

Meeting Highlights

- Members participated in various small group discussions to
 - provide input to the National Council of Statewide Interoperability Coordinators (NCSWIC) State Interoperability Markers Program and
 - brainstorm agenda topics for the launch of the NCSWIC Academy to provide a comprehensive orientation program for new Statewide Interoperability Coordinators (SWICs)
- The NCSWIC Executive Committee (EC) discussed and approved the following committee and working group products:
 - *Emergency Support Function #2 (ESF-2) Earthquake Tabletop Exercise Situation Manual*
 - *Best Practices for Planning and Implementation of Project 25 (P25) Inter-RF Subsystem Interface (ISSI) and Console Subsystem Interface (CSSI): Volume I*
 - *Joint SAFECOM-NCSWIC Next Generation 911 (NG911) Working Group Fact Sheet*
 - *Public Safety Ten Keys to Improving Alerts, Warnings, and Notifications*

NCSWIC New Members

Region III

- **Rob Hunt**, Delaware SWIC
- **Bud Frank**, Maryland SWIC
- **David Neal**, West Virginia SWIC
- **RC Faulk**, West Virginia Deputy SWIC

Region IV

- **Ben Bass**, Florida SWIC

Region VII

- **Curtis Walser**, Iowa Deputy SWIC
- **Sue Krogman**, Nebraska

Region VIII

- **Ed Tinsley**, Montana SWIC

Region IX

- **Eric David**, CNMI Acting SWIC

Region X

- **Ben Gherezgiher**, Oregon Acting SWIC

Action Items

Table 1: Action Items as of April 25, 2019

#	Description	Status	Owner
1	CISA to share lessons learned from 2018 Emergency Communications Governance Workshops	In Progress	CISA

Welcome and Introductions

Speakers: Joe Galvin, NCSWIC Chair, Illinois SWIC; John Miller, NCSWIC Vice Chair, New Jersey SWIC; Ron Hewitt, CISA

Joe Galvin, NCSWIC Chair, welcomed everyone to the meeting, promoted the new National Emergency Communications Plan (NECP), and thanked the SWICs who contributed to the NECP update. He also highlighted the importance of the NCSWIC State Interoperability Markers Program, stating its usefulness as a self-assessment tool and encouraging SWICs to be honest when answering the questions. Lastly, Mr. Galvin thanked CISA for making his job easier. He encouraged all states to adopt the Federal Memorandum of Understanding (MOU) for shared systems and to contact him or Jim Downes, CISA, with questions. John Miller, NCSWIC Vice Chair, stated the assistance he receives from his CISA Coordinator is invaluable. He and Mr. Galvin are working with CISA to reinvigorate the NCSWIC and increase overall participation. Mr. Miller stated the NCSWIC Governance Committee and NCSWIC EC have approved an update to the Charter, allowing Tommy Gonzalez, Texas Department of Public Safety, to chair the NCSWIC Planning, Training, and Exercise (PTE) Committee. This change will allow more SWICs, or subject matter experts, to fill committee chair and vice chair positions. He noted “if we all do a little, none of us have to do a lot.” Echoing Mr. Galvin, he added that the outcomes of the markers program and other initiatives are going to help drive the ability for SWICs to reach out to other SWICs with more expertise in a certain area.

Ron Hewitt, CISA Assistant Director for Emergency Communications, provided a brief overview of the Office of Emergency Communications’ (OEC’s) transition to CISA, and highlighted how the office evolved from having a sole land mobile radio (LMR) focus to supporting all aspects of emergency communications. This evolving focus is highlighted in the

Real-World Applications: Utilizing Geographic Information Systems (GIS) for Emergency Communications

Speakers: *Gerald Jaskulski, CISA; Steve Verbil, SAFECOM (At-Large), Connecticut Division of Statewide Emergency Telecommunications; Dan Czaja, Geographic Information Systems Coordinator, Connecticut Department of Emergency Services and Public; Laurie Flaherty, Coordinator, National 911 Program, Department of Transportation*

Gerald Jaskulski, CISA, introduced the panelists and discussed the movement from siloed 911 systems to more interoperable networks. Dan Czaja, Geographic Information Systems Coordinator, Connecticut Department of Emergency Services and Public Protection, provided an overview of GIS for 911 systems in the state of Connecticut and the evolution of GIS mapping within that system. He discussed some of the lessons learned from the various upgrades, including the importance of call location, continual system and dataset updates, and collaboration across geographical areas to ensure effective and relevant data collection. He also discussed the recent data collections in Connecticut to improve call location accuracy by incorporating elements such as nature trails and building outlines into their system. The continual update of data is especially important in areas with recent growth and development to more accurately capture the caller’s location. Mr. Czaja explained the evolution of GIS in Connecticut from mainly vendor-controlled updates and data to state-monitored systems. He discussed the importance of state owned and controlled system so updates can be pushed quickly and more efficiently. Connecticut has moved from six month update timeframes to having daily update capabilities.

Steve Verbil, SAFECOM (At-Large), Connecticut Division of Statewide Emergency Telecommunications, pointed out that configuring mapping across jurisdictions should be less of a concern to system managers, although managers should always be careful of overlapping political boundaries. Mr. Verbil provided real world examples of the importance of call location and coordination with neighboring jurisdictions, including a woman in Georgia who was drowning and responders had a difficult time locating her since she was between recognized, jurisdictional locations, and a kayaker who used Siri to make a 911 call. He emphasized the need to go beyond your jurisdiction for mapping and working with new technologies like Siri, Alexa, and OnStar.

Laurie Flaherty, Coordinator, National 911 Program, Department of Transportation, informed the group about the voluntary data uploading service—the National 911 Profile Database—housed by the National Highway Traffic Safety Administration. She also identified the ongoing development of an “interstate playbook” by several states that will include GIS considerations, something that may be of interest to other states and territories. Ms. Flaherty stated the National 911 Profile Database is collecting data from states, as well as tracking states’ development of GIS in their 911 systems. They are also looking at how states are connecting their Public Safety Answering Points (PSAPs) to the Master Street Address Guide (MSAG). She stated 26 states currently update the national database and the plan is to expand data collection to new states. Ms. Flaherty discussed other national 911 efforts, including the development of best practices for using supplemental location data by device providers and starting conversations between state and federal partners on location information sharing.

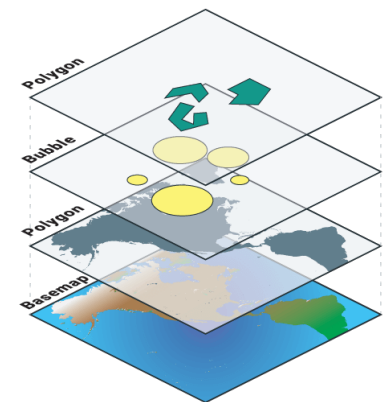


Figure 2: Future of 911 GIS Mapping

FirstNet in Practice: Real-World Events and Adoption Update

Speakers: *Jacqueline Miller-Waring, FirstNet; Kenzie Capece, FirstNet; Todd Early, Chair, Public Safety Advisory Council (PSAC); Jeff Carl, AT&T*

Todd Early provided an update on FirstNet implementation and the development of additional capabilities. Mr. Early reviewed the FirstNet Roadmap Framework, noting the PSAC is focusing on the strategy outlined in the roadmap. FirstNet and AT&T need input from the public safety community as capabilities are developed. Jeff Carl walked NCSWIC members through the Quality of Service (QoS), priority, and preemption (QPP) configuration for FirstNet service, and addressed issues associated with Band 14. He emphasized that the focus of the service provider is to optimize reach, public safety features, and ease of adoption. Following his updates, the panel answered questions about priority, local control, and outreach efforts.

NECP Revision Update

Speakers: *Eric Runnels, CISA; Todd Early, Texas SWIC; Joe Galvin, NCSWIC Chair, Illinois SWIC*

This version is the document’s third iteration, following initial development of the NECP in 2008 and an update in 2014. In accordance with the Homeland Security Act of 2002, as amended (6 U.S.C. § 573(a)), Congress directs CISA to periodically conduct the Nationwide Communications Baseline Assessment (NCBA) and revise the NECP. The revised NECP incorporates feedback and outcomes from the 2018 SAFECOM Nationwide Survey—the data collection effort informing the NCBA—as well as from SAFECOM and NCSWIC participants through nationwide working groups, webinars, multiple stakeholder reviews, and a national feedback period. Joe Galvin and Todd Early presented some of the updates incorporated during the adjudication process. This version addresses benefits and challenges integrating new technologies into legacy systems, such as expanded capabilities as a result of broadband and NG911 as well as cybersecurity threats and vulnerabilities. The revision also illustrates a new emergency communications ecosystem graphic, which includes an expanded concept of the public safety communications community and its intricate dependencies on a broader set of organizations, decision makers, and citizens. Joe observed how CISA’s involvement of the SWICs during the process had great impact on the document as a plan that is generated and supported by public safety users. Eric Runnels, CISA, also emphasized how the letter to the Department of Homeland Security (DHS) Assistant Secretary signed by the SAFECOM and NCSWIC Chairs on April 24, 2019, would go a long way towards supporting the NECP’s consideration by top federal officials. Following the meeting, CISA will begin the routing process for approval and signature through the Department.

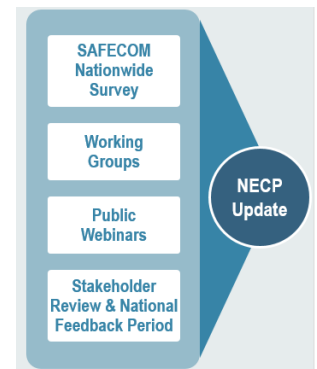


Figure 3 Graphic displaying stakeholder-driven input to NECP update

Interoperable Communications Technical Assistance Program (ICTAP) Branch Updates

Speakers: *Dick Tenney, CISA; Dan Wills, CISA; Chris Essid, CISA, Karla Jurrens, Texas Deputy SWIC*

Following a preview of the Information Technology Service Leader (ITSL) marketing video, Dan Wills, CISA, provided updates on the progress of the ITSL course, noting the productivity of classes conducted in Salt Lake City, Utah (December 2018) and Dallas, Texas (March 2019). Following a brief discussion on removing the time constraints for necessary experience, several SWICs expressed concerns regarding who would be able to enroll in future ITSL classes. Panelists discussed not wanting to limit future candidates with an experience requirement, and ultimately left it up to NCSWIC members to use their best judgment in recommending IT and communications personnel who plan and implement the Incident Command Structure (ICS) structure within their states. While the classes have more of an IT application, instructors understand that many ICS administrators may have a background in communications. SWICs are encouraged to send students whose participation in the classes will best benefit their states or organizations.

The panel then addressed questions about the recently announced ICS 300 and ICS 400 course updates requiring state-sponsored Communications Unit Leader (COML) instructors to take and pass a refresher course prior to teaching future classes. In response to inquiries, Mr. Will clarified that only instructors are required to take the refresher course, which includes an online course with a proctored final exam. Dick Tenney then provided a brief overview of the newly-established Strategic TA support offered by CISA and highlighted a number of recent TA and SCIP engagements across the country. He disclosed that during several 911 PSAP health assessments, certain cybersecurity risks were uncovered. These risks led to the development of a pilot that produced a cybersecurity plan, which is intended for public safety use in developing future SCIPs. Mr. Tenney encouraged SWICs to reach out to their CISA Coordinators for more information about integrating cybersecurity into their SCIP.

Benefits of NCSWIC’s State Interoperability Markers Program

Speakers: *Mark Grubb, CISA; Lauren Strange, CISA; Mark Wrightstone, Pennsylvania SWIC; John Miller, New Jersey SWIC; Steven Mallory, Maine SWIC*

CISA, along with SWICs from the pilot states including Pennsylvania, New Jersey, and Maine, provided updates on the NCSWIC State Interoperability Markers Program. The 25 interoperability markers, aligned to the SAFECOM Interoperability Continuum, are designed to collect key data about a state’s interoperability capabilities in an effort to enable states to use data to drive strategic planning, funding, and TA requests. To date, 13 states and the District of Columbia attended workshops in February and March to provide feedback and further refine the markers. All participating workshop states and territories completed a pilot process to develop their baseline data collection, and CISA is currently aggregating and analyzing their data. CISA will begin collecting marker data from all states and territories during a set of regional meetings scheduled to be in July of this year. It is anticipated that all marker data will be collected, aggregated, and reported back to participants by the end of September 2019 (see Figure 4).

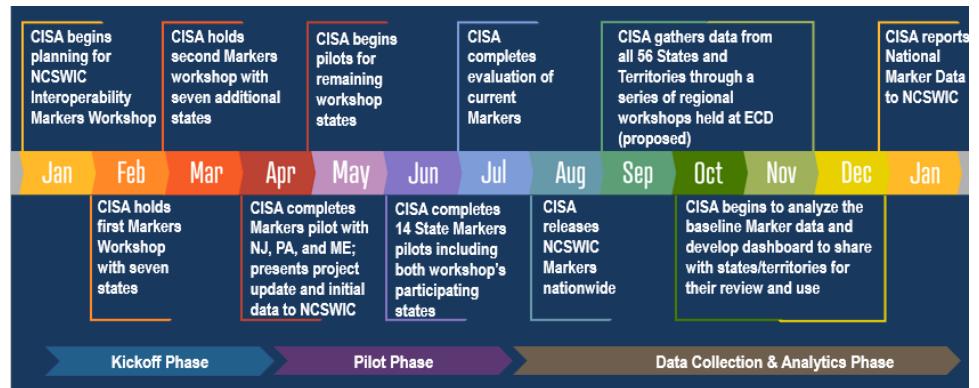


Figure 4: NCSWIC’s State Interoperability Markers Program Timeline

NCSWIC Academy

Speakers: *Brad Stoddard, NCSWIC Governance Committee Chair, Michigan SWIC; Melissa Nazzaro, Massachusetts SWIC; Jeff Pierce, South Dakota SWIC; Jim Jarvis, CISA*

Brad Stoddard reviewed the background for developing the NCSWIC Academy, highlighting the need for making new members feel welcomed, sharing best practices, and providing resources to ensure a successful SWIC transition. Melissa Nazzaro and Jeff Pierce provided differing perspectives from their experiences onboarding as new SWICs and members of the NCSWIC community. Based on advice she received from her CISA Coordinator when she first started, Ms. Nazzaro encouraged new SWICs to take time to learn about the SWIC role and the value of the NCSWIC prior to volunteering for various NCSWIC committees and initiatives. Mr. Pierce noted the SWIC role has evolved from when he started, and new SWICs have a steeper learning curve than he did given the transition from LMR-only duties, to responsibilities integrating the entire emergency communications ecosystem. He also highly recommended new SWICs get to know key points of contact in their state for 911, cyber, and alerts, warnings, and notifications (AWN). Jim Jarvis then discussed resources and support the CISA Coordinators can provide to new members, as well as how new members can help CISA Coordinators and CISA as whole understand their needs. He added that CISA Coordinators communicate with one another on a daily basis and help farm questions from across the country. If one CISA Coordinator does not know the answer to a question, someone else will be able to assist. General advice for SWICs attending their first meeting include taking as many notes as they can, and taking the valuable printed resources back to their states.

The session concluded with table discussions to refine the NCSWIC Academy agenda ensuring the full utilization of available perspectives and resources. SWICs stated the following information would be beneficial for incoming SWICs as it relates to their specific state: an introduction on the state’s governance structure; where the SWIC falls in the state structure; scope of responsibility; key contacts in the state; and, history of the state as it relates to emergency communications. Recommendations on topics to include in the NCSWIC Academy from the table discussions included:

- A discussion on and handouts of available resources (TA/SCIP Guide, best practice documents, etc.)
- Role of CISA (organizational structure, Regional Coordinator, ESF-2 responsibilities)
- Overview of the invitational travel process
- Lessons learned from veteran SWICs

- The NCSWIC structure, and the benefits of participation on committees and working groups
- How to utilize and monetize TA offerings

NCSWIC EC Meeting

Following the Joint NCSWIC-SAFECOM EC meeting, NCSWIC EC members convened to review and approve 2019 work products and discuss future strategic planning, new proposed working groups, and the meeting calendar. Ralph Barnett, III, CISA, opened the meeting and welcomed members. Joe Galvin, NCSWIC Chair, and John Miller, NCSWIC Vice Chair, thanked members for their dedication and conducted a brief hotwash of the joint committee and joint EC meetings. Members discussed future in-person meeting logistics, noting the need for a more handicap accessible space, as well as requesting joint meeting locations on alternate coasts. In reference to committee involvement, Mr. Miller mentioned that he extended an invitation to the Coordinators to participate on committees and working groups and provide input to future work product development.

NCSWIC Governance Committee

Brad Stoddard, Governance Committee Chair, discussed updates to the development of the NCSWIC Academy, noting delays in the launch resulting from the federal funding hiatus. The committee plans to host the inaugural NCSWIC Academy during the November in-person meeting in Atlanta, Georgia. Based on previous discussions, the committee believes a half-day, may not be enough time to present the necessary information. Mr. Stoddard mentioned sharing a description of each committee and the scope of their work a priority during SWIC on-boarding. The committee will continue to develop the Academy over the summer with a “dry-run” of the Academy during the committee’s in-person meeting, tentatively scheduled for August. Following the in-person meeting, Mr. Stoddard will present a finalized Academy agenda to the NCSWIC EC during their in-person meeting in September. Mr. Galvin and Mr. Miller mentioned they had hosted a very successful new member breakfast that morning. This summer, the committee will also begin scoping the development of the first NCSWIC video—a “SWIC 101”—to highlight the importance of the SWIC position to external audiences. To close out, Mr. Stoddard mentioned the need to review and update the NCSWIC Charter. As an initial step, the Governance Committee proposed updating the language regarding who is eligible to chair committees, following a request from Mr. Miller to nominate an active member of the NCSWIC Planning, Training, and Exercise (PTE) Committee who is not a SWIC. Currently, only NCSWIC EC members can chair committees. Following a brief discussion, the following language was approved by the NCSWIC EC with Jeff Pierce, South Dakota SWIC, and Melissa Nazarro, Massachusetts SWIC motioning to approve the update:

“Committee: Committees are long-term, standing groups with a sustained focus on particular committee topics, such as governance or the sustainment of emergency communications funding. Each committee must have the participation of at least one EC member. Committee leadership shall consist of a Chair and Vice Chair. Committee Chair and Vice Chair positions can be filled by an EC member or a designee sponsored by an EC member. All designees require approval from NCSWIC Chair and Vice Chair.”

NCSWIC PTE Committee

John Miller, PTE Committee Chair, thanked members for approving the Charter change to allow him to step back from his leadership role on the committee; however, he plans to remain involved. The PTE Committee met in Boise, Idaho, on April 9-10, 2019, to discuss the ongoing development of the COMM X Portal and finalize the first exercises-in-a-box template, the ESF-2 Earthquake Exercise Situation Manual. The committee worked with the Region X Regional Emergency Communications Coordination Working Group to develop the COMM X Portal on the ESF-2 Homeland Security Information Network (HSIN), a training and exercise database that includes national and region-specific trainings and exercise documents and events. The portal is currently undergoing beta-testing, and is expected to launch this summer. The first exercise-in-a-box is focused on an earthquake and is designed to be plug-and-play, allowing states to download the materials and insert state-specific information prior to conducting an exercise. The next template will focus on a scavenger hunt exercise. The committee is also working on a *Tactical Interoperable Communications Field Operations Guide Best Practices* document. Mr. Miller presented the first exercise-in-a-box template for approval by the EC. Derek Nesselrode, Kentucky SWIC, made a motion to approve the template, and Brad Stoddard, Michigan SWIC, seconded. The NCSWIC EC approved the motion unanimously.

Joint SAFECOM-NCSWIC Funding and Sustainment Committee

Penny Rubow, Joint Funding and Sustainment Committee NCSWIC Chair, provided outcomes of the March in-person committee meeting in Boulder, Colorado, including discussions on the Value Analysis Guide. The committee will next work on developing a one-page overview of the guide and an updated Funding Mechanisms document.

Joint SAFECOM-NCSWIC Technology Policy Committee

Joe Galvin, Joint Technology Policy Committee NCSWIC Chair, provided an update on Joint SAFECOM-NCSWIC Technology Policy Committee progress and products. Joe presented the *Public Safety Ten Keys to Improving Alerts, Warnings, and Notifications* document, which the committee agreed was useful and well written, and motioned for approval. Mr. Galvin presented the motion to approve the document, and Mark Wrightstone, Pennsylvania, seconded. The NCSWIC EC approved the motion unanimously. Mr. Galvin reminded the committee the *Best Practices for Planning and Implementation of P25 Inter-RF Subsystem Interface (ISSI) and Console Subsystem Interface (CSSI): Volume I* was previously approved, following a request to update the cover. Volume II of the document is currently being developing by the Federal Partnership for Interoperable Communications (FPIC) in coordination with the Joint SAFECOM-NCSWIC Technology Policy Committee. Lastly, Joe presented the *Next Generation 911 (NG 911) Working Group Fact Sheet*, which provides an overview of the working group's goals and products, for discussion and approval. John Miller presented the motion to approve the product, and Joe, seconded. The NCSWIC EC approved the motion unanimously. Mr. Galvin also mentioned the recently approved P25 User Needs Working Group and P25 Compliance Assessment Program (CAP) Advisory Panel Working Group under Technology Policy. Mike Murphy was nominated as the SAFECOM designee for the User Needs Working Group. Brad Stoddard, Michigan, volunteered to be the NCSWIC designee to ensure dual representation as he is heavily involved in the P25 Steering Committee. The NCSWIC EC approved Mr. Stoddard's position as the NCSWIC representative to the P25 User Needs Working Group.

Incident Communications Advisory Council (ICAC)

John Miller discussed the recent ICAC meeting in March, and discussed the development of the ITSL Program. The group is working with FEMA and other entities to developing a communications branch instead of a section, since a clause in the 2017 National Incident Management System (NIMS) refresh states "Branch Directors" can be elevated to a "Section Chief" when deemed necessary. This path forward will provide fewer hurdles to implementation. The ICAC will meet in San Francisco in June to further discuss changes in NIMS training to ensure emergency communications is included. Due to recent inquires on the qualifications for Communications Unit instructors and students, John met with ICTAP and will work with them to develop a written policy on prerequisites. Todd Early thanked Mr. Miller for all his work on the ICAC and Communications Section Task Force.