STATE OF OHIO
EMERGENCY OPERATIONS PLAN

EMERGENCY SUPPORT FUNCTION #2
COMMUNICATIONS AND INFORMATION TECHNOLOGY

COORDINATING AGENCY

Ohio Emergency Management Agency

PRIMARY AGENCY

Ohio Emergency Management Agency

OHIO EMERGENCY OPERATIONS PLAN
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COMMUNICATIONS AND INFORMATION TECHNOLOGY

COORDINATING AGENCY:	Ohio Emergency Management Agency (Ohio EMA)
PRIMARY AGENCY:	Ohio Emergency Management Agency (Ohio EMA)
SUPPORT AGENCIES:	Adjutant General's Department, Ohio National Guard (OHNG)
	Ohio Department of Administrative Services (DAS)
	Office of Information Technology (OIT)
	Multi-Agency Radio Communications Trunking System (MARCS)
	Ohio Department of Health (ODH)
	Ohio Department of Natural Resources (ODNR)
	Ohio Department of Rehabilitation and Correction (ODRC)
	Ohio Department of Transportation (ODOT)
	Public Utilities Commission of Ohio (PUCO)
	Ohio Amateur Radio (OAR)
	Ohio State Highway Patrol (OSHP)

I. INTRODUCTION

A. Purpose

1. Emergency Support Function #2 supports the provision of communications and information technology resources and support to state- and local-level response to emergency and disaster incidents.

2. ESF-2 details the coordination of activities and communications assets that are available from state agencies, voluntary groups, the communications industry, county agencies and the federal government.

II. SITUATION

A. Incidents can affect the ability of responders and citizens to communicate by: damaging and overloading systems and equipment; overwhelming staff; and creating conditions that prevent the expedient repair of existing communications systems and/or the transport of new equipment into impacted areas.

B. State-level communications support is vital to protecting life and property, and to the restoration of impacted areas.

B. Overview of Primary State-Level Communications Support Capabilities

1. The Ohio Emergency Operations Center (State EOC) will coordinate response activities during emergencies and disasters.

2. Communication and Information Technology needs and activities will be coordinated through designated communications personnel from Primary and Support Agencies to support the security and integrity of State-level emergency communications systems.

C. Land-line/Non-wireless Capabilities

1. Ohio EMA will maintain redundant telephonic capabilities within the State EOC to support 24-hour State EOC operations.

D. Wireless Capabilities

1. The MARCS (Multi-Agency Radio Communication System) radio system is the primary wireless multi-functional communication system used in the State of Ohio by State agencies for incident response and interoperability. The system is currently in use in all of Ohio's 88 counties, and is deployed within State agencies and non-State Agency single-point users, including: County EMAs; County Sheriffs' Offices; Local Health Departments (LHD); Emergency Medical Services; Hospitals; Local Fire Departments; and Local Police Departments.

2. The Ohio Emergency Management Agency (Ohio EMA) will maintain interactive resources for mapping stationary MARCS towers, towers on wheels, sites on wheels, and cellular communication support resources on wheels.

3. Mobile Communication Resources

   a. Public safety communications support to re-establish communications systems will be provided to federal, state and local responding agencies through a variety of means.

   b. The Ohio EMA will maintain mobile satellite trailers that provide infrastructure-free data backhaul. Each Satellite trailer has both wireless and wired data capabilities.

   c. The Buckeye State Sheriffs' Association's (BSSA) Regional Interoperability Vehicles (11) are available for use by any Incident Commander. These vehicles provide command level interoperability.

   d. The Ohio Department of Natural Resources' Special Response Vehicle and Trailer is available to provide port security and command level interoperability resources to any first responders.

4. Wireless and radio capabilities in the State EOC include multiple two-way radio systems, which include both encrypted and clear-voice capabilities; linking local, state, federal and volunteer organizations.

5. Satellite communications systems and satellite links are available for two-way communications to field-deployed satellite systems, the receipt of video, and weather radar and forecast information.

6. Communications capabilities to support state, federal, and local personnel in the field and at the site of the emergency include radio caches and mobile radio tower that can provide 800MHz, VHF and UHF radio repeater capabilities, and other communications equipment. These capabilities are documented in a Resource Manual that is maintained by Ohio EMA.

E. Data

1. Facility data communications include dedicated OC3 and T1 lines to the Ohio Data Network, statewide law enforcement organizations through the Law Enforcement Automated Data System (LEADS), the National Weather Service (Cleveland and Wilmington offices) (NWS), Ohio EMA, ODOT, FEMA, ODPS and State of Ohio Computer Center (SOCC).

2. Internal data service is provided through multiple servers on a secured switched network that provides for the routing and distribution of information for day-to-day and emergency activities. This includes the capability for state agencies to access their servers from the State EOC during emergencies. The server software allows for automated management of emergencies, routing of electronic mail, electronic mapping and modeling.

3. WebEOC, a web-based software system, is used to organize and facilitate State EOC operations. The system is used to:

   a. Coordinate the sending of messages.

   b. Address requests for assistance and resources.

   c. Manage mission assignment, development and tracking.

   d. Assist in deploying state-level emergency and disaster response resources.

4. A Secure Communications Room that is capable of providing secure voice communication is maintained within the State EOC through the OSHP HUB.

5. Other State EOC communications capabilities include: a public address system, electronic mail, voice mail, the State of Ohio Rain/Snow Monitoring System (STORMS), and information collection and distribution procedures and warning dissemination including Emergency Alert System (EAS) activation.

6. When feasible, State-level communication support resources will be employed to provide physical access to private- and public-sector communications sites.

7. The State of Ohio will assist and will receive assistance from the National Coordination Center to provide services related to the prioritized restoration of power to critical resources.

8. Private sector communications system repair and replacement resources will be self-deployed and will not be subject to control by public-sector resources.

9. Descriptive information on Ohio EMA's and the State EOC's communications support resources and capabilities is documented in a Resource Manual that is maintained and housed by the Ohio EMA.

10. Ohio Department of Health (ODH)

    a. ODH maintains caches of communications equipment that are intended to support both day-to-day operations and emergency response. This equipment can address data, voice and video, the communication of information and reports, and surveillance of public health threats.

    b. ODH maintains the Ohio Public Health Communication System (OPHCS) alerting system, the Ohio Responds Emergency System for Advanced Registration of Volunteer Health Professionals (ESAR-VHP) system, and the MARCS radios for contacting the LHDs and hospitals during an emergency.

III. **ASSUMPTIONS**

A. When activated, and as needed, ESF-2 will assist local emergency organizations and responders with setting up and operating temporary emergency communications capabilities.

B. The State EOC will be operational and will be able to support statewide communications operations with the cooperation and assistance of federal, state, and local organizations.

C. State and Local governments, in coordination with the communications industry, will accomplish the restoration and reconstruction of communications facilities as conditions permit.

IV. CONCEPT OF OPERATIONS

A. Overview of the ESF-2 Response

1. Ohio EMA, through the State EOC, is responsible for activating and notifying ESF-2 Support Agencies when there is a need for them to support communications system provision and/or restoration missions.

2. ESF-2 Support Agencies that will receive initial notification that there could be a need for them to provide communications support include OSHP, DAS, OIT, ODNR, ODH, ODRC, OHNG, PUCO and ODOT. Other support agencies will be notified and activated for ESF-2 missions depending on an incident's nature and extent.

3. Upon activation, ESF-2 staff may engage in the following response actions:

    a. Maintain contact with the MARCS system Help Desk regarding the status of MARCS system communication, MARCS towers, T1 lines, generators, and other communications system resources.

    b. Coordinate with the MARCS system regarding the establishment and maintenance of reserved eComm channels for use in incident response.

    c. Maintain contact with the Buckeye State Sheriffs Association regarding the deployment and use of their Regional Communication Vehicles for incident response support.

    d. Establish contact with, and determine communications resources that are available from partner agencies.

4. Create a list of State EOC video inputs/outputs and conference bridge schedules.

    a. Engage ESF-2 Partner Agencies and prepare briefing questions and mission-related information for daily status briefings.

    b. Through the Communications Group Leader, formulate an Incident Radio Communications Plan (ICS 205) to provide information on radio frequency and/or trunked radio system talkgroup assignments for each operational period, for use by incident responders.

5. Cyber System Failure/Attack Response

    a. The Ohio Department of Administrative Services coordinates the state's cyber-response plan. Additionally, the Department of Public Safety, Division of Homeland Security and the Ohio National Guard provide subject matter expertise and support to cyber-incident response.

b. A wide variety of systems and infrastructure points in Ohio could be vulnerable to cyber system failures, infiltration and/or attack that could threaten, disrupt, and/or interrupt their operations and damage infrastructure.

c. These systems operate in a manner that create, store, and transmit data and information or control the operations of critical infrastructure; including power generation, water purification and delivery, control of dams, transportation systems and traffic control, emergency responder dispatch, etc.

d. State EOC-response to a cyber-related attack will be focused on information sharing/coordination between state agencies and responding entities as well as to responding to the consequences and cascading effects of a cyber attack, including utility and power interruptions.

V. RELATIONSHIPS BETWEEN LEVELS OF GOVERNMENT

A. Federal

1. Federal support addressed in ESF-2 in the National Response Plan provides national security and emergency preparedness support to federal, state, and local disaster response elements. This support includes government-furnished communications, commercially-leased communications and expedited communications services provided under the Telecommunications Service Priority System (TSP). These capabilities can be accessed by mission requests from the state.

2. The following organizations compose the federal ESF-2 Team and will work with Ohio's ESF-2 Team during emergencies from the Regional Operations Center (ROC), the Joint Field Office (JFO) and the site of the emergency:

   a. ESF Coordinator: US Department of Homeland Security/National Protection and Programs/Cybersecurity and Communications/National Communications System

   c. Primary Agencies

      i. US Department of Homeland Security/National Protection and Programs/Cybersecurity and Communications/National Communications System

      ii. US Department of Homeland Security/Federal Emergency Management Agency

   d. Support Agencies

      i. US Department of Agriculture

      ii. US Department of Commerce

      iii. US Department of Defense

  iv. US Department of Homeland Security

  v. US Department of the Interior

  vi. Federal Communications Commission

  vii. General Services Administration

B. State

 1. In accordance with the Ohio Revised Code 5502, the Ohio Emergency Management Agency is in charge of coordinating state-level emergency communications support between the agencies of state, federal and local government from activation of the EOC to recovery.

 2. Coordination may be internal within the ESF-2 Team member organizations and/or it may include coordination with governmental and private organizations external to the team.

C. Local

 1. The ESF-2 Team will coordinate and facilitate communications-related emergency response activities with impacted areas' local EOCs.

 2. Specific issues related to communications in a local area may be addressed directly between the ESF-2 Team and local responders at incident sites.

The chart, below, shows the relationship between federal, state and local communications organizations.

Comparison Chart - ESF-2 Organizations by Level of Government		
State Organizations	**Federal Organizations**	**Local Organizations**
Ohio EMA (with respect to federal and local organizations listed in this row)	Department of Homeland Security, Information Analysis and Infrastructure Federal Communications Commission U.S. Department of Commerce	Local EMAs
Ohio State Highway Patrol	*	*
Department of Administrative Services	General Services Administration	*
Ohio Department of Commerce, Division of State Fire Marshal	*	*
Adjutant General's Department, Ohio National Guard	U.S. Department of Defense	*

Ohio Department of Natural Resources	U.S. Department of the Interior	*
Ohio Department of Health	U.S. Department of Health and Human Services	Local Health Departments & Hospitals
Public Utilities Commission of Ohio	*	*
Ohio Department of Rehabilitation and Correction	*	*
Ohio Department of Transportation	*	*
Civil Air Patrol	Civil Air Patrol	*
Ohio Amateur Radio	National RACES	Local Amateur Radio
Office of Information Technology	*	*

* There is no comparable designated organization at this level of government.

VI. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITY

A. Organization

1. The Ohio Emergency Management Agency is the Coordinating Agency for ESF-2, and will be responsible for working with this ESF's Support Agencies to ensure that there is a seamless integration of, and transition between preparedness, response, and recovery activities. The Coordinating Agency's primary responsibility will be to focus on engaging Support Agencies in pre-incident planning and coordination opportunities.

2. The Ohio emergency management Agency is the Primary Agency for ESF-2, and will take the lead in coordinating and reporting on ESF-2-related missions and operations.

3. ESF-2 agencies will be activated through the State EOC for assessment, response, and recovery operations based on the needs of the emergency. Primary and Support Agencies will coordinate with one another to ensure the most effective use of personnel and equipment, to avoid redundant activities, and to cooperate on emergency response missions.

4. All agency-based resources will be provided as they are needed, as they are available, and as agencies are able to provide them.

5. Internal management and supervisory practices of the agencies that make up ESF-2 are maintained throughout emergency operations.

6. The Ohio EMA administers briefings in the State EOC for ESF-2 Team operations.

B. Assignments of Responsibility

    1. Ohio Emergency Management Agency (Primary)

        a. Responsible for the coordination of emergency communications.

        b. Manage communications capabilities within the State EOC.

        c. Provide state mobile communications as needed during emergencies.

        d. Assess communications infrastructure following a disaster.

        e. Prioritize assistance based on assessments.

        f. Maintain Ohio EMA's access to the GETS (Government Emergency Telecommunications Service) system to enable the state to have contact with federal, state, local, and tribal government, industry, and non-governmental organization (NGO) personnel in performing their National Security and Emergency Preparedness (NS/EP) missions.

        g. Evaluate, define and assign emergency missions to team members and other organizations as required.

        h. Provide technical assistance and advice to local, state, and federal organizations.

        i. Establish and maintain the automated computer system needed for State EOC operations.

        j. Establish data communication links for state agency computers as needed in the State EOC during emergencies.

        k. Deploy mobile communications assets.

        l. Provide ongoing maintenance and restoration of Ohio EMA owned systems.

        m. Deploy and install transportable communications systems to include radio base stations, satellite links and portable communications equipment.

        n. Establish video conferencing links as needed.

        o. Obtain remote video images or remote TV broadcasts as needed from the disaster.

    2. Adjutant General's Department, Ohio National Guard

        a. If needed, a Governor's declaration allows Ohio National Guard response and/or resources including: communications capabilities and technical support.

b. Provide technical support for ESF-2 operations, set up, and operation of emergency communications equipment, satellite systems and portable telephone systems.

3. Ohio Department of Administrative Services

   a. Assist in the procurement of needed communication goods and services from private contractors by identifying and contacting sources both on and off state term contract.

   b. Provide listings of technical support staff across the State of Ohio who may be used to supplement response efforts.

   c. Provide information technology resources and support to ensure the cyber security and physical integrity of state emergency communications systems, including geographic information systems (GIS).

   d. Maintain and support the Multi-Agency Radio Communications System (MARCS) infrastructure.

4. Ohio Department of Natural Resources

   a. Maintain a 24-hour dispatch capability.

   b. Deploy the ODNR Mobile Command Center in coordination with Ohio EMA

   c. Maintain ongoing communications with field forces.

   d. Provide radio equipment to supplement communications.

   e. Provide technical assistance for the restoration of communications systems.

   f. Provide technical support for ESF-2 as needed.

5. Ohio Department of Health

   a. As needed, provide access to a cache of MARCS radios to assist in providing communications support to emergency operations conducted through the State EOC.

   b. Maintain and support the MARCS infrastructure with LHDs and hospitals.

   c. Through data communications, disseminate information impacting public health to LHDs and hospitals during emergencies.

   d. Provide technical support for ESF-2, as needed.

6. Ohio Department of Rehabilitation and Correction

    a. Maintain communications systems within all prisons throughout Ohio.

    b. Deploy communications equipment to supplement emergency needs as required.

    c. Provide technical support for ESF-2 as needed.

7. Ohio Department of Transportation

    a. Maintain 24-hour staffing of the State EOC during emergencies.

    b. Through data communications, provide information on road conditions during emergencies.

    c. Provide radio equipment to supplement communications.

8. Public Utilities Commission of Ohio

    a. Act as an information link with phone companies.

    b. Provide technical support for ESF-2 as needed.

9. Ohio Amateur Radio

    a. Provide a parallel communications network operated by qualified and licensed amateur radio operators.

    b. Provide radio communications between localities within the state, with adjacent states, and the State EOC.

10. Ohio State Highway Patrol

    a. Provide Communications infrastructure assessments from the site.

    b. Maintain data communications to all law enforcement agencies through the use of Ohio's Law Enforcement Automated Data System (LEADS).

    c. Deploy the OSHP Mobile Command Center in coordination with Ohio EMA.

    d. Provide technical support for system restorations.

    e. Provide supplemental radio units to state and local agencies.

VI.   ESF-2 COMMUNICATIONS RESOURCE REQUIREMENTS

A. Resource requirements and Standard Operating Procedure information for state communications that do not appear in ESF-2 can be found in resource listings and SOPs maintained on file in the Technical Services Branch of Ohio EMA.