DHS Office of Emergency Communications

APCO International Emerging Technology Forum
Raleigh, North Carolina
February 28, 2017

Ronald Hewitt, Director
Department of Homeland Security
Office of Emergency Communications

OEC's Creation

Sept. 11, 2001

Hurricane Katrina

- **Lack of national and statewide plans**

- **Lack of governance**

- **Lack of standard operating procedures**

- **Limited training and exercises**

- **Limited technical standards**

Office of Emergency Communications

Created by the 2006 Emergency Communications Act to address public safety interoperability
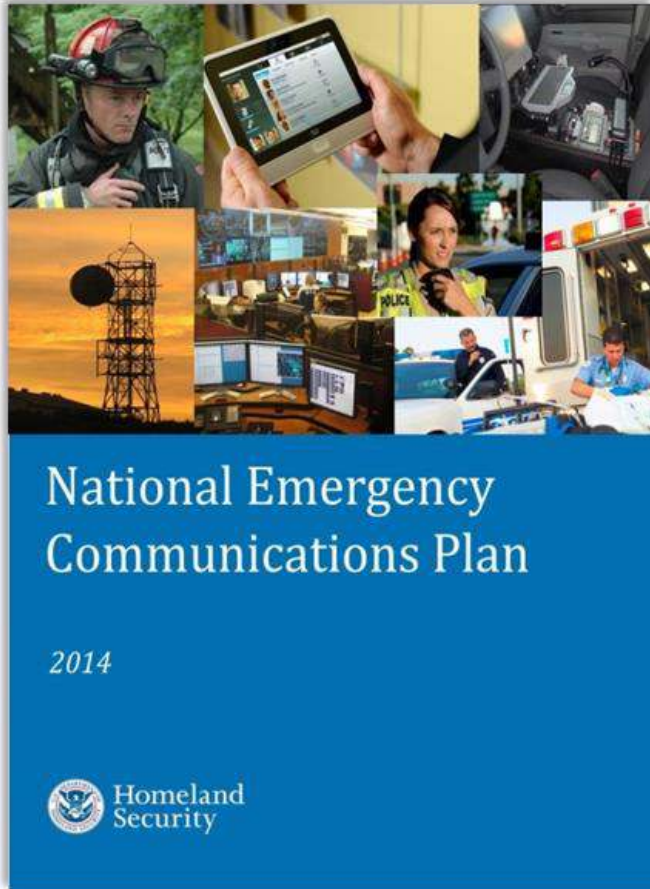
Interoperability: Ability of emergency responders to communicate among disciplines, jurisdictions, frequency bands, and levels of government as needed and as authorized.

2006 Emergency Communications Act Requires OEC to Publish the NECP

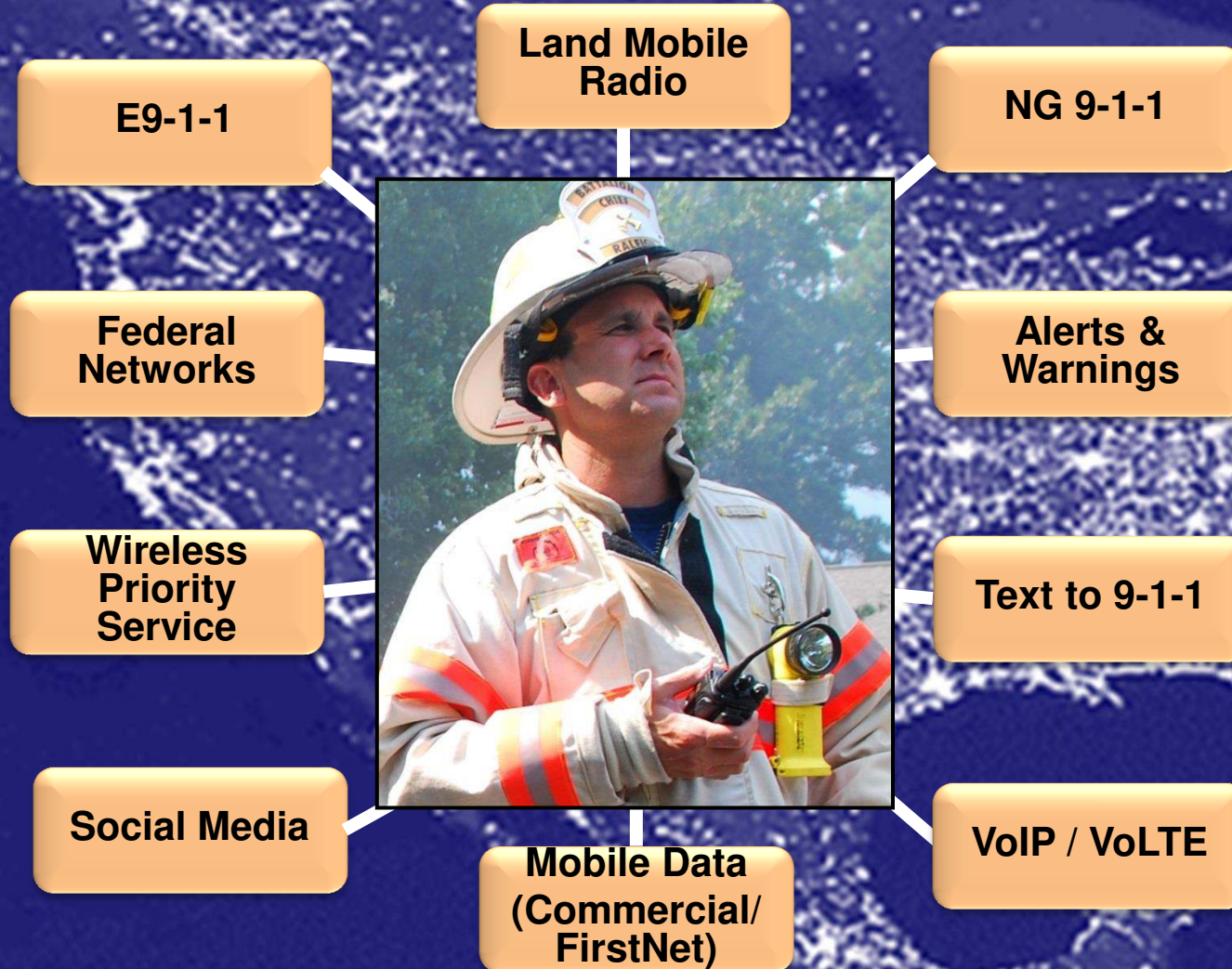National Emergency Communications Plan
2014
Homeland Security

- Released in 2008 as the first national strategic plan for emergency communications

- Led to the development of 56 individual statewide plans (SCIPs) aligned to the NECP

- Focused primarily on land mobile radio (LMR) networks and government-to-government communications

- Updated in 2014 to account for broadband technology and larger communications environment

The Future of First Responder Communications

Land Mobile Radio

E9-1-1

NG 9-1-1

Federal Networks

Alerts & Warnings

Wireless Priority Service

Text to 9-1-1

Social Media

VoIP / VoLTE

Mobile Data (Commercial/ FirstNet)

PAST

- Limited communication options
- Reliance on voice
- Scarcity of information

FUTURE

- Many communication networks
- Increase in mobile to mobile/data communications
- Abundance of information

New Emergency Communications Landscape

Governmental Agencies
(Federal, State, Local, Tribal, Territorial)

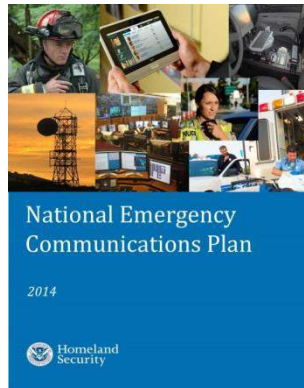**Incident Response and Coordination**

Governmental Agencies
(Federal, State, Local, Tribal, Territorial)

Interoperable Communications Capabilities

National Emergency Communications Plan

2014

- Governance
- Standard Operating Procedures
- Technology
- Training & Exercises
- Usage

Notifications, Alerts & Warnings

Reporting, & Requests for Assistance

Public, NGOs, Private Sector

Public Information Exchange

Public, NGOs, Private Sector
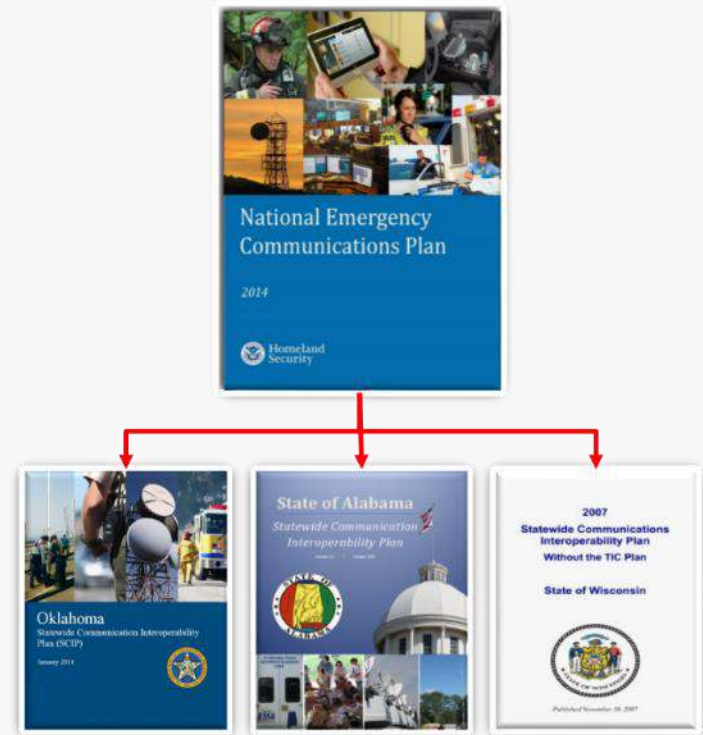
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Statewide Planning

What OEC Provides

Facilitated-workshops to develop strategic communications plans (SCIPs) based on agencies' input to align with the NECP

- Assisted 30 States in 2016

- Workshop includes emerging priorities like Next Generation 9-1-1 and broadband

- OEC offers on-going support for SCIP updates and implementation

Technical Assistance
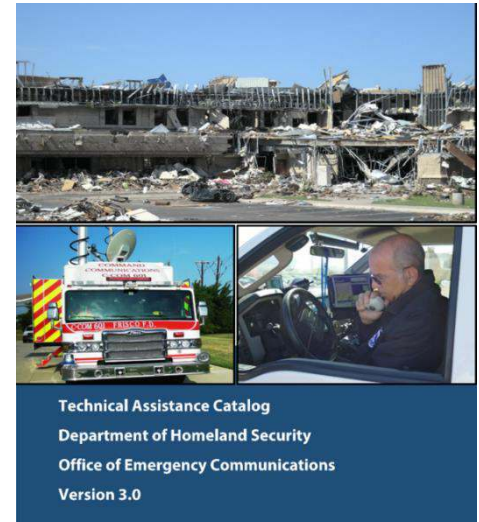
State-Requested Technical Assistance (TA)

– States and Territories can request OEC services to strengthen their Statewide Communications Interoperability Plan (SCIP)

Communications Unit (COMU) Training

– To date, OEC has trained over 5,000 communications unit members nationwide
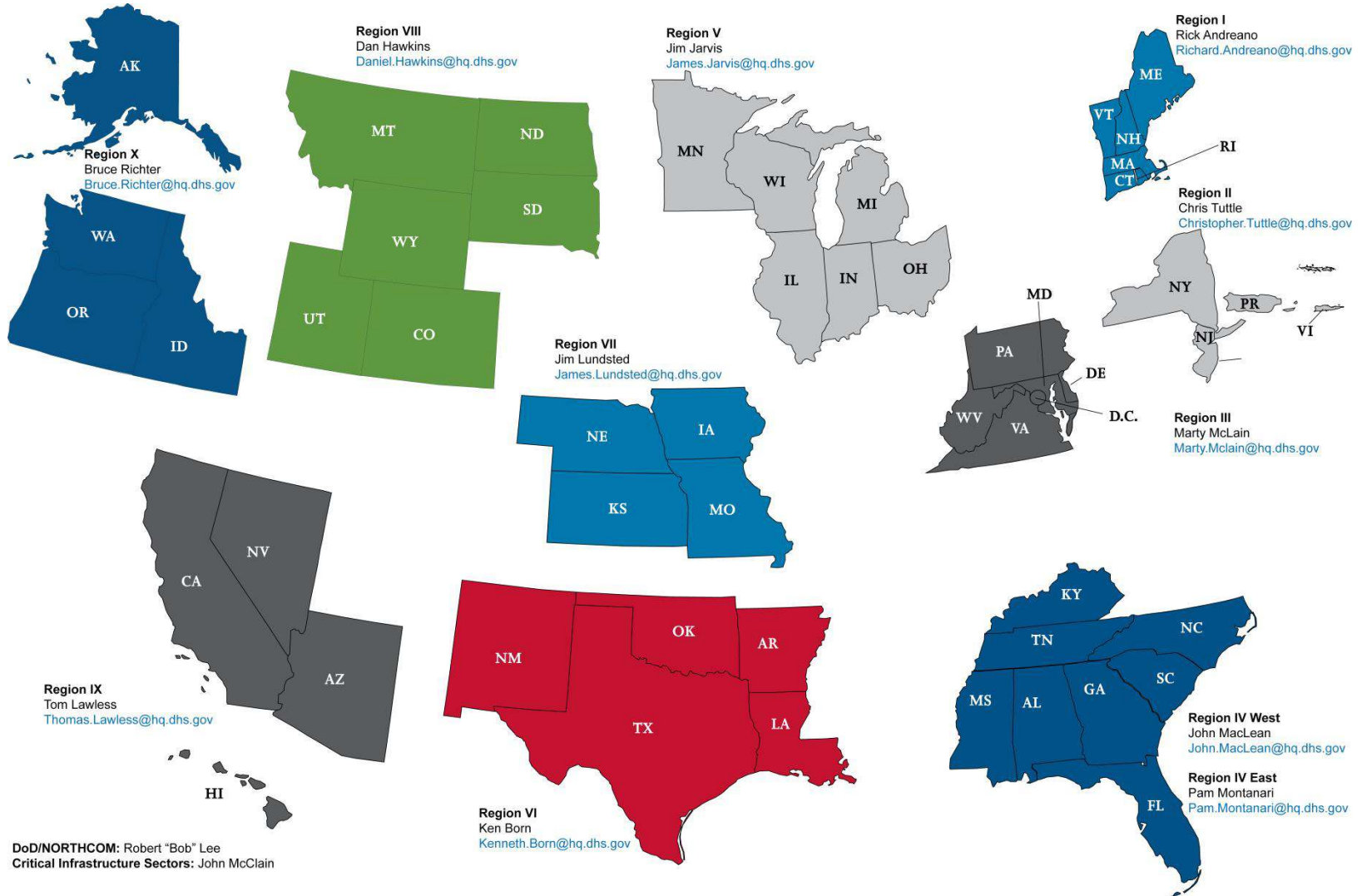
Automated Tools

– OEC provides access to specially designed web-based tools

Technical Assistance Catalog
Department of Homeland Security
Office of Emergency Communications
Version 3.0

OEC Regional Coordination

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OEC Priority Telecommunications Services

Priority Services programs are mandated by OSTP/OMB D-16-1 and provide NS/EP and public safety users the ability to communicate on telecommunications networks during times of congestion

- Government Emergency Telecommunications Service (GETS)
- Wireless Priority Service (WPS)
- Telecommunications Service Priority (TSP)
- Next Generation Network Priority Services (NGN-PS)

SAFECOM

- 65 members representing 31 public safety and intergovernmental associations

- Works to improve multi-jurisdictional and intergovernmental communications interoperability

- Coordinates with existing federal communications programs, elected and appointed officials, and key emergency response stakeholders

- Provides key stakeholder input that informs future OEC projects and initiatives

Emergency Communications Preparedness Center

- OEC is the administrator of the Emergency Communications Preparedness Center (ECPC) (Established by the 2006 Emergency Communications Act).

- The Under Secretary of NPPD is the chair

- The ECPC is the single body that coordinates information sharing among Federal emergency communications entities and programs. The ECPC's Focus Groups:

  - Coordinate and align Federal grant investments

  - Collaborate on Research and Development and technology standards

  - Prepare Federal agencies for Next Generation 9-1-1

ECPC Member Departments and Agencies

USDA U.S. Department of Agriculture	GSA General Services Administration	U.S. Department of Labor
U.S. Department of Commerce	U.S. Department of Health and Human Services	U.S. Department of State
U.S. Department of Defense	U.S. Department of Homeland Security	U.S. Department of Transportation
U.S. Department of Energy	U.S. Department of the Interior	U.S. Department of the Treasury
Federal Communications Commission	U.S. Department of Justice	

Interoperable Communications Capabilities Analysis Program (ICCAP)

OEC has been conducting observations during planned events:

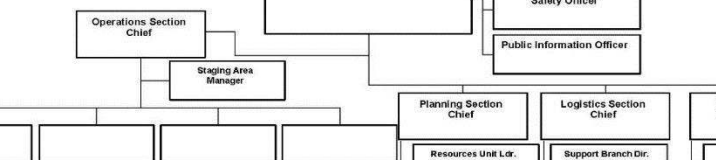| Date	Location	Event
9/1	Honolulu, HI	Honolulu World Conservation Congress
9/9	Carmel, IN	BMW Golf Championship Tournament
9/18	Los Angeles, CA	Return of the Los Angeles Rams
9/24	Washington, DC	Opening of the African American Museum
10/9	Chicago, IL	Chicago Marathon
11/12	Austin, TX	University of Texas Football Game

Successful Incident Response Requires Interoperability

- ## Elements of an Incident/Event Action Plan Define:
  - What do we want to do? (management by objectives)
  - Who is responsible for doing it?
  - How do we **communicate** with each other to do it?

INCIDENT ORGANIZATION CHART (ICS 207)

ASSIGNMENT LIST (ICS 204)

NIMS – ICS Form 205

INCIDENT RADIO COMMUNICATIONS PLAN (ICS 205)

1. Incident Name:	2. Date/Time Prepared: Date: Date Time: HHMM	3. Operational Period: Date From: Date Date To: Date Time From: HHMM Time To: HHMM

4. Basic Radio Channel Use:

Zone Grp.	Ch #	Function	Channel Name/Trunked Radio System Talkgroup	Assignment	RX Freq N or W	RX Tone/NAC	TX Freq N or W	TX Tone/NAC	Mode (A, D, or M)	Remarks

5. Special Instructions:

6. Prepared by (Communications Unit Leader):   Name: Signature: _____

ICS 205	IAP Page	Date/Time: Date

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NIMS – ICS Form 205A

ICS 205A
Communications List

Purpose. The Communications List (ICS 205A) records methods of contact for incident personnel. While the Incident Radio Communications Plan (ICS 205) is used to provide information on all radio frequencies down to the Division/Group level, the ICS 205A indicates all methods of contact for personnel assigned to the incident (radio frequencies, phone numbers, pager numbers, etc.), and functions as an incident directory.

Preparation. The ICS 205A can be filled out during check-in and is maintained and distributed by Communications Unit personnel. This form should be updated each operational period.

Distribution. The ICS 205A is distributed within the ICS organization by the Communications Unit, and posted as necessary. All completed original forms must be given to the Documentation Unit. If this form contains sensitive information such as cell phone numbers, it should be clearly marked in the header that it contains sensitive information and is not for public release.

Notes:
- The ICS 205A is an optional part of the Incident Action Plan (IAP).
- This optional form is used in conjunction with the ICS 205.
- If additional pages are needed, use a blank ICS 205A and repaginate as needed.

Block Number	Block Title	Instructions
1	**Incident Name**	Enter the name assigned to the incident.
2	**Operational Period** • Date and Time From • Date and Time To	Enter the start date (month/day/year) and time (using the 24-hour clock) and end date and time for the operational period to which the form applies.
3	**Basic Local Communications Information**	Enter the communications methods assigned and used for personnel by their assigned ICS position.
	• Incident Assigned Position	Enter the ICS organizational assignment.
	• Name	Enter the name of the assigned person.
	• Method(s) of Contact (phone, pager, cell, etc.)	For each assignment, enter the radio frequency and contact number(s) to include area code, etc. If applicable, include the vehicle license or ID number assigned to the vehicle for the incident (e.g., HAZMAT 1, etc.).
4	**Prepared by** • Name • Position/Title • Signature • Date/Time	Enter the name, ICS position, and signature of the person preparing the form. Enter date (month/day/year) and time prepared (24-hour clock).

COMMUNICATIONS LIST (ICS 205A)

1. Incident Name:	2. Operational Period:	Date From: Date	Date To: Date
		Time From: HHMM	Time To: HHMM

3. Basic Local Communications Information:

Incident Assigned Position	Name (Alphabetized)	Method(s) of Contact (phone, pager, cell, etc.)

4. Prepared by: Name:	Position/Title:	Signature: _____
ICS 205A	IAP Page	Date/Time: Date

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ICCAP Early Findings

While it's still early in the process, our early findings include:

ICCAP Early Findings
1. Good use of comprehensive Incident Action Plan (IAP) with standardized Incident Command System forms.
2. Effective incident management organizations with well organized unified command representing all participating agencies.
3. Impressive expertise of COML and other COMU personnel.
4. COMU personnel/Communications Unit Leader (COML) not always involved in planning process for the event.
5. Mobile data and smartphones heavily used by first responders.

ICCAP Early Findings (cont.)

ICCAP Early Findings
6.   Good use of tactical dispatch function.
7.   Minimal briefing of event personnel on communications plan.
8.   Social media is an important tool for public safety to notify the public of event and situation status.
9.   Need to expand depth in Communications Unit (COMU) positions and increase the number of trained/qualified personnel.