Emergency Support Function #2 (Communications) Annex

Thurston County Comprehensive Emergency Management Plan (CEMP)

Adopted April 2025

Prepared By:

Thurston County Emergency Management
9521 Tilley Rd S.
Olympia, WA 98512
360-867-2800 | tcem@co.thurston.wa.us

In Partnership With:

<u>Primary Agency</u>
Thurston 911 Communications (TCOMM911)
Thurston County Emergency Management

<u>Supporting Agencies & Organizations:</u>
Thurston County ARES/RACES
Thurston County Information Technology
Thurston County Sheriff's Office

Record of Changes

Change	Date of Change	Point of Contact	Section(s) added, removed, or edited
25-001	04/2025	Sonya Kroese, Thurston County Emergency Management	Complete annex revision

Table of Contents

1. Introduction

1.1 Purpose

This document is a supporting annex of the Thurston County Comprehensive Emergency Management Plan (*base plan*) and serves to establish policies and procedures for the effective countywide coordination of necessary communications capabilities in the event of a human, technological or natural caused disaster. Primary and supporting agencies, their general responsibilities, and critical disaster response activities related to communications are identified herein and serve as a reference for executive officials, Emergency Coordination Center (ECC) staff and incident commanders to coordinate delivery of communications resources and capabilities during incident response.

1.2 Scope

Emergency Support Function (ESF) #2 (Communications) coordinates maintenance of an effective interoperable communications and alert and warning system for use in a disaster and the restoration of communication systems and infrastructure after a disaster. ESF #2 also monitors the overall status of the county's communications infrastructure and coordinates provisions of redundant, temporary communications as needed.

As part of incident response operations at the Emergency Coordination Center, ESF #2 coordinates information and resources to directly support effective delivery of the following core capabilities: Public Information and Warning, Infrastructure Systems, and Operational Communications. Through intersecting activities with other support functions, ESF #2 provides general support to the following additional core capabilities: Operational Coordination and Situational Awareness. Core capabilities are derived from the National Preparedness Goal and further described in the base plan. Displayed below is a summary of the primary and supported core capabilities identified for ESF #2:

ESF #2 Primary Response Core Capabilities	
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the whole community using clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken and the assistance being made available, as appropriate.
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.
Operational; Communication	Ensure the capacity for timely communications in support of security, situational awareness, and operations available among and between affected communities in the impact area and all response forces.
Supporting Core Capabilities	
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of core capabilities.
Situational Awareness	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

1.3 Laws & Policies

RCW 38.52.070 (Local organizations and joint local organizations authorized—Establishment, operation—Emergency powers, procedures—Communication plans) requires that local emergency management organizations that produce a CEMP must include a communication plan for notifying significant population segments of life safety information during an emergency.

Title IV of the Americans with Disabilities Act requires television and internet companies to provide a nationwide system of telecommunications relay services that allow people with hearing and speech disabilities to communicate over the telephone.

In addition, state/local governments should have warning systems in place to ensure all persons can access information about emergencies, such as visual and audible alerts, multiple message delivery modes and open captioning for announcements on television and websites.

Two-way voice/data radios will be used in accordance with the **State Interoperability Executive Committee (SIEC) Interoperability Plan** to ensure operability between local and state agencies.

1.4 Situation

1.4.1 General Overview

The country relies on a suite of public and private communication systems and services for both day-to-day and emergency operations.

Thurston 911 Communications (TCOMM 911) operates as the county's public safety answering point and manages and maintains the infrastructure for the Thurston County public safety radio

system. The public safety radio system provides radio communications service to Thurston County's law enforcement, firefighters, and emergency medical response (EMS) users.

The county relies on the hazard warning capabilities of federal and state government, industry, and the media. In addition to state and federal alert answering systems, TCEM maintains local alert and warning capabilities through the FedRAMP-authorized mass notification system Rave Alert, branded as Thurston Community Alert (TC Alert).

Outside of the county's public safety radio and alert and warning systems, agencies and the public rely on locally available, commercial communications infrastructure and services such as wireless carrier services, land lines, radio broadcast, and cable and internet service providers to meet communication needs.

Natural or human-caused emergencies or disasters may occur that require dissemination of warning or notification to local officials and the public. Emergency information may include information about evacuation, sheltering in place, protective actions, or where to go for assistance.

1.4.2 Hazard Impacts to ESF #2

Section 1.6.2.1 of the base plan contains a summary assessment of all significant hazards that threaten Thurston County. Of those hazards identified, the following have been assessed to have the most significant impact requiring coordination of ESF-2 capabilities:

Hazard	Impact Statement / Description
Earthquake	A large-scale incident, such as an earthquake may result in damage to infrastructure as well as a surge of users of the local telecommunications infrastructure resulting in jammed cell and landline phone capability, high-speed internet bandwidth degradation, etc., which may reduce the effectiveness of the Emergency Coordination Center and /or other county departments.
Cyber-attack	A cyber-attack has the potential to damage communications infrastructure systems by disruption of service, taking control of systems, and/or holding them hostage (ransomware).
Mass Violence/Terrorist Attack	Mass Violence and/or terrorist attacks may result in a surge of users of the local telecommunications infrastructure resulting in jammed cell and landline phone capability, high-speed internet bandwidth degradation, etc., which may reduce the effectiveness of the Emergency Coordination Center and /or other county departments.
Wildfire	A large-scale incident, such as wildfire may result in damage to infrastructures as well as a surge of users of the local telecommunications infrastructure resulting in jammed cell and landline phone capability, high-speed internet bandwidth degradation, etc., which may reduce the effectiveness of the Emergency Coordination Center and /or other county departments.

1.4.3 Whole Community

Communication within the county makes considerations for the whole community by following provisions set forth in the Civil Rights Act of 1964 and other anti-discrimination laws and policies. As recipients of state and federal financial assistance, all partners in communication must comply with these acts. ESF #2 primary and supporting agency policy is committed to providing equal access in its programs, services, and activities for person with disabilities. ADA compliance applies to all county platforms for communicating to and with the public, regions, divisions, services, public use facilities, pedestrian facilities, and programs regardless of the funding source.

1.4.3.2 Individuals with Disabilities, Access, and Functional Needs

If public instruction needs to be translated, the provision of interpreters will be coordinated by ESF #15 (See ESF #15 annex for details on Limited English Proficiency (LEP) planning).

The Emergency Alert System (EAS) broadcasts emergency messages over radio and television and can be broadcast in English and Spanish, depending on the language settings on the device being used.

1.5 Planning Assumptions

In addition to the planning assumptions listed in section 1.7.1 of the base plan, the ESF #2 annex is based on the following additional assumptions:

- A large-scale incident may result in a surge of users of the local telecommunications infrastructure resulting in jammed cell and landline phone capability, high-speed internet bandwidth degradation, etc., which may reduce the effectiveness of the Emergency Coordination Center and /or other county departments.
- Reliable communication capabilities are necessary at all levels of government for day-to-day communication, warning of impending disasters, disaster response and recovery operations, search and rescue operations, and coordination between the state, local governments, and response agencies. Local first responders have identified frequencies to be utilized for operation coordination, direction and control communications.
- Routine day-to-day modes of communication will be utilized to the degree that they survive the disaster.
- Amateur radio operators will be available in an emergency or disaster through Thurston County ARES/RACES and are equipped at the Thurston County ECC.
- Weather, damage to roads and bridges, and other factors will restrict entry of emergency communications nodes into the area.
- Communications assistance may also be provided by the state or federal government.
- Initial reports of damage will be fragmented and provide an incomplete picture of the extent of damage to telecommunication facilities.

2. Organization

2.1 ESF #2 Organizational Structure

During disaster operations requiring activation of the Emergency Coordination Center, ESF #2 may be organized under the ECC Logistics Section as the Communications Unit, coordinating with TCOMM, communications personnel of county offices and departments, communications personnel of on-scene incident organizations, and Radio Amateur Civil Emergency Service (RACES), to support interoperable communications.

Depending on the nature of incident impact , ESF #2 staff may also be organized under the Infrastructure Branch of the Operations Section to coordinate support of communications infrastructure restoration with infrastructure owners and operators. Figure 1 shows the direction, control, and coordination relationships of ESF #2 with ECC command staff and supporting agencies.

TLP:CLEAR
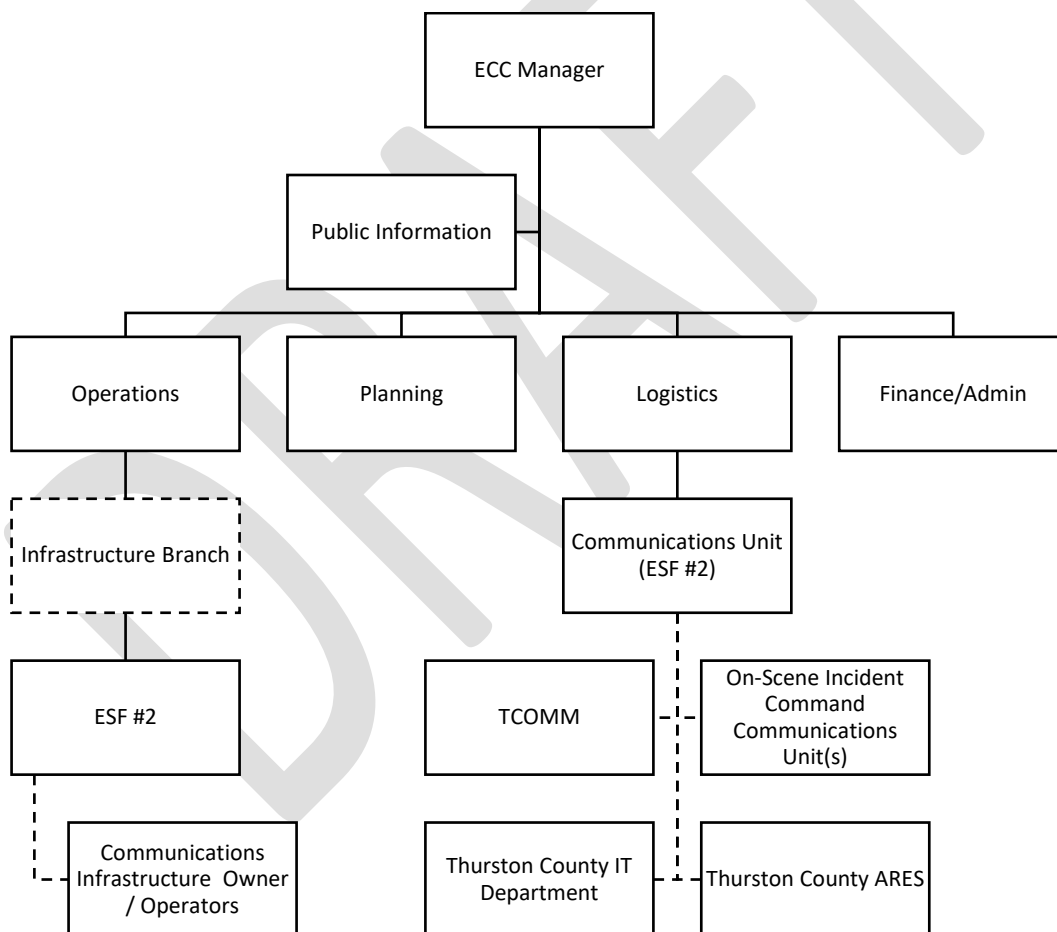
2.2 ESF #2 Agencies & Organizations

Local agencies that coordinate ESF #2 support are identified under one of two categories: primary or supporting. Definitions of each can be found under section 2.3.2 of the base plan.

Primary Agency/Agencies		
Thurston 911 Communications	Thurston County Emergency Management	
Supporting Agencies		
Thurston County Amateur Radio Emergency Service (ARES)	Thurston County IT Department	Thurston County Sheriff's Office

3. Concept of Operations

3.1 General

Thurston 911 Communications (TCOMM) serves as Thurston County's 24-hour communication center to receive notifications of emergency or disasters and activate ESF #2. Communications during emergencies and disaster situations are carried out using the established communications systems used in day-to-day operations to the degree that they survive the disaster and continue to afford adequate communications within the county. Primary and backup methods for each key communication requirement are designated. Federal tools such as Government Emergency Telecommunication System (GETS) and Wireless Priority Service (WPS) will be utilized.

Once activated and fully operational, contingencies for emergency communications may be provided as necessary through the Communications Unit at the Thurston County Emergency Coordination Center (ECC), located at 9521 Tilley Road SW, Olympia, WA 98512. Contingencies for interoperable communications may include activation of ARES / RACES for emergency radio communications via amateur radio networks.

The Emergency Alert System (EAS) operates through local radio and cable TV stations and is intended to provide local officials with the means to disseminate prompt, reliable emergency information, instructions, and warnings in the event of an emergency or disaster.

- KAYO Radio, Olympia, 96.9 FM
- KXXO Radio, Olympia, 96.1 FM
- KAOS at The Evergreen State College, Olympia, 89.3 FM
- COMCAST, Olympia

Thurston Community Alert (TC Alert) is Thurston County's primary emergency notification system and houses the Integrated Public Alert and Warning System, which includes the Emergency Alert System (EAS), Wireless Emergency Alerts (WEA) and Non-Weather Emergency Messages (NWEM). The system can be activated by TCOMM911, Thurston County Emergency Management and select fire and law enforcement officials. If Thurston County is unable to

access their system, the Washington State Department of Emergency Management (WA DEM) or Mason County Emergency Management can send IPAWS messages on their behalf.

Release of alerts, warnings, and public information advisories are coordinated by ESF #15 (External Affairs) with communications systems and methods provided by ESF #2. Receipt and dissemination of warning information may use any or all the following methods:

3.1.1 The National Warning System (NAWAS)

NAWAS, established by the federal government, is the primary means of receiving and disseminating warning(s) to state and local officials within Washington State. The Washington State Warning Point is operated 24 hours a day by the Washington State Emergency Management Office, with operational assistance provided by the Washington State Patrol. Thurston County's NAWAS receiving point is TCOMM 911, a 24-hour facility.

3.1.2 The Integrated Public Alert & Warning System (IPAWS)

IPAWS is FEMA's national system for local alerting that provides authenticated emergency and life-saving information to the public through mobile phones using Wireless Emergency Alerts (WEA), to radio and television via the Emergency Alert System (EAS), and on the National Oceanic and Atmospheric Administration's (NOAA) Weather Radio.

3.1.3 Thurston Community Alert (TC Alert)

TC Alert is Thurston County's primary mass notification system for issuing alerts and warnings to citizens during times of emergency. Citizens can be notified via landline phone, cell phone, text, or email. TC Alert is also the system used by TCEM to issue WEA and EAS alerts and warnings through IPAWS.

3.1.4 Print, electronic, and Social Media (Meta, X, Instagram, etc.)

Print, electronic and social media platforms may be used to disseminate emergency information to the extent that these media platforms remain accessible during a disaster. ESF #15 (External Affairs) provides coordination for dissemination of emergency information to the media with support provided by ESF #2 as needed.

3.1.5 Door-to-door, megaphone, and siren

On-scene personnel and equipment can be organized to provide emergency notification, alerts, warnings, and instruction to the public where other communications platforms may not be operational and/or accessible to disaster impacted individuals. TCSO and other law enforcement agencies are the primary agencies for coordinating on-scene communications to the public unless another agency has been delegated incident command authority. Fire District and Law Enforcement apparatus can provide warnings along specific routes using public address systems and sirens, while volunteer resources can be mobilized to augment door-to-door notifications when safe to do so.

3.2 Activation of ESF-2

Activation of ESF #2 can be requested by TCOMM or the ECC Manager when a significant impact to the communications infrastructure is expected or has occurred.

When TCOMM has determined the need for communications capabilities beyond what can be provided using established systems, TCOMM may contact the ECC Manager and/or Duty-Officer for activation and staffing of ESF #2 to assist with establishing and maintaining interoperable communications and providing communications capabilities for public alert and warning. Alternatively, the ECC Manager may request TCOMM and ESF #2 supporting agencies activate and staff ESF #2 to support emergency communications between the ECC and other response agencies to meet operational needs.

Procedures for activation and staffing are as follows:

1. Request is made by TCOMM or the ECC Manager to activate ESF #2 based on incident impacts and operational communications needs.
2. ECC Logistics Section consults with TCOMM and ECC Manager to determine scope and scale of emergency communications support requirements.
3. ECC Logistics Section determines staffing needs based on support requirements and consults with ESF #2 supporting agencies to organize and staff ESF #2.
4. If Communications Unit is required as part of ESF #2 support, ECC Logistics Section consults with ECC Manager to appoint Communications Unit Leader (COML).
5. COML and other ESF #2 personnel report to the ECC for reception and integration with ECC staff and facilities.
6. COML reports to the ECC Logistics Section Chief for work assignment.
7. ECC Logistics Section notified TCOMM once ESF #2 and/or the Communications Unit is operational.

3.3 Critical ESF-2 Response Tasks

To achieve effective disaster response, ESF #2 coordinates information and resources among primary and supporting agencies to support critical response tasks. The critical tasks identified below align with ESF #2's primary core capabilities and serve as a foundation to develop intermittent objectives during disaster response to re-establish or re-stabilize community lifelines.

#	Critical Task Description	Responsible Agencies
Public Information and Warning		
1	Inform all affected segments of society of critical lifesaving and life-sustaining information by all means necessary, including accessible tools, to expedite the delivery of emergency services and aid the public to take protective actions.	ECC PIO (EFS #15) TCEM TCOMM

2	Deliver credible and actionable messages to inform ongoing emergency services and the public about protective measures and other life-sustaining actions and facilitate the transition to recovery.	ECC PIO (EFS #15) TCEM TCOMM
3	Activate, operate, and maintain alert and warning systems (WEA, EAS, TC Alert) in support of ESF #15 public information and warning activities.	TCEM
Infrastructure Systems		
4	Re-establish sufficient communications infrastructure, systems, and services within the affected areas to support ongoing emergency response operations, life sustainment activities, basic human needs, and transition to recovery.	TCOMM Communications providers.
5	Re-establish critical information networks, including cybersecurity information sharing networks, to inform situational awareness, enable incident respond and support the resilience of key systems.	TCOMM Thurston County IT Communications providers
6	Coordinate clearance, removal and disposal of debris as required to support establishment / reestablishment of communications systems.	Thurston County Public Works (ESF #3)
7	Formalize partnerships with governmental and private sector cyber incident or emergency response teams to accept, triage, and collaboratively respond to cascading impacts in an efficient manner.	TCEM Thurston County IT
Operational Communications		
8	Ensure redundant capability to communicate with both the emergency response community and the affected populations and establish interoperable voice and data communications between federal, tribal, state, and local first responders.	TCOMM TCEM TC ARES
9	Provide communications link between the ECC and local first responders.	TCOMM On-Scene Incident Command Agencies
10	Coordinate use of interoperable voice communications to including use of compatible frequencies as required during multi-agency, multi-jurisdictional response.	TCOMM On-Scene Incident Command Agencies
11	Establish interoperable voice and data communications with State Emergency Operations Center (SEOC), neighboring jurisdiction EOCs and other agencies utilizing all means available.	TCEM
12	Provide amateur radio services and support to the ECC, responding agencies, and/or disaster impacted communities in the event of telecommunication failure to maintain redundant interoperable communications.	TC ARES

3.5 Supporting Activities

3.5.1 Prevention & Protection

ESF #2 ensures communication with the State Emergency Operations Center by participating in weekly CEMNET tests that ensure radio communications between the local and state ECC/EOC.

3.5.2 Mitigation

ESF #2 encourages and promotes mutual aid and cooperation between local jurisdictions and agencies. Additionally, ARES members, Search and Rescue volunteers and others registered with the county as emergency workers are encouraged to participate in a variety of community activities and training missions to test equipment, identify area needing improvement and develop and evaluate operational procedures.

3.5.3 Recovery

ESF #2 works with communications providers, county departments and humanitarian agencies via TCOMM and TCEM to assist in recovery efforts.

3.5.4 Preparedness Activities

TCEM promotes sign up of TC Alert, the county's notification system at fairs, in flyers, and on electronic bulletin boards throughout the county.

4. Responsibilities

4.1 Thurston 911 Communications (TCOMM) (Primary Agency)

TCOMM Acts as the primary communications link between the ECC and local 911 response resources. TCOMM will relay emergency notification to county officials and responders in accordance with their communications protocol. In the event of telecommunications equipment failure, TCOMM has pre-identified resources available for redundancy and repair of equipment. Responsibilities include, but are not limited to:

- Developing and maintaining appropriate plans and procedures to ensure, to the extent practicable, the integrity of emergency communications systems.
- Developing and maintaining procedures to share disaster related information with the ECC when activated.
- Assisting with the dissemination of information and warnings as requested by the ECC manager.
- Participating in communications drills/exercises or other appropriate training with the ECC.
- Monitoring and testing the National Warning System (NAWAS) regularly.
- Maintaining Continuity of Operations Plan for Thurston 911 Communications

4.2 Thurston County Emergency Management (Primary Agency)

TCEM has overall responsibility for operation of the ECC to include organizing, equipping, training, and operating the ECC Logistics Section and Communications Unit. TCEM is also the

alert originator for public alerts and warnings through IPAWS for unincorporated Thurston County. Responsibilities include, but are not limited to:

- Activating alert and warning systems when necessary to effectively notify residents of emergencies or disasters.
- Conducting regular tests of alert and warning system; ensure proper training on system.
- Establishing and maintaining a secondary location for emergency coordination and radio communications.
- Identifying redundant warning capability.
- Maintaining communications with the state, neighboring jurisdictions and other agencies using CEMNET and amateur radio to maintain voice and digital communication with neighboring jurisdictions and the Washington State EOC.
- Providing notification to the public to include provisions for residents with Limited English Proficiency (Spanish, Vietnamese and Korean).
- Ensuring public information, advisories, and warnings are available in multiple formats and include provisions for residents with Limited English Proficiency as well as underserved populations and those with alternate communications needs as defined in the ESF #15 (External Affairs) Annex.
- Utilizing amateur radios both in the ECC and within the community in the event of telecommunications failure.
- Coordinating volunteers to assist with warning and outreach.
- Coordinating public information and instructions and media relations as defined the ESF #15 (External Affairs) Annex.
- Utilizing WebEOC to document incident response activities and significant events to maintain situational awareness.

4.3 Thurston County ARES/RACES

Radio Amateur Civil Emergency Service (RACES), administered by local emergency management agencies and supported by FEMA, is a part of the amateur radio service that provides radio communications for civil preparedness, during periods of local, regional, or national civil emergencies. Thurston County's RACES program is maintained by the Thurston County Amateur Radio Emergency Service (TCARES), a non-profit organization comprised of trained and licensed amateur radio operators. As a supporting agency to ESF #2 (Communications), TCARES coordinates with TCEM to operationalize amateur radio capabilities to support interoperable communications during emergencies. Responsibilities include, but are not limited to:

- Providing mobile radios and radio operators capable of operations and to establish a communications link between the ECC and other agencies.
- Relaying messages via radio communications when other standard communication methods fail.
- Providing redundant amateur radio communications system throughout the county.

- Setting up remote communications systems on short notice.
- Providing damage assessment and situation reports to the ECC from areas throughout the county.
- Serving as liaisons, as needed, to provide information to residents or other agencies.
- Maintaining and testing equipment to ensure it is in good working order.

4.4 Thurston County Central Services, Information Technology Department (Thurston County IT)

Thurston County IT has overall responsibility for Thurston County governments information technology and telecommunications systems across all county offices and departments. Responsibilities include, but are not limited to:

- Developing and maintaining appropriate plans and procedures to ensure the integrity of the county telephone system.
- Monitoring the status of the county's infrastructure during or following any disaster.
- Coordinating resources to respond to incidents that impact county communications infrastructure.

4.5 Thurston County Sheriff's Office

Thurston County Sheriff's Office is the primary agency for both ESF #9 (Search and Rescue) and ESF #13 (Public Safety, Security, and Law Enforcement), each with inherent responsibilities outlined in their responsive annexes. Responsibilities within the scope of ESF #2 include, but are not limited to:

- Coordinating with Emergency Management to develop and maintain procedures to provide communications and warning support services when requested from the ECC.
- Mobilizing Search and Rescue to assist with warning and outreach as necessary.
- Providing on-scene radio communications when other methods fail.

4.6 Telecommunications and Internet Service Providers

Telecommunications and internet service providers maintain direction and control of terrestrial, satellite, and wireless transmission systems under their ownership. Service providers maintain responsibility for stabilization, restoration, and continued operation of communications systems under their ownership during and after disasters.

Through coordination with ESF #2, telecommunications and internet service providers should develop and maintain plans to perform disaster assessments on systems and identify damages to infrastructure and other impacts to operation of public utility services, and report those impacts to the ECC through ESF #2, or the ECC Operations Section if ESF #2 is not activated. When disaster impacts have exhausted or exceeded a service providers capability to stabilize and restore their systems, requests for emergency assistance from county or other public agencies may be coordinated with the ECC through ESF #2.

When available resources permit, service providers may enter into agreements and/or contracts with TCEM and other county agencies to support ESF #2 requests for support to assist with countywide efforts to re-establish countywide operational communications.

Any emergency assistance, whether received or provided, shall be in accordance with Thurston County policies and procedures on mutual aid, disaster assistance, and emergency procurement outlined in chapters 7 – Logistics and Resource Management and 8 – Finance and Administration of the base plan.

Classified as critical infrastructure, telecommunications and internet service providers are responsible for incorporating critical infrastructure protection and long-term vulnerability reduction measures into their plans, policies, and procedures. Critical infrastructure owners and operators are encouraged to coordinate with TCEM and the Emergency Management Council (EMC) on countywide mitigation, protection, and preparedness activities.

5. Resource Requirements

5.1 Local Resource Inventory
Below are local resources that have been identified by ESF #2 coordinating, primary and supporting agencies that could potentially fulfill requests to provide ESF #2 capabilities in support of incident response and recovery.

Resource Typing Definition	Quantity	Organization Owner(s)
TC Alert – Alert & Notification	1	TCOMM TCEM
Internal Phone System	1	Thurston County Telecomm
Land Mobile Radio Support Team	1	Thurston County ARES/RACES
Portable Cell Sites	1	FirstNet
Communication Infrastructure	1	TCOMM
911 Public Safety Answering Point (PSAP)	1	TCOMM
National Warning System (NAWAS)	1	TCOMM
FEMA Mobile Emergency Radio Service	1	FEMA

The above list is used as a reference tool for planners and coordinators and does not establish any binding agreement for these agencies to provide the resources identified herein. See ESF #7 Annex (Logistics) and the Resource Management section of the base plan for the county's policies and procedures for mutual aid requests, resource management and disaster procurement.

5.2 Resource/Capability Gaps

Based on estimated hazard impacts and the current ESF #2 capabilities of local agencies, local planners have identified the following additional resources that may be needed during an incident to fully support ESF #2 critical response tasks.

Resource Typing Definition	Critical Task(s) Supported	Justification
Communications Technician (NIMS – Type 3 and 2)	4, 8, 9, 11	Depending on the size of an incident, additional communications technicians may be necessary to restore communications.

5.3 Mutual Aid

Both TCOMM and TCEM maintaining mutual aid agreement with neighboring jurisdictions to maintain backup emergency communications for PSAP and AWS.

5.4 State & Federal Aid

Telecommunications, information systems, and warning support requirements which cannot be met at the lowest level of authority, will be escalated by the Thurston County ECC to the State Emergency Operations Center (SEOC) for resolution. ESF #2 support from the State may include, but is not limited to:

- Coordinating with telecommunications and information technology industries.
- Coordinating the reestablishment and provision of critical communications infrastructure.
- Protecting, reestablishing, and sustaining of cyber and information technology resources.
- Overseeing communications within the State response structures.
- Facilitating of the stabilization of systems and applications from cyber events.

5.4.1 Public Safety Answering Point (PSAP) Assistance

Should TCOMM become inoperable, RCW 38.52.510(2) allows for Washington State Patrol to become the primary answering point for 911 for a geographical area.

5.4.2 Public Alert and Warning Assistance

Should TCEM's alert and warning system become inoperable, and mutual aid is unable to provide backup services, TCEM may contact the 24-hour State Alert & Warning Center (800-258-5990) for state assistance with emergency alert and warning.

6. Supporting Plans & Procedures

6.1 State & Regional

6.1.1 Washington State Comprehensive Emergency Management Plan, Emergency Support Function #2 (Communications) Annex

Provides guidance for rapid alerting and warning to key state and local jurisdictions officials and the public of an impending or occurring natural or technological emergency or disaster. The annex also provides guidance for organizing, establishing, and maintaining the telecommunications and information system capabilities necessary to meet the operational requirements of state and local jurisdictions in responding to, and recovering from, emergencies and disasters.

6.1.2 Washington Integrated Public Alert & Warning System (WA PAWS)

Provides the framework for statewide use of the federal Integrated Public Alert and Warning System (IPAWS) by state, local, and tribal alert originators in collaborating with local broadcasters, wireless carriers, and the National Weather Service.

6.2 Local

6.2.1 Thurston / Mason IPAWS Plan TLP:GREEN

A part of the state's WA PAWS plan, the Thurston / Mason plan provides direction for alert originators in the Thurston / Mason area and identifies resources within the counties.

6.3 References

Washington State Military Department – Emergency Management Division. 2019 Emergency Support Function #2, Communications annex. Camp Murray, WA.

Washington State Emergency Communications Committee (SECC) – 2023 WA IPAWS Plan. Camp Murray, WA.

RCW 38.52.510(2) Statewide 911 communications systems—Funding by counties - State Patrol public safety answering point.

7. Terms and Definitions

Emergency Alert System (EAS) –National public warning system that requires radio and TV broadcasters, cable TV, wireless cable systems, satellite, and wireline operators to provide federal, state, local, tribal, and territorial authorities the capability to address the American people within 10 minutes during an emergency.

Integrated Public Alert and Warning System (IPAWS) – FEMA's national system for local alerting that provides authenticated emergency and life-saving information to the public through mobile phones using Wireless Emergency Alerts, to radio and television via the Emergency Alert System, and on the National Oceanic and Atmospheric Administration's Weather Radio.

Public Safety Answering Point (PSAP) – A call center that handles emergency calls and dispatches the appropriate emergency services.

Thurston 911 Communications (TCOMM911) – The answering point and dispatch center for all law enforcement (except the Washington State Patrol), fire service, and Medic One in Thurston County.

Wireless Emergency Alerts (WEA) – short emergency messages from authorized federal, state, local, tribal, and territorial public alerting authorities that can be broadcast from cell towers to any WEA-enabled mobile device in a locally targeted area. Wireless providers primarily use cell broadcast technology for WEA message delivery. WEA is a partnership among FEMA, the Federal Communications Commission (FCC) and wireless providers to enhance public safety.

8. Attachments
Attachment 1 - Thurston / Mason IPAWS Plan **TLP:GREEN**