

**STATE SUPPORT FUNCTION ANNEX 2  
COMMUNICATIONS**

**PRIMARY AGENCIES:**

Department of Information and Innovation  
Department of Public Safety, Radio Technology Services

**SUPPORT AGENCIES:**

Agency of Transportation  
Department of Buildings and General Services  
Department of Public Safety; Division of Emergency Management and Homeland  
Security, Office of Technology Management, and Vermont State Police  
Department of Public Service  
Vermont National Guard, Office of the Adjutant General  
E-911 Board  
Civil Air Patrol

**I. MISSION**

The mission of this annex is to facilitate restoration of communication capabilities in impacted areas of the state by leveraging available resources, including those provided by private sector partners, federal, state, and local agencies. Communications, as a function of this annex, includes physical hardware, software, and the physical act of communicating between personnel.

**II. INTRODUCTION**

The purpose of this annex is to establish guidelines in order to support the mission and to ensure reliable communications systems are available across the state during emergencies in which this State Support Function (SSF) Annex is activated within the State Emergency Operations Center (SEOC).

Specifically, this SSF Annex will be responsible for the utilization of state assets in order to support the objectives of an incident and assessing the overarching communications needs and requirements for missions supporting any SSFs activated in the SEOC. Lead Agencies identified in this annex will ensure the processes and partnerships are established in order to monitor the status of all communications infrastructure and restoration priorities of communications networks are identified in the event of an emergency.

**III. CONCEPT OF OPERATIONS**

- A. Related to their respective areas of responsibility, the Primary Agencies are responsible for coordinating all SSF 2 activities relative to response and recovery as a function of the SEOC. These may include developing, coordinating, and maintaining the SSF 2 annex and supporting documents. SSF 2 Support Agencies will assist the Primary Agencies in the planning and execution of the above.
- B. The Department of Information and Innovation can assist in the coordination of restoration of voice and network services. In the event of a cyber incident, SSF 2 will act in accordance with Incident Annex 5 (Cyber Incident Annex).

## STATE OF VERMONT EMERGENCY OPERATIONS PLAN

---

- C. The Department of Public Safety, Radio Technology Services can assist in the coordination of restoration of wireless telephone and radio network services.
- D. In the event of an incident, the Primary Agencies will initiate actions appropriate to the functions of communications systems. Every effort will be made to support local equipment and personnel needs when requested and to integrate local resources when appropriate to a regional or statewide response.
- E. In support of and coordination with the State-Rapid Assessment & Assistance Team (S-RAAT), assess the incident and develop response objectives with local emergency management officials to inform any relevant Incident Action Plans (IAPs).
- F. Maintenance of Emergency Communications Vehicle (ECV) capabilities. For the purposes of this annex, ECVs can be defined as Radio Amateur Civil Emergency Services (RACES) communications trailers, Mobile Command Posts, "Cell on Wheels" (COWs) and/or radio communications network capabilities, and other mobile communications vehicle capabilities. During an emergency, deployment of ECVs may:
  - 1. Support local government emergency communications in the event of a catastrophic system failure as a result of an incident;
  - 2. Act as a Mobile Command Post (MCP) to provide on-the-scene coordination and support of resources participating in local operations and;
  - 3. Require coordination with FEMA for potential use of Federal assets to support this capability should State and local capacity be exceeded.
- G. Maintain contact with other Federal, State, and Local EOCs, Federal Emergency Management Agency (FEMA) Region I, and other state and local emergency management organizations.
- H. Potential alternate communications solutions can be evaluated in impacted areas to determine feasibility of use in the event existing government systems are damaged or rendered inoperable.
- I. Participate in state exercises in which SSF 2 is activated and conduct communications training and exercises to validate this annex and supporting documents. Involvement in actual incidents in which the State Emergency Operations Plan (SEOP) is activated satisfies this requirement.

### IV. SSF ACTIONS

Operations necessary for the performance of this function include but are not limited to:

- A. Prevent and Protect
  - 1. Identify public and private communications facilities, equipment, and personnel located throughout Vermont including emergency communications vehicles or mobile command posts.

## STATE OF VERMONT EMERGENCY OPERATIONS PLAN

---

2. Assist in the development of communications plans for use during an incident.
3. Assess pre-event/ incident needs and develop plans to stage assets for rapid deployment into impacted areas.
4. Develop plans to prioritize the deployment of services based on available resources and critical needs.
5. Plan for operations involving coordination with the FEMA Region 1 Federal Emergency Communications Coordinator (FECC) through Emergency Support Function (ESF) 2.
6. Develop and maintain roster of RACES radio technicians.
7. Recruit, train, and designate radio operators to operate equipment in the Mobile Command Post (MCP), S-RAAT teams, RACES, and the SEOC radio room.
8. Provide reliable links and maintain available support services for state disaster communications with, local, state, and federal government agencies.
9. Participate in exercises to evaluate the SSF 2 state emergency response capability.
10. Develop and maintain points-of-contact with private sector industry partners to coordinate support in emergency situations.

### B. Respond

1. Survey and report a communications impact assessment (incident related Essential Elements of Information) to SSF 5 regarding loss of service, restoration timeline and area impacted.
2. Coordinate the acquisition and deployment of communications equipment, personnel, and resources to establish temporary communications capabilities.
2. Conduct communications needs assessment (to include determining status of all communications systems), prioritize requirements and make recommendations to appropriate decision making authority(s) to deploy equipment and personnel to affected area, as required.
3. Act as a liaison between commercial telecommunications and internet providers and the SEOC to determine the extent of the outage and restoration timeframes in the affected areas. Promote priority restoration to critical facilities within affected areas.
4. Maintain radio and/ or phone communications with all appropriate emergency operating centers of state and local governments.
5. Utilize National Calling and Tactical Interoperability Frequencies to implement a radio frequency management plan in impacted area(s).

## STATE OF VERMONT EMERGENCY OPERATIONS PLAN

---

6. In coordination with the Operations Section in the SEOC, deploy and/ or request ECVs, as required.
7. Coordinate with FEMA Region 1 to establish temporary communications available to state and local governmental officials and appropriate personnel when state capabilities are exceeded.
8. In the case of a cyber incident, DII will integrate into the operation as per guidance found in Incident Annex 5 (Cyber Incident Annex).

### C. Recover

1. Coordinate with system operator(s) to reestablish communication capabilities damaged in impacted area(s).
2. Maintain or restore contact with other EOCs (i.e. FEMA Regional Operations Center, other states, cities, and local emergency management/preparedness organizations), as capabilities allow.
3. Support Public Information (SSF 14) dissemination of information to the public concerning safety and resources required for disaster recovery.
4. Maintain or restore communications with all appropriate emergency operations services of state government.
5. Survey and report communications damage assessment information from public and private organizations to SSF 5 to inform a Situation Report and/ or any potential emergency or disaster declaration process through the Stafford Act.
6. Assess the need for and request telecommunications and information technology support as needed.
7. Prioritize the deployment of services based on available resources and critical needs.
8. Coordinate with FEMA for any potential ESF 2 personnel to assist within the SEOC and/ or Joint Field Office (JFO) operations.
9. Document all costs incurred during the event.
10. In the case of a cyber incident, DII will integrate into the operation as per guidance found in Incident Annex 5 (Cyber Incident Annex).

### D. Mitigate

1. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or re-development activities.
2. Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports and action plans.

3. Coordinate with private sector industry partners to assist in developing appropriate mitigation strategies in order to reduce communications impacts in future disasters.

## **V. RESPONSIBILITIES**

### **Primary Agencies:**

#### **A. Department of Information and Innovation**

1. Identify, train, and assign personnel to staff SSF 2 within the SEOC.
2. Develop and maintain current resource lists for all state-owned telecommunications and commercial assets to include availability and points-of-contact for services.
3. Identify alternate private sector technology providers, as needed, in order to support state governmental telecommunications needs.
4. Coordinate the deployment of information technology and communications equipment, personnel and resources to restore capabilities within impacted area(s).
5. Identify actual and planned actions of commercial information technology and telecommunications companies to restore services.

#### **B. Department of Public Safety, Radio Technology Services**

1. Identify, train, and assign personnel to staff SSF 2 within the SEOC
2. Identify and distribute communications equipment and personnel, as necessary, within affected areas.
3. Maintain the state radio and/ or phone wireless communications capabilities.
4. Coordinate restoration of communication capabilities within impacted area(s).
5. Support the development of the SEOC communications plan.
6. Maintain lists of wireless communications capabilities available throughout the state; and procedures to request and deploy those assets.
7. Maintain and ensure operation of Department of Public Safety telephone and radio capabilities.

### **Support Agencies:**

#### **A. Agency of Transportation**

1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF 2 during periods of SEOC activation.

## STATE OF VERMONT EMERGENCY OPERATIONS PLAN

---

2. Provide communications, facilities, equipment, and personnel during periods of activation.
3. Support access to RACES stations in Agency of Transportation District Offices for radio operators.

### B. Department of Buildings and General Services

1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF 2 during periods of SEOC activation.
2. Provide communications, facilities, equipment, personnel, and security during periods of activation.

### C. Department of Public Safety, Division of Emergency Management and Homeland Security

1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF 2 during periods of SEOC activation.
2. Provide communications, facilities, equipment, and personnel during periods of activation.
3. Notify and mobilize other Support Agencies as requested by a Primary Agency during an SEOC activation.
4. Provide primary Emergency Alert System (EAS) and National Alert Warning System (NAWAS) capability.
5. Incorporate military frequencies as a part of the SEOC communications plan during as assigned.
6. Provide RACES operators in support of the SEOC as well as field operations for periods of up to 72 hours.
7. Maintain RACES communications equipment contained within trailers, the SEOC, and designated RACES sites statewide.

### E. Department of Public Safety, Office of Technology Management

1. Identify, train, and assign personnel to support Department of Public Safety software, hardware, and cellular services within the SEOC during times of activation.
2. Provide assistance within the SEOC in regards to potential hardware and software malfunctions.
3. Maintain coordination with the Department of Information and Innovation in order to ensure resolution of network connectivity issues within the SEOC.
4. Maintain and update contact information for cellular service providers.

## STATE OF VERMONT EMERGENCY OPERATIONS PLAN

---

5. Maintain a cellular telephone cache for deployment during an incident.

### F. Department of Public Safety, Vermont State Police

1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF 2 during periods of SEOC activation.
2. Provide communications, facilities, equipment, personnel, and security during periods of activation.
3. Provide primary and alternate state warning point facilities and personnel.
4. Deploy and operate ECVs, MCPs, and/or communications equipment as requested.
5. Provide and/or coordinate security for communications facilities as requested.

### G. Department of Public Service

1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF 2 during periods of SEOC activation.
2. Provide communications, facilities, equipment, and personnel during periods of activation.
3. Coordinate commercial telecommunications information to include:
  - a. Identifying coverage areas, major communications centers, and points-of-contact.
  - b. System status and restoration estimates during emergency situations.
4. Provide regulatory guidance to providers as needed during emergency situations.

### H. Vermont National Guard, Office of the Adjutant General

1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF 2 during periods of SEOC activation.
2. Provide communications, facilities, equipment, personnel, and security during periods of activation.
3. Provide personnel, equipment for point-to-point or mobile communications, and backup generator support to maintain 24-hour communications operations.
4. Provide video and aerial reconnaissance assistance for damage assessment and traffic management support.

I. E-911 Board

1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF 2 during periods of SEOC activation.
2. Provide communications, facilities, equipment, and personnel during periods of activation.

J. Civil Air Patrol

1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of SSF 2 during periods of SEOC activation.
2. Provide communications, facilities, equipment, and personnel during periods of activation.
3. Provide video and aerial reconnaissance assistance for damage assessment and traffic management support.
4. Provide point-to-point high frequency (HF) radio communications assistance.
5. Provide support for airborne repeaters.



**TAB A to STATE SUPPORT FUNCTION (SSF) ANNEX 2  
OPERATING PROCEDURES**

This document provides general guidance to the State Support Function (SSF) 2 Lead or other Agency Representatives who act as members of the Incident Coordination Team (ICT) in the Vermont State Emergency Operations Center (SEOC), when activated in response to a minor, major or catastrophic incident affecting Vermont.

**SEOC Monitoring Level (including VY Unusual Event):**

- \_\_\_ 1. Receive notification of expected/occurring incident.
- \_\_\_ 2. Make any internal agency notifications, as appropriate.
- \_\_\_ 3. Report to the SEOC, if requested.

**SEOC Partial or Full Activation Level (including VY Alert):**

- \_\_\_ 1. Receive and confirm notification of expected/occurring incident.
- \_\_\_ 2. Make any internal agency notifications, as appropriate.
- \_\_\_ 3. Report to the SEOC as soon as possible. If not a member of Department of Public Safety, sign in at security desk and obtain security badge.
- \_\_\_ 4. Sign in on the ICS 211 form in the SEOC.
- \_\_\_ 5. Report to Liaison Officer or Operations Section Chief and obtain an initial situational awareness briefing.
- \_\_\_ 6. Open the DisasterLAN ticket manager & make appropriate entries concerning information received and actions undertaken.
- \_\_\_ 7. Ensure adequate staffing requirements for 24-hour coverage, if necessary. Notify staff for subsequent shifts appropriately. Confirm names and hours of liaison staff with appropriate agencies.
- \_\_\_ 8. Establish filing system for status reports, situation reports, briefing papers, assignments/mission tasking, telephone rosters, daily reports, etc.
- \_\_\_ 9. Establish contact with forward deployed teams or other agencies, as required. Establish reporting times for these assets.
- \_\_\_ 10. Be prepared to coordinate or identify resources to meet support requests in your area of responsibility.
- \_\_\_ 11. Prepare for periodic incident coordination team situational updates and State Situation Report information requests. Refer to the SEOC Planning P for

## **STATE OF VERMONT EMERGENCY OPERATIONS PLAN**

---

general guidance on when these updates will occur.

- \_\_\_ 12. Conduct shift change briefings, as needed.
- \_\_\_ 13. Retain all documentation developed in support of your activities

### **DEMOBILIZATION**

- \_\_\_ 16. Receive demobilization briefing from SEOC Manager or Planning Section Chief.
- \_\_\_ 17. Make any internal agency notifications, as appropriate.
- \_\_\_ 18. Retain all documentation developed in support of your activities and provide copies to the Planning Section Documentation Unit.
- \_\_\_ 19. Identify and update internal agency procedures, as needed.
- \_\_\_ 20. Provide recommendations for changes to the SEOC Standard Operating Guidelines or these SSF Operating Procedures to the DEMHS Planning Section Chief.
- \_\_\_ 21. Provide additional after action comments to the SEOC Manager as soon as possible or at a scheduled After Action Review.
- \_\_\_ 22. Document costs associated with the activation and provide to agency Financial Officer and the ICT Finance & Administrative Section Chief.