

## SAFECOM Executive Summary

### Welcome to Oregon: An Emergency Communications Perspective of the State



Figure 1: Mike Duyck

**Speaker:** Mike Duyck, Fire Chief, Tualatin Valley Fire & Rescue

**Objective:** Welcome members to Oregon, providing details on the emergency communications (EC) efforts in the state.

**Key Points:** Chief Mike Duyck highlighted the value of Oregon's active Statewide Interoperability Executive Council (SIEC)<sup>1</sup>. He noted successful aspects of their governance structure, including local government representatives serving in the chair and vice chair positions. Highlighting broadband capabilities in the state, Mike commented on the effectiveness of appointing the SIEC as the state's

liaison to FirstNet. Priority and pre-emption services are already excelling under the broadband capability. He also highlighted major progress in mobile applications, such as PulsePoint—an app used to alert citizen responders and verified responders (e.g., off-duty firefighters) of cardiac arrest calls within .8 mile.

**"Data Informs."** Data collected saves lives and money every day, while providing great efficiencies.

- Chief Mike Duyck, Chief—Tualatin Valley Fire & Rescue; Oregon SIEC Chair

### Communications Section Task Force Update

**Speakers:** Chris Lombard, Communications Section Task Force Chair; Don Bowers, Communications Section Task Force Vice Chair

**Objective:** Participate in a discussion pertaining to the work accomplished and planned by stakeholders on the Communications Section Task Force.

**Key Points:** The Task Force has received growing buy-in from partner agencies and recommends the communications function be elevated to a Communications Section within the Incident Command System (ICS) structure. Because of increasing communications support-staff complexity, the proposed Communications Section will include the existing Communications Unit, elevated to the Branch level, and add an Information Technology Service Branch with requisite positions. This Section will include the traditional communications unit functions for voice, as well as functions for broadband and video. The Task Force also emphasized the importance of SAFECOM members and their associations supporting the Task Force, and members relaying this information back to their organizations. The Task Force will continue to build support from key partners; engage them in building a nationwide governance framework; finalize the IT Section Unit Leader Courses (Alpha and Beta coming early Summer 2018); and engage the Federal Emergency Management Agency National Integration Center (NIC) and National Advisory Council (NAC).

### Emerging Technologies: 5G and Internet of Things (IoT) – Potential Public Safety Impacts

**Speaker:** Robert Dew, Department of Homeland Security (DHS) Office of Emergency Communications (OEC),

**Objective:** Engage in discussions on emerging and advanced technologies (e.g., IoT, increased connectivity, smart cities, 5G, etc.) and SAFECOM's role influencing the path forward.

**Key Points:** Robert provided a high-level overview of 5G and IoT technologies, including potential benefits of IoT for public safety, key 5G issues, current priority services initiatives, and 5G standardization timelines. He reviewed a case study in 5G smart city design considerations, using Portland as an example. He also discussed the potential impacts of emerging technologies on public safety communications (e.g., spectrum sharing); priority service considerations; security challenges; differences in provisioning, administration, and network operations; and device and IoT impact. Potential opportunities for SAFECOM involvement may include encouraging available, resilient, prioritized, and secure 5G public safety communications; participating in evolving trends in standards, testing, trials, and vendor development; developing public safety use cases and operational requirements for 5G; and developing guidance on issues and concerns to be addressed through governance, technology advancements, service agreements, standard operating procedures (SOP), and/or training and exercises.

<sup>1</sup> Oregon's governing body established via statute.

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### DHS Science & Technology Update

**Speaker:** Sridhar Kowdley, DHS Office for Interoperability and Compatibility (OIC)

**Objective:** Gain insight on S&T's recent projects, accomplishments, and upcoming events.

**Key Points:** Sridhar emphasized the need to balance traditional priorities (i.e., promote standards) while elevating cutting edge initiatives (e.g., big data analytics). DHS S&T First Responders Group administers the Next Generation First Responder (NGFR) Apex Program, which supports projects related to Integration Demonstrations, the NGFR Integration Handbook, and Jamming Exercises. NGFR holds numerous integration demonstrations to test and showcase the interoperability of technologies, such as NGFR Harris County Operational Experimentation, December 3-7, 2018, in Houston, Texas, which aims to integrate and enhance first responder technologies and mission-response capabilities. NGFR has also partnered with state and local first responder communities to provide automated analytics and intelligence through the Assistant for Understanding Data through Reasoning, Extraction and sYnthesis (AUDREY). Charlie Sasser, Kevin McGinnis, and Chris Lombard continue to work with SAFECOM on the Information Sharing Assessment Tool (ISAT)—a tool developed by DHS S&T's First Responders Group to identify current information sharing capabilities and gaps across public safety agencies in 20 minutes or less.

SAFECOM is pleased to welcome the following new representatives:

- **Sean Britton**, National Association of Emergency Medical Technicians (NAEMT)
- **Dan Henry**, National Emergency Number Association (NENA)
- **Patrick Rollins**, National League of Cities (NLC)
- **Dana Wahlberg**, National Association of State 9-1-1 Administrators (NASNA)
- **Karen White**, National Association of Telecommunications Officers and Advisors (NATOA)
- **Chris Lombard**, SAFECOM At-Large, Seattle Fire Department
- **Paul Patrick**, SAFECOM At-Large, Utah Department of Health

### Keynote Speaker: Reducing our Cyber Risk through Engagement

**Speaker:** Jeanette Manfra, Assistant Secretary for the DHS Office of Cybersecurity and Communications (CS&C)



Fig. 2: Jeanette Manfra

**Objective:** Hear from Keynote and long-time supporter of SAFECOM on DHS's current efforts to reduce cyber risk through coordination with stakeholders across the public safety community.

**Key Points:** DHS strives to expand collaboration to all relevant government and industry partners on a number of cyber efforts, which strengthens the nation's collective defense model and ensures more effective prevention, detection, and mitigation. Americans rely on critical services and functions (i.e., electric, financial, communications)—many of which are run by the private sector. To lead the world in cyber threat prevention, public safety must formalize partnerships with those building and managing critical services and functions to ensure the development, buy-in, and adoption of protective mechanisms. SAFECOM is positioned to complement this thinking as it considers how to more effectively guide our country toward secure, interoperable solutions by working across information technology, energy, financial, and

transportation sectors. SAFECOM must consider developing guidance on data exchange and how responders use and manage information as well as related risks and unique threats resulting from increased connectivity among devices, apps, and systems.

### State of the Industry – Modern Threats in Targeted Verticals

**Speaker:** Steve Povolny, Head of Advanced Threat Research (ATR) at McAfee LLC

**Objective:** Hear from cybersecurity expert on safeguarding public safety networks and how the evolving threat landscape should increasingly shape our approach to privacy and security using lessons learned from recent real-world scenarios.

**Key Points:** Steve provided members with greater awareness of other lesser-known threats in the cyber space, with a focus on vulnerabilities. He highlighted how medical equipment can be altered to mimic heart rates for both physical attacks and as a distraction mechanism. He explained how any equipment network connection can be used to infiltrate other systems thought to be secure.



Fig. 3: Steve Povolny

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**National Governors Association Workshop Update**

**Speakers:** Tim Blute, National Governors Association (NGA); Mark Grubb, DHS OEC

**Objective:** Receive updates on efforts to conduct 2018 NGA Policy Academy Workshops.

**Key Points:** Tim provided background information on NGA’s partnership with OEC, the intent of the workshops, and potential impacts of these activities for the emergency communications community. Mark spoke to some of the major challenges identified by stakeholders, such as the need to support technology integration through stronger governance, legislative support, and funding. Mark provided information on post-workshop support to states, including NGA’s and OEC’s intent to assist with action plan implementation and the development of letters to the Governors to inform them of outcomes from the workshops.

**2019 National Emergency Communication Plan (NECP) and 2018 State, Local, Tribal, and Territorial (SLTT) Governance Guide Update**

**Speakers:** Eric Runnels, DHS OEC; Cary Martin, DHS OEC

**Objective:** Gain insights into development efforts for the 2019 NECP and the 2018 SLTT Governance Guide.

**Key Points:** The SAFECOM Nationwide Survey, which closed in March 2018, reached statistical validity and the data is being used to inform the National Communications Baseline Assessment. The SAFECOM/NCSWIC NECP Working Group was established in April and will begin meeting regularly in July. Timelines and metrics associated with the goals will be conveyed in the NECP when published in December 2019. The 2018 SLTT Governance Guide will be updated through the expertise of a working group made up of emergency communications experts at all levels of government. The goal of the update is to build a collaborative governance structure across all aspects of emergency communications (911, LMR, broadband, and alerts & warnings).

**Facilitated Discussion: The Future of Emergency Communications**

SAFECOM leadership highlighted themes from throughout the day:

- The value of sharing lessons learned and best practices following major incidents
- The need for legislative support and funding
- The continued relevance of governance driving the adoption, integration, and execution of new and emerging technologies
- How guidance documents balance discussions related to the continued use of land mobile radio (LMR) technologies alongside new and emerging tech
- Challenges related to increased connectivity of systems and a lack of guidance on how to achieve interoperability in an increasingly complex EC environment
- Opportunities for SAFECOM to begin new work in their committees to develop guidance on the integration of new and emerging technologies, and how foundational elements of the interoperability continuum inform those materials

**Future Meetings**

Meeting	Type/Location	Date
Communications Section Task Force ITSL Alpha Course	Fairfax, Virginia	June 4-8, 2018
SAFECOM EC	Conference Call	June 14, 2018
Communications Section Task Force ITSL Beta Course	Houston, Texas	July 9-13, 2018
SAFECOM EC	Conference Call	August 9, 2018
Education & Outreach Committee	Denver, Colorado	September 13, 2018
SAFECOM/NCSWIC Meetings	Norman, Oklahoma	December 3-7, 2018