



Homeland
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Office of Emergency Communications Overview

Michigan Statewide Interoperable
Communication Training Conference
February 22, 2016

RADM Ronald Hewitt
Director
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 in 2007 to address public safety interoperability gaps

Interoperability: Ability of emergency responders to communicate among disciplines, jurisdictions, frequency bands, and levels of government as needed and as authorized.



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OEC's Mission

OEC supports and promotes communications capabilities used by emergency responders and government officials to keep America safe, secure, and resilient



Planning and Preparedness



Response

Coordination



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OEC Stakeholders



900,000 Police Officers



1,900,000 Fire Personnel



Critical Infrastructure
5,700 Hospitals
6,800 Banks
7,000 Power Plants



566 Federally Recognized Tribal Nations



825,000 EMS Professionals
1,200 Certified Emergency Managers



19,400 municipalities, Governors, Mayors, public works, council members



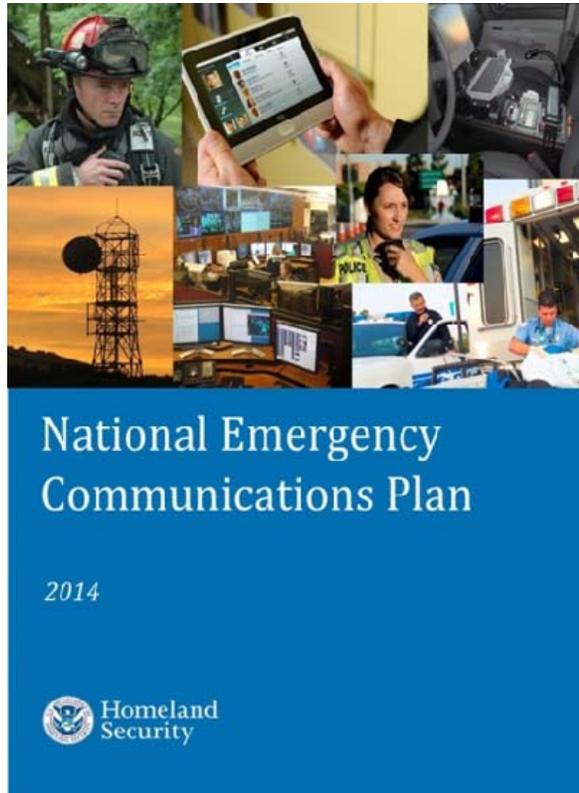
1,000 Wireline Carriers



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Advancing OEC's Mission through the NECP



- 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 networks and government-to-government communications
- Updated in 2014 to account for broadband technology and larger communications environment
- 2014 NECP increases coordination and planning with the growing number of entities that communicate and share information with public safety during emergencies, including nongovernmental organizations



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New Emergency Communications Landscape



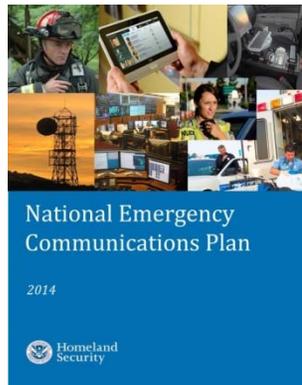
Governmental Agencies
(Federal, State, Local, Tribal, Territorial)



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



Interoperable Communications Capabilities



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

Notifications,
Alerts & Warnings

Reporting, &
Requests for
Assistance



Public, NGOs, Private Sector



Public, NGOs, Private Sector



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NECP Implementation Programs and Activities

- Implementation will be conducted in coordination with stakeholders through various OEC and other DHS programs and activities
 - **Governance guidance** – Update State bodies, improve coordination with other entities (e.g. 911 Boards), ECPC coordination with FirstNet
 - **Grants** – Drive implementation of NECP priorities and recommendations through DHS grant guidance (e.g. SAFECOM)
 - **State Planning workshops** – Support updates to SCIPs for broadband and maintaining LMR
 - **Technical Assistance** – Broadband planning support for NPSBN, NG-911 planning, dispatch operations, COOP workshops
 - **OEC Tools and Services** – CASM, PSTools database, COML tracking, virtual training opportunities
 - **Measurement/Assessments** – Leverage processes, relationships, and foundations established under first NECP



Emergency Communications Governance

- In September 2015, OEC released the Emergency Communications Governance Guide for State, Local, Tribal, and Territorial Officials
 - Developed to address Goal One in the NECP, Governance and Leadership
 - A comprehensive tool that provides best practices for emergency communications officials at all levels of government to establish, assess, and update governance structures that represent all emergency communications capabilities
 - Helps stakeholders address current technological and funding challenges

2014 NECP Goals

- Governance and Leadership
- Planning and Procedures
- Training and Exercises
- Operational Coordination
- Research and Development



Statewide Interoperability Coordinators

OEC partners with Statewide Interoperability Coordinators (SWICs) to help advance communications capabilities at the state level.

Responsibilities include:

- Statewide Plan program management
- Outreach
- Grants coordination
- Policy development
- Measurement



OEC also participates in the National Council of Statewide Interoperability Coordinators, which provides a forum for SWIC collaboration and improved coordination across States.



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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



Statewide Planning

What OEC Provides

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

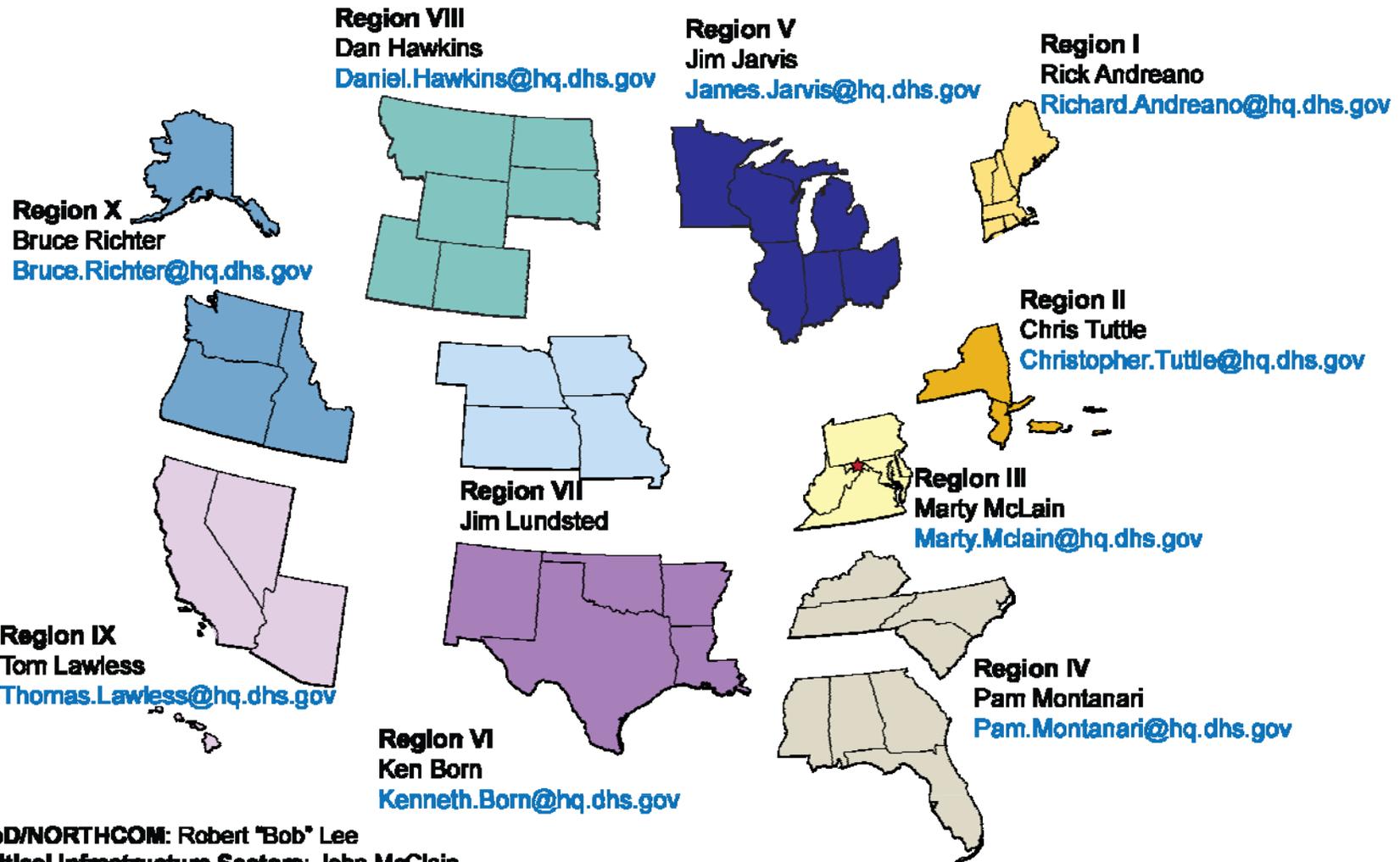
- Workshop includes emerging priorities like Next Generation 9-1-1 and broadband
- OEC offers on-going support for SCIP updates and implementation



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OEC Regional Coordination



DoD/NORTHCOM: Robert "Bob" Lee
Critical Infrastructure Sectors: John McClain
Non-Governmental Organizations: John MacLean



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Technical Assistance Services

State-Requested Technical Assistance (TA)

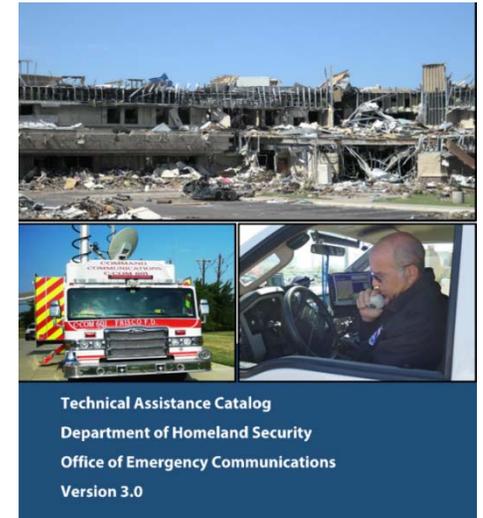
- States and Territories can request OEC services to strengthen their Statewide Communications Interoperability Plan (SCIP)

Communications Unit (COMU) Training

- To date, OEC has trained over 5,000 communications unit members nationwide
- OEC Trained COMU Personnel in Michigan: 179

Automated Tools

- OEC provides access to specially designed web-based tools at:
<http://www.publicsafetytools.info/>



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OEC Provides Targeted Technical Assistance

TA Workshops in Michigan (Since 2007)	# of Deliveries	Locations
Border Interoperability Demonstration Technical Assistance Project Functional Exercise and After Action Meeting	2	Romulus, Detroit
Communications Unit Leader (COML) Course	2	Lansing
Communication Assets Survey and Mapping Tool Support	1	Not Provided
COML Train-the-Trainer	1	Lansing
Communications Unit Planning and Policies	1	Lansing
Communications Unit Technician Course	3	Lansing (2), Troy
Communications-Focused Tabletop Exercise (TTX) and Related Planning and After Action Conferences	4	Mount Pleasant
Development of Governance Documentation	1	Lansing



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Technical Assistance Continued

TA Workshops in Michigan (Since 2007)	# of Deliveries	Locations
FirstNet Consultation Preparation/Pre-Consultation Planning Workshop	2	Lansing
National Emergency Communications Plan Goal 1 Evaluation	1	Not Provided
Next Generation 9-1-1 Workshop	1	Lansing
Standard Operating Procedure Workshop	4	Lansing (2), Grand Rapids, Monroe
Tactical Interoperable Communications Field Operations Guide Development	3	Region 3, Region 5, Upper Peninsula
Total	26	



On-Line Tools

What OEC Provides

Open and controlled access tools, resources and online training developed by OEC to support emergency communications

- Over 50,000 agencies with information in CASM inventory tool
- Six courses ranging from radio 101 to technical gateway instruction
- PS Library App provides mobile access to state/local submitted field guides, tactical plans, etc.



The screenshot shows the 'Public Safety Technical Assistance Tools' website. The header includes 'Public Safety Technical Assistance Tools' and 'Welcome to the Public Safety Technical Assistance Tools Website'. Below the header is a navigation bar with 'PSToolsHelp' and 'What's New (as of 06/05/2015)'. The main content area is divided into two columns: 'Tools' and 'Resources'. The 'Tools' column contains buttons for 'FMT Frequency Mapping Tool', 'MDST Mobile Data Survey Tool', 'PS Library Public Safety Library', and 'Mobile Apps Mobile Applications'. The 'Resources' column contains buttons for 'NECP National Emergency Communications Plan', 'NIFOG National Interoperability Field Operations Guide', 'TA/SCIP Catalog Technical Assistance / Statewide Communications Interoperability Plan', 'AUXFOG Auxiliary Communications Field Operations Guide', 'OEC Documents Office of Emergency Communications', 'NPSBN Nationwide Public Safety Broadband Network', and 'FCC Src. Federal Communications Commission'. A 'Controlled Access:' section is also visible, containing 'CASM NextGen Communication Assets Survey & Mapping Next Generation' and 'eSCIP Statewide Communication Interoperability Plan'. A link '* How do I get Access?' is also present.



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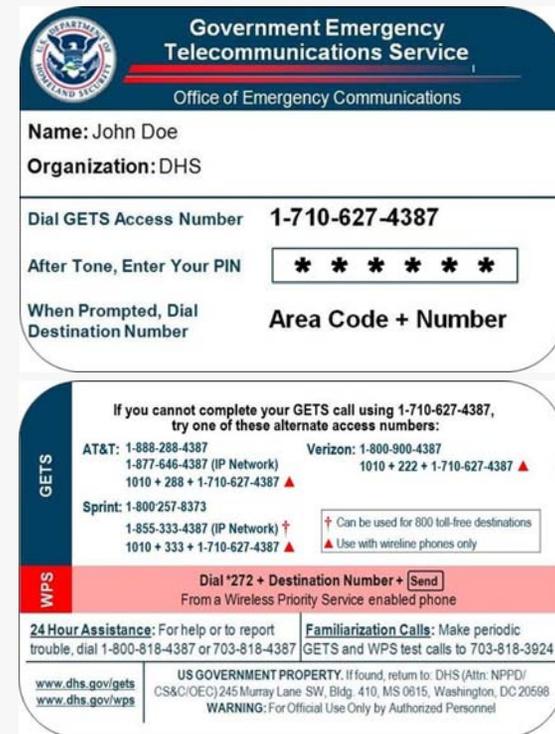
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GETS / WPS Access

What OEC Provides

Public safety users register to receive priority access to landline & cellular networks in times of increased network congestion

- Limited to emergency preparedness and national security users
- 332,000+ total GETS subscribers
- 130,000+ total WPS subscribers



Government Emergency Telecommunications Service
Office of Emergency Communications

Name: John Doe
Organization: DHS

Dial GETS Access Number **1-710-627-4387**

After Tone, Enter Your PIN * * * * *

When Prompted, Dial Destination Number **Area Code + Number**

GETS

If you cannot complete your GETS call using 1-710-627-4387, try one of these alternate access numbers:

AT&T: 1-888-288-4387 1-877-646-4387 (IP Network) 1010 + 288 + 1-710-627-4387 ▲	Verizon: 1-800-900-4387 1010 + 222 + 1-710-627-4387 ▲
Sprint: 1-800-257-8373 1-855-333-4387 (IP Network) † 1010 + 333 + 1-710-627-4387 ▲	† Can be used for 800 toll-free destinations ▲ Use with wireline phones only

WPS

Dial *272 + Destination Number + [Send]
From a Wireless Priority Service enabled phone

24 Hour Assistance: For help or to report trouble, dial 1-800-818-4387 or 703-818-4387 | **Familiarization Calls:** Make periodic GETS and WPS test calls to 703-818-3924

www.dhs.gov/gets
www.dhs.gov/wps

US GOVERNMENT PROPERTY. If found, return to: DHS (Attn: NPPD/CS&C/OEC) 245 Murray Lane, SW, Bldg. 410, MS 0615, Washington, DC 20568
WARNING: For Official Use Only by Authorized Personnel

Sample GETS Card



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Interoperability Priorities for 2016 and Beyond

- Enhancing interoperability within DHS and across other federal agencies
- Establishing dedicated grant funding
- Supporting Urban Area Security Initiative (UASI) in pre-event communications planning



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