KENTON COUNTY EMERGENCY FUNCTION

KENTON COUNTY, KENTUCKY
EMERGENCY OPERATIONS PLAN
COMMUNICATIONS
ESF-2

Coordinate and organize communications resources in preparing for, responding to and recovering from emergency/disaster incidents that impact the citizens of Kenton County.

ESF-2/COMMUNICATIONS 2.2

COMMUNICATIONS ESF-2

ESF Coordinator:
Kenton County E911 Central Dispatch

Primary Agency: Kenton County Dispatch, Erlanger Dispatch
Support Agencies:
Kenton County Fiscal Court, Kenton County Coroner's Office, Kenton County Emergency Management Agency, Kenton County EMS, Kenton County Judge Executive and Commissioners, Kenton County Police Department, Kenton County Sheriff's Office, Kenton County Public Works, Kenton County Sheriff's Office, Region 6 Kenton County Task Force WMD/HAZMAT Regional Response Team.

Cities;
Bromley Fire Department, Mayor of Covington and Covington City Council members, Covington Dispatch Covington Police Department, Covington Code Enforcement, City of Covington School Board, Covington Fire Department, Crescent Springs/Villa Hills Fire Department, Edgewood Fire Department, Elsmere Fire Department, Erlanger Fire Department, Fort Mitchell Fire Department, Fort Wright Fire Department, Independence Fire Department, Kenton Fire Department, Ludlow Fire Department, Park Hills Fire Department, Ryland Heights Fire Department, Taylor Mill Fire Department and the Kenton County Fire Chiefs Association.

Other Local Agencies
Cincinnati Bell Telephone Company, the Cincinnati Enquirer, Kenton County Public Schools, Kentucky Amateur Radio Club, North Kentucky Independent District Health Department,

State Agencies

Secondary Public Safety Answering Points (PSAPs) - Kentucky State Police Post 6 - Kentucky State Police, Kentucky Division of Emergency Management

Federal Agency
National Weather Service

KENTON COUNTY EMERGENCY OPERATIONS
ESF-2/COMMUNICATIONS 2.3

Introduction
- The Communications Emergency Support Function (ESF-2): identifies and organizes the resources (human, technical, equipment, facility, materials and/or supplies) available to Kenton County, the City of Covington, the City of Bromley, the City of Crescent Springs, the City of Edgewood, the City of Elsmere, the City of Erlanger, the City of Fort Mitchell, the City of Fort Wright, the City of Independence, the City of Lakeside Park, the City of Ludlow, the City of Park Hills, the City of Ryland Heights, the City of Taylor Mill, and the City of Villa Hills to address and support communications needs in the event of either a natural or man-made disaster or emergency situation;
- identifies the responsibilities of organizations charged with providing communications in the case of a disaster or emergency situation;
- is established to assure the provision of communications support to Kenton County, the City of Covington, the City of Bromley, the City of Crescent Springs, the City of Lakeside Park, the City of Edgewood, the City of Elsmere, the City of Erlanger, the City of Fort Mitchell, the City of Fort Wright, the City of Independence, the city of Kenton Vale, the City of Ludlow, the City of Park Hills, the City of Ryland Heights, the City of Taylor Mill, and the City of Villa Hills and private-sector response before, during and after an incident/event;
- provides personnel and resources to support prevention, preparedness, protection, response, recovery and mitigation in support of the primary emergency management objectives of communications in emergency and disaster situations.
- Kenton County E911 Dispatch is defined as the 24 hour County Warning Point and primary Public Safety Answering Point (PSAP) for Kenton County Kentucky as well as supporting communications systems, such as secondary Public Safety Points, amateur radio resources and other communication systems found in various municipal agencies and private sector companies.
- Kenton County E911 Dispatch is the primary Public Safety Answering Point providing emergency and non-emergency dispatch services for the Fire Protection Districts, Law Enforcement and Kenton County Emergency Medical

Services and Kenton County Emergency Management Agency. Erlanger Public Safety Communications Center serves as the secondary PSAP for Kenton County E911 Dispatch. The secondary PSAP provide emergency and non-emergency dispatch services for their respective agencies through equipment located at each identified entity whenever the primary PSAP is incapable of doing so as a result of equipment failure, overload of call volume being received or other situations in which additional resources are required to perform this emergency support function. In a large-scale state emergency situation, Kenton County may have to rely on other supporting resources for communications, such as amateur radio operators and equipment, other municipal agencies, and even private sector resources.

- Specific ESF-2/Communications objectives include:
- ensuring that Kenton County E911 Dispatch and secondary PSAPs are prepared to provide the mission essential communications services required during normal operations;
- ensuring that Kenton County E911 Dispatch and secondary PSAPs are prepared to respond to emergencies, recover and mitigate their impacts;
- establishing and maintaining communications between and among the key facilities that are integral to efficient disaster operations.

Mission

The mission of the Communications Emergency Support Function is to coordinate and organize communications resources in preparing for, responding to and recovering from emergency/disaster incidents that impact the citizens of Kenton County.

Scope

The scope of this ESF includes:
- assessing communications system damage and determining the required resources to restore communications systems;
- coordinating with ESF-2/Communications support agencies for assistance in helping communications suppliers obtain information, equipment, specialized labor, fuel and transportation to repair or restore energy systems;
- coordinating information with local, state, and federal officials and suppliers about available communications supply recovery assistance;
- providing technical assistance concerning communications systems.

ESF-2/Communications is a functional annex to the Kenton County Kentucky Emergency Operations Plan and, to the extent possible, information contained in other sections of the EOP will not be repeated in this ESF annex. Many of the agencies

involved in ESF-2/Communications activities have existing emergency plans and procedures which this ESF Annex is designed to complement and support.

This Emergency Support Function applies to all agencies with assigned communications emergency responsibilities as described in the Kenton County Kentucky Emergency Operations Plan.

Situations and Assumptions

Some of the situations and assumptions involved in ESF-2/Communications planning include, but are not limited to, the following:

- communications play a critical role in emergency operations, notification and warning;
- communications networks and facilities exist and operate throughout Kenton County and are capable of supporting emergency operations;
- local and regional radio and television stations may be off the air due to power loss or other damaging circumstances;
- telephone systems may become overloaded, delaying or making calls impossible due to increased use;
- all available forms of dissemination of information may be required to provide timely notification and warning to the general public and special needs populations during an incident;
- EAS messages may be issued by the Kenton County Emergency Management Director through the National Weather Service for broadcast on tone alert radios, and radio and television stations;
- local agencies will utilize their normal communications systems during an emergency situation;
- support facilities and equipment will be provided through coordination with the Kenton County Emergency Operations Center;
- in areas experiencing major emergency conditions or disaster effects, serious disruption of normal communications and overloading of communications systems is anticipated;
- county and city government facilities are available for properly discharging governmental functions during an incident;
- the ESF-2 Coordinator will coordinate communications facilities for maintaining effective communications with other agencies of county and city government;
- some remote communities and/or isolated groups of individuals may require door-to-door notification;
- some areas of the county may be without communications capabilities due to the impact to the incident and would have to be notified door-to-door, if time permits;

- there will be occasions when there will be no time or mechanism for warning the county's population;
- public facilities in Kenton County will receive warnings of disaster/emergency situations through activation of the Kenton County Emergency Alert System receivers in all such buildings;
- special care groups or persons residing in assisted living quarters, such as senior citizens' or nursing homes may require individual warning notification;
- state assistance may be necessary to procure supplemental communications equipment and/or locate available repair technicians following an incident;
- voice and data communications over the internet may be available for use by the EOC during an incident.

Concept of Operations

The Kenton County Emergency Operations Center (EOC) serves as the central location for interagency coordination and executive decision-making, including all activities associated with ESF-2/Communications during a disaster/emergency event. The ESF-2/Communications Primary Agencies work with the EOC management team to ensure necessary communications tasks are accomplished. The Support and Partnering Agencies provide resources and personnel to assist in accomplishing ESF-2/Communications activities as required by the size and demands of the event. As calls are received requesting services and resources during an emergency/disaster situation, they are routed to the ESF-2/Communications desk to determine appropriate action.

General

ESF-2/Communications is organized consistent with the requirements of the National Response Plan, the National Incident Management System and uses the Incident Command System (composed of Planning, Operations, Logistics and Finance/Administration Sections with their standardized Units, Teams, positions, forms and terminology) to manage its emergency/disaster responsibilities. This structure and system supports incident assessment, planning, procurement, deployment and coordination of communications support operations for Kenton County, the City of Covington, the City of Bromley, the City of Crescent Springs, the City of Lakeside Park, the City of Edgewood, the City of Elsmere, the City of Erlanger, the City of Fort Mitchell, the City of Fort Wright, the City of Independence, the City of Ludlow, the City of Park Hills, the City of Ryland Heights, the City of Taylor Mill, and the City of Villa Hills. Pursuant to the Incident Command System structure, the Planning, Logistics, Finance/Administration and Operations Section Coordinators and staff at the Emergency Operations Center (EOC) assist the EOC Manager in achieving the overall mission. Sections, Units, Teams, staffing levels, etc. are modular and scalable, depending on the type, size, scope and complexity of the emergency or disaster event.

- Procedures, protocols and plans for communications disaster response activities provide guidelines for operations at the Kenton County Emergency Operations Center and in the field.
- the Emergency Operations Plan and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines that describe ESF-2- Communications capabilities are based on National Planning Scenarios, Universal Task List and Target Capabilities and are the basis of these guidelines;
- periodic training and exercises are conducted to enhance effectiveness; communications planning is continuous, beginning well before impact of approaching natural disasters and immediately upon those not forecasted.

A large event requiring regional, state and/or interstate mutual aid assistance will require ESF-2/Communications implementation. ESF-2/Communications will coordinate with support agency counterparts to seek and procure, plan, coordinate and direct the use of any required communications assets.

When an event requires a specific type or response mode, communications technical and subject matter expertise may be provided by an appropriate person(s) from a supporting agency with skills relevant to the type of event. The individual will advise and/or direct operations within the context of the Incident Command System structure.

- As illustrated in Figure 2-1: *ESF-2/Communications Concept of Operation*, ESF-2 will give priority to five fundamental, interrelated functions: use technology and human intelligence to collect, analyze and disseminate information on direct and indirect disaster impacts,
- assess the capabilities of local government, the business community and volunteer agencies to effectively respond to the disaster;
- assess and prioritize the immediate needs of impacted communities, neighborhoods and areas of the county;
- incorporate the analyses into Incident Action Plans that establish operational objectives and identify resource requirements to accomplish these objectives;

1. ASSESS LOCAL RESPONSE CAPABILITIES
2. ASSESS IMPACTS
3. PRIORITIZE NEEDS OF IMPACTED AREAS
4. PREPARE AND IMPLEMENT INCIDENT ACTION PLANS (IAP)

ESF-2/COMMUNICATIONS CONCEPT OF OPERATIONS

Figure 2-1: ESF-2/Communications Concept of Operations

Each communications organization which enters into a mutual aid agreement will furnish a copy of the agreement to the Kenton County Emergency Management Agency.

- The Kenton County Emergency Management Agency will maintain up-to-date information of communications services in Kenton County including:
- names of responsible officials (reviewed/updated quarterly),
- ESF-2/Communications staffing directory (reviewed/updated quarterly),
- ESF-2/Communications notification lists (reviewed/updated quarterly),
- major communications equipment identified in Resource Typing and readiness status (reviewed/updated annually).

The ESF-2/Communications Emergency Operations Plan plus accompanying Appendices, Annexes and Standard Operating guidelines are maintained by the Kenton County Emergency Management Agency and are reviewed and updated by the Communications planning committee with the Kenton County Emergency Management Agency at least annually. Support agencies may develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Emergency Operations Plan. All such documents must be compliant with the National Response Plan, National Incident Management System, Incident Command System and the Emergency Operations Plan (EOP). Communications organizations are responsible for training and continuing education of their personnel.

The Kenton County Emergency Operations Center uses WebEOC (crisis management software) to supplement disaster management planning and actions. Specifically, all of the applicable Emergency Support Functions, agency based emergency operations centers, and other facilities or functions as appropriate are able to communicate their needs and status through WebEOC. This allows all of the information to be integrated for the specific event and to assess what actions, resources and needs exist.

Notifications

Kenton County E911 Dispatch is the county's 24 hour Warning Point. When the county or an area of the county has been threatened or impacted by an emergency or disaster event, Kenton County E911 Dispatch will notify the Kenton County Emergency Management Agency Director who in turn will notify the State Emergency Operations Center Duty Officer. The state Emergency Operations Center notifies applicable state agencies including the Regional Response Manager of KyEM Region 6.

ESF-2/Communications will be activated or placed on standby upon notification by the Kenton County Emergency Management Agency. Upon instructions to activate this

Emergency Support Function, the ESF-2 Coordinator and Support Agencies will implement their procedures to notify and mobilize all personnel, facilities and physical resources potentially needed, based on the emergency circumstance.

Direction and Control

Kenton County E911 Dispatch is the lead agency for ESF-2 and will manage the emergency activities of ESF-2/Communications. Communications operates from the Kenton County Emergency Operations Center (EOC) on a 24 hour/7 days a week schedule to help maintain the flow of communications services.

The Kenton County Emergency Management Agency functions as the official disaster organization for preparedness, mitigation, response and recovery within Kenton County and serves as the focal point for ESF-2/Communications activities. It is responsible for ensuring that all appropriate program departments, support agencies, other Emergency

Support Functions and private voluntary agencies have knowledge about the system and ESF-2/Communications expectations.

The ESF-2/Communications system operates at two levels – the Emergency Operations Center and field operations.

All management decisions regarding county and/or regional communications resource allocations are made at the Emergency Operations Center by the ESF-2/Communications Coordinator during emergency activations. In accordance with a mission assignment from ESF-2 and further mission tasking by a local primary agency, each support organization assisting in an ESF-2 assignment will retain administrative control over its own resources and personnel but will be under the operational control of ESF-2/Communications.

The initial response to an emergency/disaster situation is met by the use of the communications resources available at the local level. Kenton County Fiscal Court, Kenton County, the City of Covington, the City of Bromley, the City of Crescent Springs, the City of Edgewood, the City of Elsmere, the City of Erlanger, the City of Fort Mitchell, the City of Fort Wright, the City of Independence, they city of Kenton Vale, the city of Lakeside Park, the City of Ludlow, the City of Park Hills, the City of Ryland Heights, the City of Taylor Mill, and the City of Villa Hills activate available resources. When the communications needs for resources and/or services exceed the capability of what is available in the jurisdictions within Kenton County, established mutual aid agreements with surrounding counties to provide communications, such resources are utilized. When needed communications resources cannot be located through mutual aid

agreements, the Kenton County Emergency Operations Center requests resources through the state Emergency Operations Center.

The state Emergency Operations Center locates resources through intra- and inter-state mutual aid agreements and federal assets.

Requests for Emergency Assistance Flow Upwards from the Lowest Level
COVINGTON CITY RESOURCE
BROMLEY CITY RESOURCE
CRESCENT SPRINGS CITY RESOURCE
LAKESIDE PARK CITY RESOURCE
EDGEWOOD CITY RESOURCE
ELSMERE CITY RESOURCE
ERLANGER CITY RESOURCE
FORT MITCHELL CITY RESOURCE
FORT WRIGHT CITY RESOURCE
INDEPENDENCE CITY RESOURCE
LUDLOW CITY RESOURCE
PARK HILLS CITY RESOURCE
RYLAND HEIGHTS CITY RESOURCE
TAYLOR MILL CITY RESOURCE
VILLA HILLS CITY RESOURCE
KENTON COUNTY RESOURCE
     MUTUAL AID AGREEMENTS
STATE RESOURCES
     INTER-STATE MUTUAL AID AGREEMENTS
     INTRA-STATE MUTUAL AID AGREEMENTS
FEDERAL ASSETS

ESF-2 COORDINATOR
KENTON COUNTY EMERGENCY OPERATIONS CENTER
STATE EMERGENCY OPERATIONS CENTER

Figure 2-2: Progressive Requests for Emergency/Disaster Resources
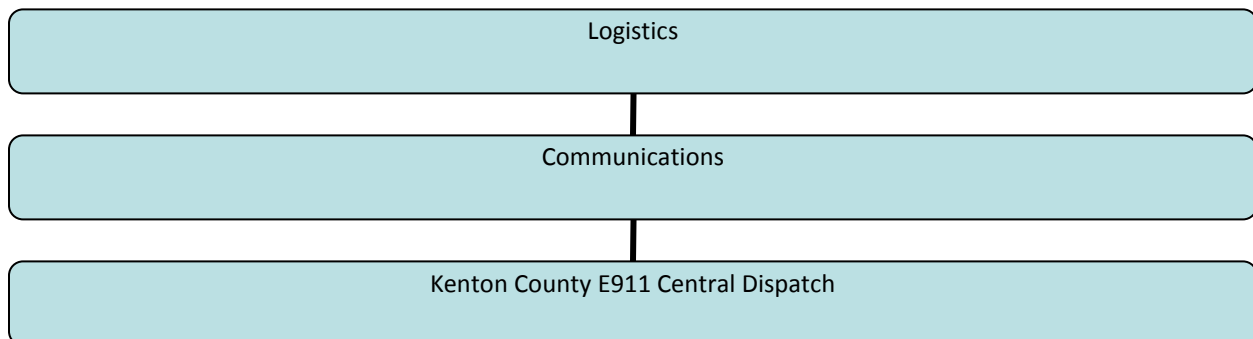
ESF-2/COMMUNICATIONS 2.1

County

KENTON COUNTY EMERGENCY FUNCTION

Kenton County Emergency Management will initiate ESF-2/Communications notification and will request assistance from the primary and support agencies to help staff the ESF-2/Communications position in the Kenton County Emergency Operations Center.
In the Incident Command Structure, ESF-2/Communications is located in the Logistics Section as shown in Figure 2-3: *Incident Command System Structure: ESF-2/Communications*.

KENTON COUNTY EOC MANAGER
PUBLIC INFORMATION
ESF 15
LIAISON
SAFETY
OPERATIONS
PLANNING
LOGISTICS
FINANCE
INFRASTRUCTURE BRANCH

ESF-2/ COMMUNICATIONS
Figure 2-3: Incident Command System Structure/ESF-2–Communications

Logistics
Communications
Kenton County E911 Central Dispatch

During an activation of the EOC, support agency staff is integrated with the communications staff to provide support that will allow for an appropriate, coordinated and timely response.
Throughout the response and recovery periods, ESF-2/Communications:
- collects, analyzes, and disseminates tactical information on the nature, scope and potential impacts of an incident or major disaster related to communications;
- evaluates and analyzes information regarding communications requests;

- develops and updates assessments of current and anticipated future communications needs and resource requirements,
- implements contingency planning to meet anticipated communications demands or needs;
- incorporates this analysis into Incident Action Plans; and
- uses this intelligence to support the Logistics, Operations and other ESFs in their impact assessment and response missions.

ESF-2/Communications operations are guided by the following assumptions:
- the nature and scope of the emergency dictate actions required;
- Kenton County agencies and other agencies (both public and private) will use their normal communications systems during an emergency. Support facilities and equipment will be provided through coordination with the Kenton County Emergency Operations Center/Emergency Support Function 2;
- Kenton County E911 Dispatch and other PSAPs are tasked with maintaining adequate spare parts, resources and plans to ensure operational continuity during a disaster or emergency;
- Kenton County E911 Dispatch and other PSAPS are tasked with maintaining adequate staffing during an emergency with employees recalled as needed and scheduled appropriately.
- lead and support agencies will coordinate their activities through their respective agency representative for the applicable emergency support function.

The Director of Kenton County Emergency Management Agency will establish priorities for restoration, if required, of public safety communications resources.

ESF-2 through Communications and Information Technology representatives will support the establishment of communications between key facilities that have an integral role in emergency response and recovery under the National Incident Management System.
The following are various facilities that must communicate effectively in a disaster and emergency event:
- Kenton County Emergency Operations Center (EOC) and local government agencies;
- Kenton County EOC and State EOC;
- Kenton County EOC other operational local and regional EOCs;
- Emergency Support Functions and Incident Command System field operations;
- Kenton County EOC and area hospitals;
- Kenton EOC and shelters and feeding sites;
- Kenton EOC and distribution sites, staging areas and disaster resource centers.

The general communications systems linkages required for effective communications abilities include:
- telephone- land-line; cellular; satellite.
  public safety radio to include, but not limited to-
- Kenton County Sheriff frequencies;
- Covington, Crescent Springs, Lakeside Park, Edgewood, Elsmere, Erlanger,
- Mitchell, Fort Wright, Independence, Ludlow, Park Hills, Ryland Heights,
- Taylor Mill, and Villa Hills Police Department frequencies;
- Kenton County Emergency Medical Services frequencies;
- Kenton County Emergency Management frequencies; and
- Kenton County Fire Services frequencies.
- amateur radio support; and
- facsimile support.

The priorities for allocation of emergency communication resources by Communications are:
- lifesaving – an organization essential to survival, health and safety of the population;
- essential industry/commerce/transportation – organizations that are required to needed to maintain operations and economic stability;
- others as determined.

Region
When local resources are overwhelmed or depleted, additional communications resources are obtained through established mutual aid agreements Kenton County has with counties in the region. The Infrastructure Branch Director, in consultation with the requesting jurisdiction, contacts the agencies with whom mutual agreements are in effect to determine if the requested resources are available.

Additionally, either the KyEM Region 6 Response Manager or the state Emergency Operations Center can be contacted to determine the appropriate state agency serving as the lead agency for communications coordination/support at the state level. That agency can designate a liaison to the Kenton County EOC to assist Emergency Support Function 2 and to the extent capable provide coordinators, assessors and operational personnel in support of the EOC or field activities.

On activation of an emergency operations center in more than one county, the lead agency for communications coordination/support at the state level may support the coordination of the event response with regional resources or request additional

During the response phase, ESF-2/comparable evaluates and analyzes information regarding communications requests. ESF-2/comparable also develops and updates assessments of the communications situation/status in the impact area and initiate contingency planning to meet anticipated demands and needs.

The Kentucky Division of Emergency Management develops and maintains the overall State Emergency Operations Plan and accompanying Appendices and Standard Operating Guidelines that govern response actions related to emergencies. Support agencies may develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Emergency Operations Plan. All such documents will comply with the National Response Plan, the National Incident Management System and the Incident Command System.

Actions
Actions initiated by ESF-2/Communications are grouped into the phases of emergency management: preparation, mitigation, response and recovery. Each phase requires specific skills and knowledge to accomplish. Each phase requires significant cooperation and collaboration between all supporting agencies and the intended recipients of service. ESF-2 encompasses a full range of activities from training to the provision of field services. It also coordinates and may assume direct operational control of the following provided services:

Actions
- assessment of potential impacts of scenario events and communications needs;
- input into development of Incident Action Plans;
- provision of communications personnel;
- provision of communications equipment and supplies;
- analysis of loss of functionality of communications system;
- determination of available communications assets;
- accumulation of damage information from assessment teams;
- coordination of communications support;
- prioritization of deployment of resources based on response needs;
- communications management, command and control of assets;
- communications activities related to terrorist threats and/or event.

Preparedness Actions
Actions and activities that develop communications response capabilities may include planning, training, orientation sessions and exercises for ESF-2 personnel and other emergency support functions that will respond with ESF-2. This involves the active

participation of local inter-agency preparedness organizations, which collaborate in such activities on a regular basis. Local agencies will jointly address planning issues on an on-going basis to identify response zones, potential staging areas, potential medical facilities and the maintenance and future development of specialized teams.

Initiatives also include:

- conducting training and exercises for communications and secondary PSAPs;
- planning with ESF-2 support agencies and other emergency support functions to refine communications operations;
- preparing and maintaining emergency operating procedures, resource inventories, personnel rosters and resource mobilization information necessary for implementation of the responsibilities of the lead agency;
- ensuring lead agency personnel are trained in their responsibilities and duties;
- developing and presenting training courses for ESF-2 personnel;
  providing information on critical facilities to Kenton County Emergency

Management Agency and develop protocols for frequently provided services; conducting All Hazards exercises involving ESF-2; coordinating with ESF 5-Emergency Management to incorporate disaster intelligence into ESF-2 training,

- preparedness and planning including the use of this intelligence to scale the mission requirements for ESF-2 in a major disaster;
- assessing the vulnerability of communications equipment and systems to the effects of severe weather, flooding and other natural, technological and man-made hazards;
- assessing worst-case scenario damage to the communications system with emphasis on scenarios that will cause the loss of system functionality;
- identifying mission essential functions including 911 call processing, emergency dispatch services, and 24-hour Warning Point; identifying alternative facilities and systems that will serve as backup for communications and dispatch services if a major event prevents Kentucky State Police- Post 6 or secondary PSAPs from assuming or maintaining its mission essential functions;
- training personnel in the Incident Command System and procedures for pre-staging communications assets for rapid deployment as required.

Response Actions

Response actions/initiatives include:

- coordinating operations at the ESF-2 position in the Kenton County EOC and/or at other locations as required;
- coordinating needs and response actions with each communications agency;

- establishing and maintaining a system to support on-scene direction/control and coordination with Kenton County's EOC, State EOC, or other coordination entities as appropriate;
- establishing mutual aid procedures for interoperable communications and other communication resources;
- coordinating resource management and logistical support;
- implementing Disaster Assessment Teams to determine post-event effect on emergency services, functional group resources and the ability to perform continuity of operations for essential functions;
- monitoring and directing communication resources and response activities to include pre-positioning for response/relocation due to the potential impact(s) of the emergency situation;
- participating in EOC briefings to report on communications, development of Incident Action Plans and Situation Reports, and meetings concerning communications needs;
- coordinating with support agencies, as needed, to support emergency activities;
- obtaining other resources through the Statewide Emergency Management Mutual Aid and Assistance Agreement;
- coordinating all resources into the affected areas from designated staging areas Coordinate with other jurisdictions' ESFs or like function to obtain resources and facilitate an effective emergency response among all participating agencies.
- Recovery actions/initiatives include:
- assessing initial damage assessment of personnel, equipment and supplies of the PSAP and secondary PSAP;
- maintaining documentation of all reported damage by PSAPs;
- continuing to provide support as required until response activities are concluded or until they can be managed and staffed by Kenton County E911 Dispatch;
- accumulating damage information obtained from assessment teams, the telecommunications industry, and other local government and state agencies;
- contacting other Emergency Support Functions to determine their communications requirements;
- assessing the need for, and obtain telecommunications industry support as required;
- preparing and processing reports using established procedures, focusing specific attention to the production of after-action reports;
- coordinating communications support to all governmental, quasi-governmental and volunteer agencies as required.

Mitigation Actions

- Mitigation actions/initiatives include
- providing personnel with the appropriate expertise to participate in activities designed to reduce or minimize the impact of future disasters

.
Responsibilities
All tasked agencies will:
- develop applicable standard operating procedures, guidelines and/or checklists which clearly define the role of this emergency support function in the overall functioning of the Kenton County EOC and detail the accomplishment of their assigned functions;
- train staff in the standard operating procedures, guidelines and/or checklists that outline the courses of action to be taken during a pending or actual disaster or emergency situation;
- participate in drills to exercise these procedures and actions on a regular basis;
- participate in honest appraisals of the performance of the communications role and actions after each drill, exercise and actual activation of the Kenton County EOC;
- participate in a continuous quality improvement process that uses the findings of the performance appraisals and the lessons learned to continuously refine the role and actions of this emergency support function in the overall functioning of the Kenton County EOC and incorporate these into clearly written procedures which are shared with all staff and involved agencies;
- deploy a representative to the EOC to assist with communications activities;
- provide on-going status reports as requested by the Communications Coordinator;
- document all costs and expenses associated with response and recovery activities taking care to clearly separate disaster-related work from daily work in the event that State and Federal reimbursement becomes available;
- maintain up-to-date rosters for notifying personnel and 24-hour EOC staffing capabilities, and provide this information to the Kenton County Emergency Management Agency;
- perform other emergency responsibilities as assigned.

Primary Agency:
- Kenton County E911 Dispatch
- Duties include:
- providing and maintaining communications during an emergency;
- providing the Logistics Section updates on the potential impacts of damage to communications systems, resource shortfalls, and potential impacts on accomplishing the ESF-2 mission;

- coordinating distribution of amateur radio resources;
- evaluating the emergency, making strategic decisions, identifying resource needs and securing resources required for field operations;
- maintaining an inventory of personnel, equipment, and vendors that will be use in the restoration of services.

Support Agencies:
Support agencies will provide assistance to the Emergency Support Function by:
- performing the above-outlined tasks as requested by the ESF Coordinator;
- services, staff, equipment, and supplies that complement the entire emergency response effort
- reporting current resources capabilities on a regular basis.

Administration and Support
Support
Requests for emergency communications assistance will be resolved at the lowest level direction and control facility with appropriate response resources capabilities. Unresolved assistance requests will normally flow upward from cities to the county and/or field deployed command posts to responsible representatives in the State Emergency Operations Center, and as required to other states or the federal government for assistance support.

Agreements and Understandings
All agreements and understandings entered into for the purchase, lease, or otherwise use of equipment and services, will be in accordance with the provision of laws and procedures.

Status Reports
The primary agency will maintain status of all outstanding assistance requests and unresolved ESF-2/Communications related issues. This information will be summarized into periodic status reports and submitted in accordance with applicable operating procedures.

Expenditures and Recordkeeping
Each ESF-2/Communications agency is responsible for establishing administrative controls necessary to manage the expenditure of funds and to provide reasonable accountability and justification for federal reimbursement in accordance with the established guidelines. The first source of funds for expenditures by agencies in response to emergency, imminent disaster, or recovery from a catastrophic incident, is to be from funds associated with each local agency.

ESF-2/Communications is responsible for managing financial matters specific to ESF-2 activity and related to resources procured/used during an event and forwarding that information to the
Finance/Administration Section. However, each local government/agency/department must also track and record its own expenditures to ensure accuracy with any submissions for potential reimbursement. Information will be provided post-event as to application procedures for reimbursement.

The Finance/Administration Section will coordinate with the Logistics Section to ensure that procurements and staff hours are properly documented and processed for potential reimbursement. It will also be responsible for follow-up on all financial issues through coordination with Kenton County Government and other local governments' fiscal and personnel management officials, Kentucky Division of Emergency Management fiscal agents, Federal Emergency Management Agency fiscal agents and directly with vendors as necessary.

Expenditures by other departments for activity not directly related to ESF-2/Communications will be documented by those entities and submitted directly to the Finance/Administration Section as soon as possible.

Critiques
Following the conclusion of any significant emergency, incident or exercise, the primary agency representative will facilitate a critique of the group activities during the emergency/incident/exercise with the ESF-2/Communications agencies, identifying the successes and identifying areas that can be strengthened and enhanced for efficiency in a continuous quality improvement process.

Statement of Concurrence COMMUNICATIONS ESF-2

The signature appearing below indicates the individual has the authority to commit resources of the agency represented and agrees to the functions and tasks prescribed for this ESF.

ESF 2 PRIMARY AGENCY: Kenton County E911 Dispatch

_____ _____ _____

 Kenton County E911 Dispatch (Signature) (Printed Name) (Date)