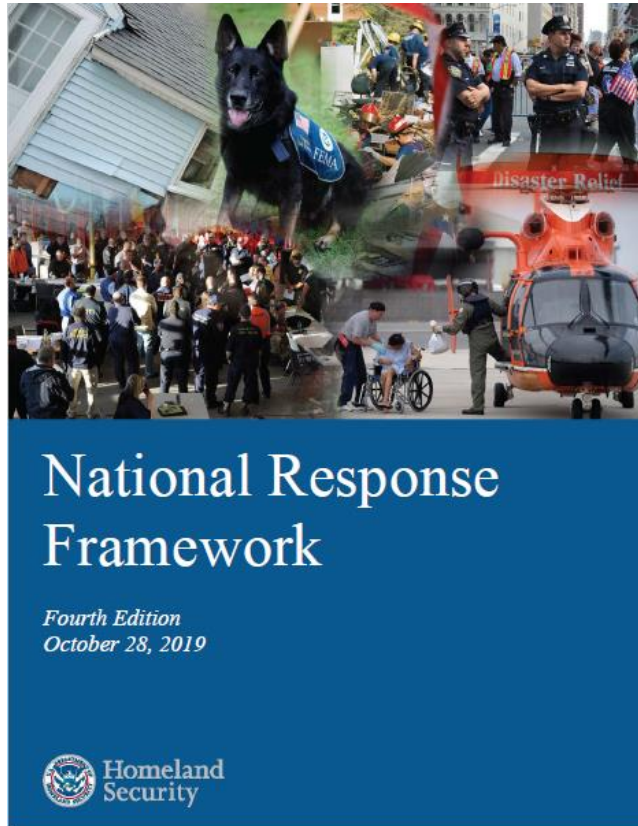
A vertical communication tower with multiple antennas and equipment, silhouetted against a bright orange sunset sky. The sun is a large, glowing yellow circle on the right side of the tower.

## Objectives

- Understand the purpose and scope of ESF 2
- Understand of the differences between the Communications Unit & ESF 2
- Overview of the typical activities conducted by the ESF 2 Organization

# National Response Framework

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- Establishes a comprehensive, national, all-hazards approach to domestic incident response
- Presents an overview of key response principles, roles, and structures that guide the national response
- Includes Core Document, Annexes, and Partner Guides



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# Emergency Support Functions - ESF

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- 1 – Transportation
- 2 – Communications
- 3 – Public Works & Engineering
- 4 – Firefighting
- 5 – Information & Planning
- 6 – Mass Care, Emergency Assistance, Temporary Housing, Human Services
- 7 – Logistics
- 8 - Public Health & Medical Services
- 9 – Search & Rescue
- 10 – Oil & Hazardous Materials
- 11 – Ag, Animals, & Natural Resources
- 12 – Energy
- 13 – Public Safety & Security
- 14 – Cross Sector Business & Infrastructure
- 15 – External Affairs





















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# ESFs – States may operate differently

- WA – ESF 20 Military
- OR – ESFs 16, 17, 18
- ID - ESFs
- AK – Uses ICS not ESF



## Oregon Emergency Support Functions (ESFs)

 ESF 1 Transportation	 ESF 2 Communications	 ESF 3 Public Works	 ESF 4 Firefighting	 ESF 5 Information and Planning	 ESF 6 Mass Care
 ESF 7 Resource Support	 ESF 8 Health and Medical	 ESF 9 Search and Rescue	 ESF 10 Hazardous Materials	 ESF 11 Agriculture, Animals, and Natural Resources	 ESF 12 Energy
 ESF 13 Law Enforcement	 ESF 14 Business and Industry	 ESF 15 Public Information	 ESF 16 Volunteers and Donations	 ESF 17 Cyber and Critical Infrastructure Security	 ESF 18 Military Support



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# ESF Activations

- Stafford Act declarations take time
  - Emergency Declarations
  - Major Disaster
    - <https://www.fema.gov/disasters/how-declared>
  - Surge activities
    - Allows positioning of resources prior to event.  
i.e.: Hurricanes
  - Other National level events – Security Events, etc.

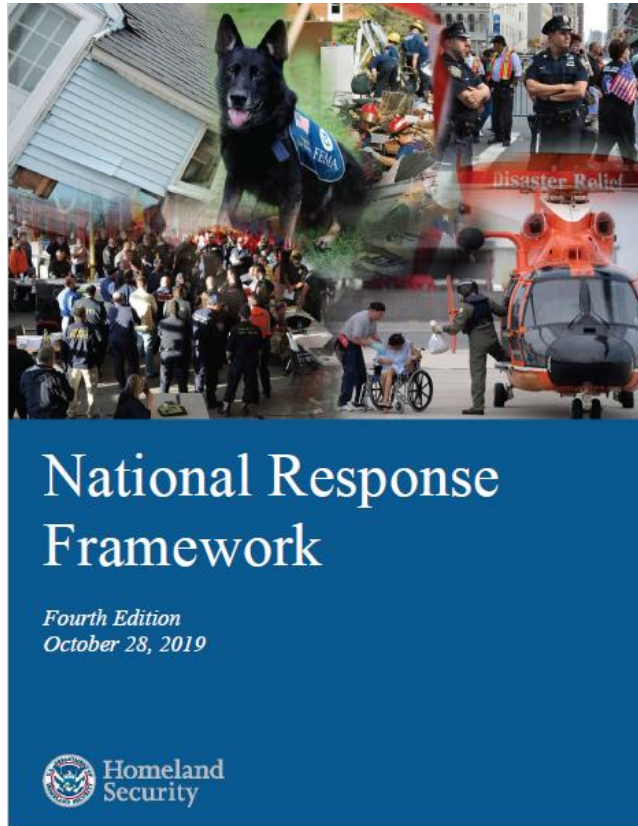
*Not all events require the activation of all ESFs*



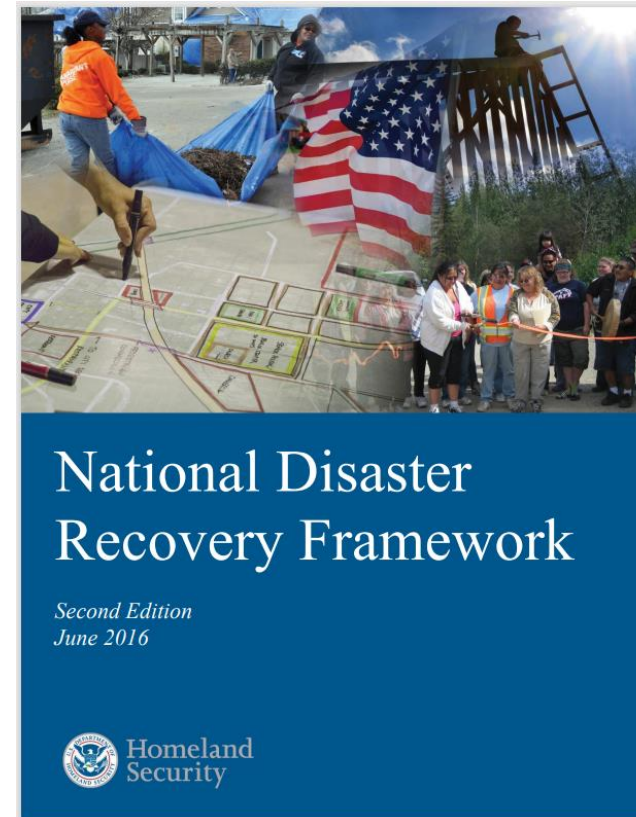
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# National Response Framework

# Recovery Framework



Vs.



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## ESF #2 - Communications

- Department of Homeland Security – Cybersecurity Infrastructure Security Agency (CISA) is the lead agency
- FEMA & CISA are co-primary agencies
- Numerous federal agencies and departments participate or may be used.
  - FCC
  - NTIA
  - DOD
  - Etc.



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CYBERSECURITY  
& INFRASTRUCTURE  
SECURITY AGENCY



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GSA

U.S. General Services Administration



Federal  
Communications  
Commission



National Telecommunications and Information Administration

United States Department of Commerce



# FEMA Flexible

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FEMA's 2018-2022 Strategic Plan suggests that disaster mitigation and response should be

*“federally supported, state managed, and locally executed.”*

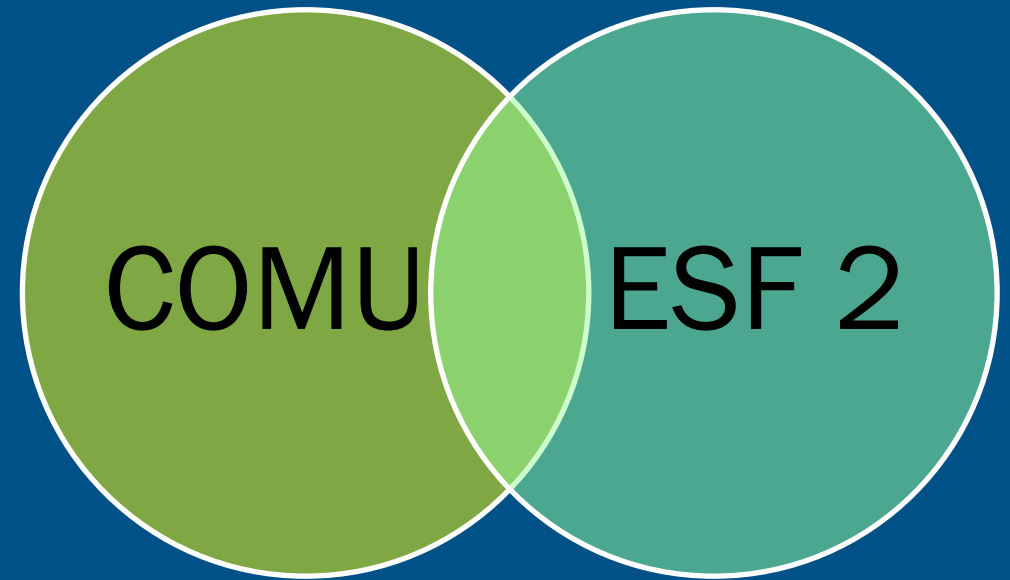
**All disasters are local.**



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## Overlapping but Distinct

- ICS – Communications Unit - Logistics
  - Support of the incident communications requirements
- NRF - ESF #2 – Operations
  - Primarily focused on the consequences of the event.
  - Reporting requirements
  - May be a supplier of resources to a Communications Unit



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## ESF # 2 Roles

The majority of the Communications infrastructure in the U.S. is privately owned.

- Communication
  - Sharing of the Situational Picture (aka COP)
- Coordination
- Technical Expertise - SMEs
- Reporting
  - Organized along the Communications Lifeline
    - 5 Components

# Participants

Oregon Public Utility Commission

Federal Communications Commission

FIRSTNET  
Built with AT&T

CROWN CASTLE

COMMUNICATIONS ISAC

AT&T

NCC

T-Mobile

verizon

Alaska COMMUNICATIONS  
Expect More

Zply

NAB  
NATIONAL ASSOCIATION OF BROADCASTERS

LUMEI

COMCAST

APCO International  
Leaders in Public Safety Communications

USTELECOM  
THE BROADBAND ASSOCIATION

Charter COMMUNICATIONS

inmarsat

NENA  
THE 9-1-1 ASSOCIATION

Town/City Governments

County Government



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## ESF # 2 Roles

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# Communication Role

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- Providing information to our partners
  - Dashboards – Region 10 uses adobe connect site  
<https://fema.connectsolutions.com/rxreccwg>
  - Regular Coordination Calls – State, Regional or National
    - In some cases a combination of above
- Gathering information on shortfalls, needs, and information for our reporting
  - On the coordination calls
  - From FCC reporting – Disaster Information Reporting System (DIRS)
- Facilitating Industry interaction / coordination



# Federal Communications Commission - DIRS

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The FCC established the Disaster Information Reporting System (DIRS) on September 11, 2007, in response to the devastation caused by Hurricane Katrina.

DIRS is a voluntary, web-based system through which the Commission collects operational status and restoration information from communications providers during major disasters and subsequent recovery efforts. DIRS provides communications providers with a single, coordinated, consistent process to report their communications infrastructure status information during disasters. DIRS collects infrastructure status information from wireline, wireless, broadcast, cable, interconnected VoIP, and broadband service providers.

Reported on a county-by-county level, once activated by the FCC.



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# Situation Picture – R10 RECCWG Adobe Page – 2018 AK Earthquake

**AK EQ 2018 Files**

Name	Size
SLB Tier 1 12-01-2018 1700 FINAL	678 KB
Anchorage Earthquake SITREP_4_1	141 KB
R10 FEMA BRIEFING POINTS_11_3	141 KB
FEMA BRIEFING POINTS as of 0930	15 KB
USDOT Daily Report -12.01.2018.d	25 KB
2018 Alaska Earthquake - damage \	1 MB
RX Lifelines Briefing 12-1-18.pptx	332 KB
Fuel Letter Basic - 11302018 (Sec)	96 KB
Transitional Operating Report-RRCS	82 KB
Debris Removal Letter - 11302018	232 KB
Access Letter - 11302018 (Sec).pdf	232 KB
RX Lifelines Briefing 12-2-2018 1000	479 KB
FEMA_Earthquake_AK #1 01DECL1	274 KB

**Attendee List (1)**

- Participants (1)
  - Lloyd Kimball

**Map Legend:**

- Water and Wastewater Damage
- AK DOT Road Damage Reports
  - Passable
  - Open
- ES&F Public Works Road Closures (approximate locations)
  - Closed
  - Detour
  - One Lane
  - Open
- US DOT Road Closures
  - closed
  - passable
- Municipality of Anchorage Road Blocks
  - Collapse
  - Fire
  - Power Outage
  - Road Damage
  - Rock Slide

**ESF-2 Chat (Everyone)**

Post Falls.  
 Richard Wilhelm: Team 1 (HARRIER) Guard team stay operational so EOC can test their link on SATCOM  
 Stewart Matthiesen: Copy.  
 Richard Wilhelm: EOC, please let me know when you are on SATCOM and I will start a test.  
 Laura Goudreau: transitioning  
 Richard Wilhelm: Copy EOC  
 Richard Wilhelm: [REDACTED]  
 Stewart Matthiesen: Thanks everyone, signing off in the t-mobile command vehicle.

**Major Communications Updates**

12/1/18  
 0700 All systems are up and functional  
 1000 State Ops Brief Notes of interest:  
 -Wasn't as bad as it could have been. No requests from local jurisdictions for assistance.  
 -Not the catastrophic incident we've been planning on. This is not Haiti, this is not PR.  
 -State to support local jurisdictions  
 -FEMA is on the ground with the FCO (Nunn) and RX IMAT -numerous aftershocks including above 5.0s no additional damage  
 -NWS reports: remain in unsettled weather condition. Wind today. Rain and snow becoming rain. Wind will lift ceilings. 65 MPH gusts. Cumulation 5-6 inches snow thru Sunday  
 -High wind warning over the Alaska range (no affect to anchorage)  
 -No expected impact to aviation in the Anchorage area (weather)  
 -Things are only improving, but also getting better information now.  
 -Pipeline restarted about 1630 yesterday  
 -Less than 1% have power outage  
 -NG distro 100% good. breaks are at home locations, but not at distribution level.  
 -Ted Stevens open, Meril Field open (tower damaged)  
 -Damage to rail spur at Port McKensey  
 -ANC port inspection with low tide. no issues yet. light damage but not issue  
 -NEW ANC port inspection GOOD. Opens at full ops tomorrow. Channel open and good  
 -Seward HWY closed south of ANC (maybe)

**Battle Rhythm**

All Times PDT  
 0815 Joint command and general staff meeting  
 0930 VTC State/FEMA leadership  
 1000 State SITREP published  
 1030 Resource Support (tactics) meeting  
 1030 FEMA IDR published  
 1100 Joint command and general staff meeting  
 1230

**RRCC Objectives:**

1. Conduct Lifesaving operations and minimize threats to peoples' safety and the environment .
2. Provide critical communications capabilities for operational coordination, responders and public messaging.
3. Assess, prioritize, and stabilize critical lifelines within the affected areas to support ongoing emergency response and restoration operations.
4. Identify and operationalize state and federal resources through a coordinated logistics supply chain.
5. Collect and disseminate data and intelligence to ensure situational awareness of all stakeholders.
6. Support survivor health and medical needs.
7. Deliver timely, accurate, accessible, and unified information through messaging to the public and targeted audiences.



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## Coordination

- FEMA Coordinates the response of Federal assets
  - Resource request form
  - Mission Assignments
- Regional ESF 2 / DEC / RECC assists the State or Tribes ESF 2 organization
- Coordination with other Federal ESF's
- Private Industry Partners



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## Paperwork

- States, Tribes and Local governments can often leverage volunteer and donated services as part of their cost share
  - Requires documentation
  - Best if documented at the time it occurs
- Another reason for your local agency to use your groups services



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## The Value of Communicating and Coordination

- Industry & Government partners have similar needs
  - i.e.: Cellular Companies H, J, & K and the State may all occupy distinct facilities at a mountain top. If they can coordinate fueling; that will lessen the demand on suppliers, be more efficient, and might move them higher on the priority list.
- Everyone has the same basic information needs
- Efficiency – The quicker we are in restoring or providing service, it will improve the other response efforts (ESF's), and the effected populations needs will be met sooner.

# Reporting

- Reporting is needed for senior leader's decision making
- Organized along the 5 components of the Communications Lifeline
  - Communications Infrastructure
  - Public Alert & Warning Systems
  - 911 & Dispatch Centers
  - Responder Communications Systems
  - Banking and Financial Services



## Communications Lifeline

### COMPONENTS AND SUBCOMPONENTS

#### Infrastructure

- Wireless
- Cable Systems and Wireline
- Broadcast (TV and Radio)
- Satellite
- Data Centers/Internet

#### Responder Communications

- LMR Networks

#### Alerts, Warnings, and Messages

- Local Alert/Warning Ability
- Access to IPAWS (WEA, EAS, NWR)
- NAWAS Terminals

#### Finance

- Banking Services
- Electronic Payment Processing

#### 911 & Dispatch

- Public Safety Answering Points
- Dispatch



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# Community Lifelines

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PRIORITY: Life Saving

EFFORT: Stabilization of Lifelines



A lifeline enables the continuous operation of **critical government** and **business functions** and is essential to **human health** and **safety** or **economic security**.



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# Lifeline Colors



- Grey is used to denote that there is no information on item



- Red indicates that the lifeline is disrupted, and no requirements or solutions have been identified






- Yellow indicates that a solution has been identified and a plan of action is in progress



- Green indicates that the lifeline is stable, and restoration plan is in place, not necessarily that it has been restored



# Comms Lifeline Component - Infrastructure

COMPONENT STATUS					
COMPONENT	LAST OPERATIONAL PERIOD	CURRENT OPERATIONAL PERIOD	CONDITION		
 Infrastructure	 Communications	 Communications	<ul style="list-style-type: none"> <li>➤ DISRUPTED WITH NO SOLUTION IDENTIFIED.</li> <li>➤ DISRUPTED BUT A KNOWN TIME TO RESOLUTION IS IDENTIFIED.</li> <li>➤ STABILIZED EITHER BY CONTINGENCY RESPONSE SOLUTIONS AND/OR REESTABLISHMENT OF ORGANIC LIFELINE SERVICES ORGANIC TO THE COMMUNITY.</li> <li>➤ NOT DISRUPTED / NO IMPACTS.</li> </ul>		
SUBCOMPONENT	STATUS	IMPACTS	ACTIONS	LIMITING FACTORS	ETA TO GREEN
N/A	N/A	N/A	N/A	N/A	N/A

- Wireline Carriers
- Commercial Wireless
- Commercial Broadcast
- Data Centers
- Commercial Satellite
- Undersea Cables
- Commercial Television



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# Comms Lifeline Component – Alert/Warning

COMPONENT	LAST OPERATIONAL PERIOD	CURRENT OPERATIONAL PERIOD	CONDITION
 Alerts, Warnings, and Messages			<ul style="list-style-type: none"> <li>➤ DISRUPTED WITH NO SOLUTION IDENTIFIED.</li> <li>➤ DISRUPTED BUT A KNOWN TIME TO RESOLUTION IS IDENTIFIED.</li> <li>➤ STABILIZED EITHER BY CONTINGENCY RESPONSE SOLUTIONS AND/OR REESTABLISHMENT OF ORGANIC LIFELINE SERVICES ORGANIC TO THE COMMUNITY.</li> <li>➤ NOT DISRUPTED / NO IMPACTS.</li> </ul>

SUBCOMPONENT	STATUS	IMPACTS	ACTIONS	LIMITING FACTORS	ETA TO GREEN
N/A	N/A	N/A	N/A	N/A	N/A




- Local Alert & Warning Systems
- IPAWS
- NOAA WX Radio TXs
- NAWAS
- TV/Radio ability to Transmit alerts



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# Comms Lifeline Component – 9-1-1 & Dispatch

<u>COMPONENT</u>	<u>LAST OPERATIONAL PERIOD</u>	<u>CURRENT OPERATIONAL PERIOD</u>	<u>CONDITION</u>
 911 and Dispatch			<ul style="list-style-type: none"> <li>➤ DISRUPTED WITH NO SOLUTION IDENTIFIED.</li> <li>➤ DISRUPTED BUT A KNOWN TIME TO RESOLUTION IS IDENTIFIED.</li> <li>➤ STABILIZED EITHER BY CONTINGENCY RESPONSE SOLUTIONS AND/OR REESTABLISHMENT OF ORGANIC LIFELINE SERVICES ORGANIC TO THE COMMUNITY.</li> <li>➤ <b>NOT DISRUPTED / NO IMPACTS.</b></li> </ul>




<u>SUBCOMPONENT</u>	<u>STATUS</u>	<u>IMPACTS</u>	<u>ACTIONS</u>	<u>LIMITING FACTORS</u>	<u>ETA TO GREEN</u>
N/A	N/A	N/A	N/A	N/A	N/A

- 9-1-1 Network Status
- PSAP Status
- Dispatch Center Status



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# Comms Component – Responder Comms

<u>COMPONENT</u>	<u>LAST OPERATIONAL PERIOD</u>	<u>CURRENT OPERATIONAL PERIOD</u>	<u>CONDITION</u>
 Responder Communications			<ul style="list-style-type: none"> <li>➤ DISRUPTED WITH NO SOLUTION IDENTIFIED.</li> <li>➤ DISRUPTED BUT A KNOWN TIME TO RESOLUTION IS IDENTIFIED.</li> <li>➤ STABILIZED EITHER BY CONTINGENCY RESPONSE SOLUTIONS AND/OR REESTABLISHMENT OF ORGANIC LIFELINE SERVICES ORGANIC TO THE COMMUNITY.</li> <li>➤ <b>NOT DISRUPTED / NO IMPACTS.</b></li> </ul>




<u>SUBCOMPONENT</u>	<u>STATUS</u>	<u>IMPACTS</u>	<u>ACTIONS</u>	<u>LIMITING FACTORS</u>	<u>ETA TO GREEN</u>
N/A	N/A	N/A	N/A	N/A	N/A

- State, Local, and Tribal Communications Systems
- Federal Responders Communications Systems



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# Comms Component – Finance

<u>COMPONENT</u>	<u>LAST OPERATIONAL PERIOD</u>	<u>CURRENT OPERATIONAL PERIOD</u>	<u>CONDITION</u>
 Financial Services	 Communications	 Communications	<ul style="list-style-type: none"> <li>➤ DISRUPTED WITH NO SOLUTION IDENTIFIED.</li> <li>➤ DISRUPTED BUT A KNOWN TIME TO RESOLUTION IS IDENTIFIED.</li> <li>➤ STABILIZED EITHER BY CONTINGENCY RESPONSE SOLUTIONS AND/OR REESTABLISHMENT OF ORGANIC LIFELINE SERVICES ORGANIC TO THE COMMUNITY.</li> <li>➤ <b>NOT DISRUPTED / NO IMPACTS.</b></li> </ul>

<u>SUBCOMPONENT</u>	<u>STATUS</u>	<u>IMPACTS</u>	<u>ACTIONS</u>	<u>LIMITING FACTORS</u>	<u>ETA TO GREEN</u>
N/A	N/A	N/A	N/A	N/A	N/A

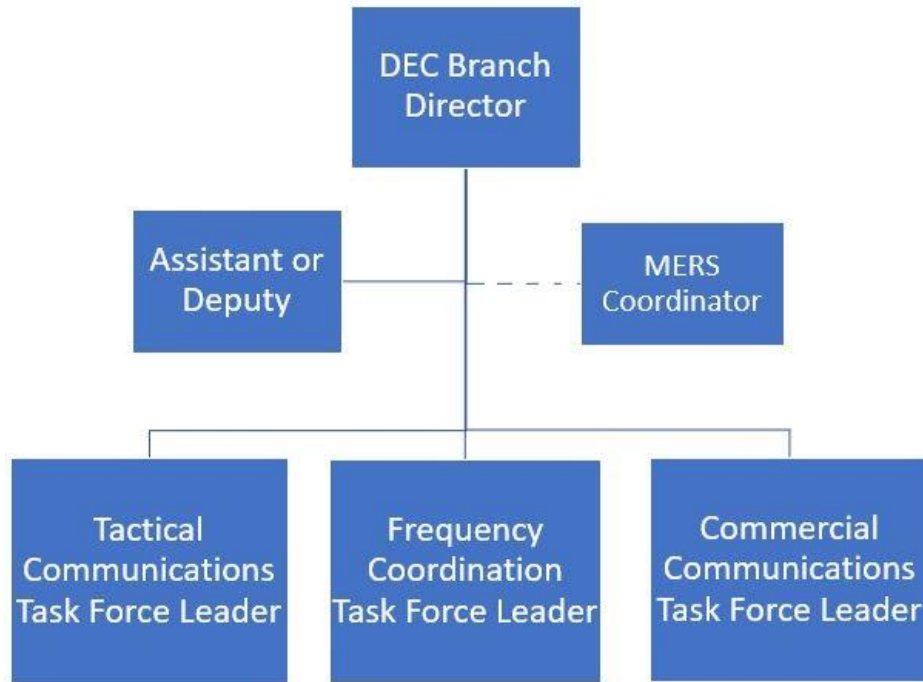
- Access to Cash
- Banking Systems
- Electronic Payment Processing



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## FEMA Regional ESF 2 Organization

- Structure for at the Regional Response Coordination Center (RRCC) R10 Bothell
- Similar structure in the field
- Same as ICS - if you don't fill the function, then you must accomplish the responsibilities
- Adjusts as needed. Often will fit into the State ESF 2 or other structure.
  - Though the FEMA staff will still have to accomplish the FEMA reporting
- .



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# FEMA - MERS

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- Mobile Emergency Response Support
  - National Headquarters' resource – 6 detachments
  - Primary focus is on supporting federal responders
    - FEMA Incident Management Assistance Teams
    - FEMA Urban Search & Rescue Teams
    - Disaster Medical Assistance Teams
    - Disaster Mortuary Operational Response Teams
    - Support and Construction of Joint Field Offices, Disaster Recovery Centers, etc.
  - Large, Heavy, can be expensive to deploy



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## Tactical Communications TFL

The Tactical Communications Task Force focuses on assisting state, local, tribal, and territorial (SLTT) public safety agencies in the restoration of life safety communications systems and on establishing and maintaining communications within and between deployed federal resources.



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## Frequency Coordination TFL

- The Frequency Coordination TF provides overall frequency coordination for federal responders, addresses frequency deconfliction and assists with Special Temporary Authorities from the Federal Communications Commission (FCC) and/or the National Telecommunications and Information Administration (NTIA).
- Often filled by FCC or NTIA personnel



## Commercial Communications TFL

- The Commercial Communications Task Force focuses on assisting commercial communications providers in the restoration of services, serving as a conduit for information sharing, and coordinating the prioritization of government and private sector communications services support.
- Often filled by CISA's Emergency Communications Division (ECD)



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# Industry Partnerships - Spreading the word

## HELP PREVENT NEW COMMUNICATIONS OUTAGES AS WE RECOVER FROM HURRICANE IDA

Restoring your ability to communicate during our recovery is a **critical** priority.

Communication lines carry vital messages including 911 and emergency services, and provide access to the internet, social media so that you can contact loved ones.

Damage to communication lines during recovery puts lives in danger, slows recovery efforts, and increases communications downtime.

Always Call **811** before you dig (or **1-800-272-3020**).

Call your utility providers directly to report down or cut lines and stay clear of the area.



When clearing downed trees, do not touch or cut lines as they may be live and operational.



Do not pile debris on or near utility pedestals.



Do not cut lines. It is faster to repair than to replace damaged lines.



Do not drive over lines.



Do not touch or remove downed or damaged lines.



Always Call **811** (toll free **1-800-272-3020**) Before You Dig



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# Spreading the word in local languages



## EDE ANPECHE NOUVO PWOBLEM AK KOMINIKASYON PANDAN N AP RETABLI AK SIKLÒN IDA.

Retabli kapasite w pou kominike pandan w ap rekiperè se yon priyorite **kritik**.

Liy kominikasyon yo pote mesaj enpòtan tankou 911 ak sèvis ijans, epi yo bay aksè nan entènèt, rezo sosyal yo pou ka kontakte pwòch ou yo.

Lè gen domaj nan liy kominikasyon pandan rekiperasyon, sa mete lavi moun danje, ralanti efò rekiperasyon, ak ogmante kantite tan pa gen kominikasyon.

Toujou Rele **811** anvan ou fouye (oswa **1-800-272-3020**).

Rele founisè sèvis piblik ou dirèkteman pou mete okouran liy ki tonbe oswa koupe epi rete



Lè n'ap ranmase pyebwa ki tonbe, piga nou manyen oswa koupe liy yo paske yo ka gen kouran oswa yo ka ap fonksyone.



Piga nou fè pil ak debri sou baz aparèy sèvis piblik yo oswa anba yo.



Piga nou kondui sou liy yo.



Piga nou koupe liy yo. Li pi vit pou repare pase pou ranplase liy ki



Piga nou manyen oswa retire liy ki tonbe oswa domaje.



Toujou Rele **811** (gratis **1-800-272-3020**) Anvan ou fouye

Haitian Creole



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# Summary

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- States or Tribes are in the lead
- FEMA and the Federal Government are there to support
- ESF 2 Organizations can exist at each level of government. Local, State, Tribal, Federal Regions, National
- Coordination and Communication is key
- ICS- Communications Unit(COMU) is a Logistics function (Internal supporting the organization FEMA and the Federal Government are there to support
- ESF 2 is an operations function (looking outward)
- Private industry owns most of the communications infrastructure – They are a critical partner



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# Region 10 RECCWG

Serves as a regional level coordination point for Federal, State, Tribal, Local and Industry emergency communications partners. Aux Comm participation is encouraged.

Email [FEMA-R10-RECC@fema.dhs.gov](mailto:FEMA-R10-RECC@fema.dhs.gov) or subscribe to the Tid Bits newsletter at:

[https://public.govdelivery.com/accounts/USDHSFEMA/subscriber/new?to\\_pic\\_id=USDHSFEMA\\_1510](https://public.govdelivery.com/accounts/USDHSFEMA/subscriber/new?to_pic_id=USDHSFEMA_1510)

Questions?



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# Contacts

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Thank you for participating



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