National Council of Statewide Interoperability Coordinators Meeting
November 8, 2017 Meeting Summary
National Center for Employee Development: Norman, Oklahoma

Action Items

#	Description	Status	Owner
1	Coordinate an in-person National Council of Statewide Interoperability Coordinators (NCSWIC) Leadership meeting	In Progress	Department of Homeland Security (DHS) Office of Emergency Communications (OEC) / NCSWIC Leadership
2	Submit agenda topics for the next in-person meeting	In Progress	NCSWIC
3	Coordinate conference call between Mark Grubb and NCSWIC Executive Committee (EC) to discuss the National Governors Association (NGA) Policy Academy Summits	In Progress	DHS OEC
3	Develop fact sheet on available OEC and National Cybersecurity and Communications Integration Center (NCCIC) available capabilities	Not Started	DHS OEC
5	Establish Broadband Working Group under the NCSWIC Governance Committee	Not Started	Governance Committee
6	Send out roster of committee and working group membership	Not Started	DHS OEC

Opening Remarks and Meeting Overview

Nikki Cassingham, NCSWIC Chair and Oklahoma Statewide Interoperability Coordinator (SWIC), and Joe Galvin, NCSWIC Vice Chair and Illinois SWIC, welcomed members to the meeting, thanked OEC for hosting the meeting, and highlighted the importance of meeting in-person. Joe also noted the importance of leveraging the Interoperable Communications Technical Assistance Program (ICTAP), especially the OEC Coordinators and Technical Assistance (TA) offerings to further the role and importance of the SWIC position. Ron Hewitt, OEC Director, spoke on the necessity of holding in-person SWIC-only meetings, especially to help new SWICs network and become acclimated to their positions within the state. Director Hewitt also discussed the FirstNet Single Point-of-Contact (SPOC) position, and progress made because of the State and Local Implementation Grant Program (SLIGP) and continued support through SLIGP 2.0—a second round of grant funding provided by the National Telecommunication & Information Administration (NTIA) in 2018 to support states and territories' efforts to identify needs, gaps, and priorities for public safety wireless broadband. Director Hewitt closed stating that in order to ensure interoperability, the SWICs will be pivotal in working with their states and SPOCs to integrate broadband into their systems. Following opening remarks, Cary Martin, DHS OEC, welcomed the following new members to the NCSWIC:

Region	State	SWIC
I	Massachusetts	Melissa Nazzaro
III	Washington, DC	Charlie Guddemi
V	Wisconsin	Thomas Czaja
VII	Iowa	Chris Maiers
VIII	Wyoming	Troy Babbitt
VIII	Colorado	Glen Klaich
IX	Nevada	Robert Plant (acting)
X	Idaho	Brent Larson

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Federal and State Integration during a Catastrophic Event

Todd Early, Texas SWIC, opened the panel session by asking what assistance federal partners can offer SWICs dealing with real-world events that ensures increased efficiency of resource distribution and utilization. It is imperative states are aware of resources available from the federal level before, during, and after events. OEC and the NCCIC are valuable resources for all SWICs. Additionally, in Texas, the Communications Coordination Group (CCG) is a legislatively-mandated organization that actively coordinates local responders, state response teams, and multiple deployable platforms across the state. Todd highlighted the need for SWICs to develop relationships with all available response groups prior to disasters so time is not wasted during initial stages of response. In the past, it has been Todd's experience that federal agencies, such as the Federal Emergency Management Agency (FEMA), have taken a reactive posture toward disaster response; however, due to proper planning, FEMA, the Federal Communications Commission (FCC), and the NTIA deployed numerous resources to Texas prior to Hurricane Harvey's landfall, improving cross-agency coordination and resource distribution. Todd noted, however, that coordination with federal Urban Search and Rescue (USAR) teams was lacking. Compared to previous large-scale hurricanes, Todd observed vast improvements to communications coordination, including greater communications with Emergency Operations Centers (EOCs) and Communications Centers. It was also vital to coordinate with the FCC Technological Advisory Council (TAC) to maintain network resiliency enabling citizens to call for help. Todd closed his presentation by stressing the importance of understanding the role of the Emergency Support Function #2 (ESF-2), including how ESF-2 works to support communications restoration and coordination.

Greg Boren, FEMA Region VI Emergency Communications Coordinator, supports FEMA Disaster Emergency Communications (DEC) and acts as the ESF-2 supervisor during incident response. Emergency Communications Coordinators also act as lead integrators of federal resources and serve as central points-of-contact for tactical communications and coordination. Greg provided an overview of the Disaster Information Reporting System (DIRS). Following an event, the FCC tasks the telecommunications industry to provide reports on the status of their systems. DIRS provides users with a percentage of cellular sites that are down. During Hurricane Harvey, there was a time when five percent of cell service in the Houston area was inaccessible. The FCC also conducts a Roll-Call Analysis of available spectrum, including fixed and portable stations. Spectrum sweeps can be done before, during, or after a disaster. Additionally, FEMA works closely with the Department of Transportation to expedite resource deliveries. Due to the successful coordination of resources, following Hurricane Harvey, FCC Chairman Pai noted the need to replicate response efforts for future disasters.

Chris Essid, DHS OEC, discussed the available resources OEC can provide to states during disaster response. OEC Coordinators can deploy to regions through formal ESF-2 activation or by direct request from the SWIC for help. As an example, Chris Tuttle, OEC Region II Coordinator, supported ESF-2 efforts in response to Hurricanes Irma and Maria from the FEMA Regional Response Coordination Center (RRCC) for Region 2, and through direct deployment to Puerto Rico to serve as the tactical communications leader for 30 days in support of ESF-2 efforts to restore communications. Following Chris's deployment, Jim Jarvis, OEC Region V Coordinator, and Dan Hawkins, OEC Region VIII Coordinator, deployed to Puerto Rico for an additional 30 days. Pam Montanari, OEC Region IV Coordinator, deployed to the Georgia EOC at the state's request to support ESF-2 efforts in response to Hurricane Irma, and John MacLean deployed to the FEMA Region 4 RRCC to support emergency communication efforts for the entire FEMA Region. In response to the wildfires in California, Tom Lawless, OEC Region IX Coordinator, deployed to the California EOC, at the request of the California SWIC, to support ESF-2 activities related to the recent NORCAL Fires at the California EOC. Coordinators can help build relationships in your states and help to develop ESF-2, EMAC, and Communications Unit (COMU) documentation, and work with state personnel to develop 205s, 217s, and wireless reporting documents during disasters or large-scale events. Additionally, Coordinators can work with states to report information directly to the NCCIC and other agencies, and coordinate expedited Priority Telecommunications Service (PTS) requests. Chris suggested developing a fact sheet on ways SWICs can request assistance from OEC and the NCCIC.

In closing, the panel provided best practices for preparing for disasters including building relationships with federal, state, and local response agencies, commercial carriers, and the media.

2017 NCSWIC Leadership Meeting: A Path Forward

Nikki Cassingham and Joe Galvin gave an overview of the in-person NCSWIC and OEC leadership meeting that occurred in Chicago, Illinois, on August 2, 2017. Leadership from both organizations participated in conversations about future opportunities to coordinate. Nikki and Joe were appreciative of the frank discussions. Nikki noted the challenge of trying to support all states in terms of the program's ability to conduct in-person networking opportunities, develop useful products, and ensure the voice of SWICs are heard. NCSWSIC Leadership is proud of the accomplishments the group has completed to date, and they do not want to lose momentum moving forward. Topics discussed included improving working relationships with the Coordinators, increasing TA opportunities, and increasing communication and coordination among OEC branches. Nikki noted that Director Hewitt committed to including Coordinators in at least one in-person NCSWIC meeting each year, and that moving forward, one meeting a year will be NCSWIC-only. Although SAFECOM is an advocate of the SWICs, it is important to focus meeting discussions on program-specific matters.

Joe added that both OEC and NCSWIC Leadership must remain vigilant in adhering to recommendations provided during the meeting. He echoed Nikki in thanking OEC for listening to their thoughts and concerns and requested yearly in-person leadership meetings to ensure continued collaboration. Joe highlighted the importance of leveraging SAFECOM to promote the SWIC as an authority in the state. Ken Hasenei, NCSWIC Governance Committee Chair and Maryland SWIC, spoke of the need for NCSWIC to identify best practices and develop guidance documents on a variety of topics, including drones, closed-circuit television, 9-1-1, and broadband to assert the organization as an authority. New SWICs have an opportunity to bring fresh ideas to NCSWIC and joint committee work and initiatives. Todd Early thanked Nikki and Joe for their leadership and encouraged OEC to better coordinate external events with the joint meetings. Director Hewitt thanked the SWICs for providing honest feedback and reiterated OEC's commitment to planning impactful in-person meetings with participation from the Coordinators.

Emergency Management Assistance Compact (EMAC) Panel

John Miller, NCSWIC Planning, Training, and Exercise (PTE) Committee Chair and New Jersey SWIC, opened the panel noting EMAC as a key initiative for the committee. Following an OEC TA offering completed in Region IV, Pam Montanari, OEC Region IV Coordinator, presented the committee with the opportunity to standardize EMAC Mission Ready Packages (MRP). The PTE Committee decided to use the Region IV workshop to create standardized MRP templates to make them available to all 56 states and territories. The committee is developing additional materials to use during the TA workshop. Randy Kerr, OEC ICTAP Subject Matter Expert, described the Region IV multi-state workshop as including SWICs, ESF-2 Coordinators, EMAC Coordinators, and COMU personnel from all eight states in the region, plus Arkansas and Louisiana. The workshop was aimed at developing specifications for standardized resource typing for communications assets and creating MRP templates.

The goal was to address the gap in the existence of standardized resource typing for communications assets, and to streamline the process when requesting resources from other agencies. The MRP templates are not intended to completely replace the need for other forms of communications between the requesting and providing agencies, but aim to narrow the list of possible assets to those meeting minimum requirements. The workshop examined a small number of communications resources to evaluate the concept and was used to eventually gain consensus on typing descriptions for the four resource types (radio cache, site-on-wheels, telecommunications support package, COMU support team), establish minimum base specifications to narrow the list, and follow up, as needed, for additional specifications. The

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resource typing enables the requestor to be confident they will receive a resource that meets their minimum requirements. Randy noted the hardest part of developing MRP templates was estimating costs and "the people factor"—it is important to gather a list of potential deployable personnel early to get an accurate estimate. During the workshop, the group did not use the EMAC MRP template in its original excel format, but instead created a Microsoft Word document with place holders for information that allowed states to use the resource typing descriptions, if desired. This concept allowed states to identify and build MRPs using state resources that would be available for interstate deployment, or to partner with other states to build MRPs that could include resources from multiple states to fill the complete package. Next, the group created a small number of MRPs using actual resources within specific states, and tested the EMAC process during a simulated multi-state exercise. The simulated event occurred in Kentucky with Alabama, Mississippi, North Carolina, and South Carolina building and submitting MRPs as a response to Kentucky's EMAC request. Greg Shanks, Kentucky State Designated EMAC Coordinator, simulated submitting the EMAC request then reviewed the responses received from surrounding states.

Greg highlighted the benefits of developing MRPs, especially if your state has unique or scarce assets. He noted, however, that only state assets can be included in an MRP, as EMAC requests are for state resources only. Greg added that each state is different, so SWICs should be in contact with their EMAC Coordinator for state-specific requirements and details. If you would like to include a local asset, a formal mechanism should be in place to legally make the resource provider an agent of the state. MRPs have enough information to deploy an asset for up to two weeks. He reinforced the importance of contacting your state EMAC Coordinator prior to developing an MRP. Proactively developing MRPs saves time during disaster response. Greg provided an overview of the Mutual Aid Support System (MASS) on the EMAC website, which catalogs MRPs and their owners. Accounts are free and allow states to build an MRP directly into the system or with the excel spreadsheet. EMAC Coordinators are able to see all MRPs nationwide. When an event occurs where interstate mutual aid is required, the state EMAC Coordinator can access MASS, creates an event, and activate EMAC Advanced Teams. EMAC requests can be directed toward specific states, regions, or nationwide. After the MRP is uploaded, both state directors need to sign the request to make it a legal agreement. There are a variety of resources available to states interested in developing MRPs. For example, an MRP development workshop helps states write their MRP. Additionally, FEMA's Resource Typing Library is a beneficial tool that includes National Incident Management System (NIMS) typing.

SWICs in Broadband: Balancing Land Mobile Radio (LMR) and Broadband Responsibilities

Ken Hasenei introduced the panel and emphasized the importance of SWICs understanding their role in broadband. Broadband not only includes FirstNet and AT&T, but all commercial entities involved in broadband. With SLIGP 2.0, the SPOC role is evolving. Ken asked SWICs how their role may be affected if some states refuse to apply for the grant. NCSWIC needs to identify the needs of public safety and discuss how to deal with commercial carriers that become unresponsive to those needs, especially as those decisions hinder the ability of states to achieve or maintain interoperability with the introduction of new technologies. SWICs struggle to balance their current responsibilities with the influx of requests from carriers related to broadband. However, broadband is here and continues to expand, and SWICs cannot do their jobs without it. SWICs and the broader public safety community become increasingly reliant on broadband without a clear understanding of their role within this new environment.

David Soloos, Oregon SWIC, emphasized the need to keep the SWIC and SPOC positions separate. He also mentioned that with carriers competing for state broadband, it is important for SWICs to remain neutral. With the ever-increasing responsibilities of the SWIC (ESF-2, broadband, next generation [NG] 9-1-1), SWICs must learn to balance resources. OEC has resources available to help states, including the Statewide Communication Interoperability Plans (SCIP) and TA requests. Jackie Mines, Director of the Minnesota Emergency Communications Network, added that it is difficult to balance LMR maintenance with broadband responsibilities, especially with the uncertainty of the SPOC position from

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state-to-state and different states receiving varying information from commercial carriers. Many states are still working with their governors to decide whether to opt in or out of FirstNet. Mobile applications are also a hot topic among states and commercial carriers. Different agencies are using different apps that are not necessarily interoperable. With some SWICs mainly focused on LMR and others focused on long-term evolution, it is important that the NCSWIC remain flexible and keep an eye on the future. It is important that SWICs work with SAFECOM to develop policies to mitigate many of the challenges states face integrating broadband. Ken added that by SWICs defining their role in broadband, it simplifies the emergency communications coordination in the state, noting it is also important to ensure the SPOC is a member of the governance group, and that strong and active governance structures are imperative.

A number of stakeholders questioned the ability of broadband companies to utilize existing state infrastructure. Ken added that laws are easily changed, and it is important for SWICs to be involved in the decision making process and are accessible to provide guidance to the state regarding all available options. Ken closed the session by advocating NCSWIC establish a broadband working group to continue the conversation.

NGA Policy Academy Follow-Up

Michael Garcia, NGA, and Mark Grubb, OEC, provided an overview of the partnership between NGA and OEC aimed at enhancing emergency communications governance to address the evolving emergency communications environment. Internet Protocol, NG 9-1-1, FirstNet, and Alerts and Warning systems are being deployed by public safety alongside LMR systems. To ensure these systems pass information seamlessly, NGA is partnering with OEC to engage the nation's senior state officials and emergency communications leaders to improve interoperability across all existing and emerging public safety communications systems. NGA will host four regional workshops with three paid participants from each state in 2018, including a member of the governor's office, the state or territory's Communications Champion, and one other senior state policymaker, as determined by governor's office.

Each two-day workshop – dates listed below – will include panel sessions and "state team time" to delve into state-specific issues and provide attendees with an open forum to collaborate, work towards eliminating barriers to statewide communications interoperability, and develop state-specific implementation plans that support SCIPs in integrating all public safety communications systems.

- Southeast Workshop: January 17 – 18, 2018
- Southwest Workshop: March 20 – 21, 2018
- Northwest Workshop: May 16 – 17, 2018
- Northeast Workshop: July 25 – 26, 2018

All 56 states and territories are invited to attend these workshops. To ensure the workshops meet state-specific needs, Mark will contact each state to gather requirements and answer all questions prior to their scheduled workshop. Attendees asked whether NGA would be creating new SCIPs. Michael stated that the workshops are designed to enhance their current state plans.

Please contact Mark Grubb (mark.grubb@hq.dhs.gov) with any questions regarding these valuable workshops.

State of the State: Highlighting Michigan's Public Safety Communications

Brad Stoddard, Michigan SWIC, presented on the state of Michigan's public safety communications systems, focusing on each lane of the SAFECOM Interoperability Continuum. Michigan's public safety communications governance structure was first established in 1995, and has expanded greatly over the past 22 years. In 2014, Michigan began to review their

governance model to include all areas of interoperable communications under a single governance board. Brad noted that the process is ongoing due to internal state discussion. The state utilizes their SCIP as their strategic plan. Technology has been an integral discussion point at each governing board and working group meeting. Innovative technology ideas, based on cost-avoidance, include:

- Project-25 Fire Paging technology provided a solution to continue to leverage the existing statewide LMR infrastructure by reducing the need to continue with parallel infrastructure and expanded the paging capabilities from the dispatch to the leader
- Use of multiple social and traditional media solutions to engage all users of current events and lifecycle efforts around the state—communications has taken a prominent role within the office to engage the public safety and non-public safety community across the state.
- Use of LED side lights that will allow aviation pilots to see the beacons with their night vision goggles
- Use of a 3D printer to enhance filter solution for electronics equipment in lieu of replacing filters annually

The state's COMU training efforts have expanded, and now include table-top exercises. The training efforts have ensured COMLs and COMTs are not only practicing what they have learned, but also engaging in new relationships with public safety peers. Exercises have occurred throughout the year, including an initial FEMA sponsored tabletop exercise that included the heavy use of statewide LMR; however, statewide, no LMR personnel, nor any COML or COMTs were included in the tabletop. Six months later, the subsequent exercise had a COML, a COMT, and additional Michigan Public Safety Communications System staff in the State Emergency Operations Center responsible for all communications contacts. Usage of the statewide radio network is growing. From 2002 to 2017, the number of mobile and portable radios, tower sites, and dispatch centers have increased substantially. Regarding the funding and sustainment of the system, Brad said it is important to convey that the radio system is not a "build once and forget it" type of system. States must continue to invest in the system, because like other types of infrastructure, public safety infrastructure requires regular maintenance.

Brad added that the upcoming NGA Policy Academy provides the opportunity to educate lawmakers about everything for which the SWICs are responsible. SWICs should provide as much information as possible to Mark Grubb and the NGA during the data-gathering period prior to the beginning of the summits to make the regional summits successful.

Federal Partnership for Interoperable Communications (FPIC) and Law Enforcement and Incident Response (LE/IR) Federal and Non-Federal Memorandum of Understanding (MOU) Effort Update

Jim Downes, DHS OEC, provided an update on current FPIC activities and efforts. FPIC currently has four standing subcommittees: Security Subcommittee, Standards Subcommittee, Spectrum Subcommittee, and Interoperability Subcommittee. He added that the FPIC's next meeting is on December 15, 2017, and that SWICs should contact FPIC@hq.dhs.gov if they would like to join the group or any subcommittees, or get additional information. Chris Lewis, U.S. Department of the Interior, provided a brief overview of the status of the LE/IR Federal and Non-Federal MOU effort. To date, five states have signed MOUs with the Department of Interior, and four states have agreements in process. Chris also provided a demonstration of a mapping tool completed with assistance from Robert Dew, DHS OEC, which supports the necessary frequency coordination along the Canadian border.

NCSWIC EC Meeting

Following the NCSWIC meeting, the NCSWIC EC held an in-person meeting to discuss outcomes from the previous two days of meetings and discuss strategic initiatives to strengthen the future of the NCSWIC. Nikki Cassingham, newly elected NCSWIC Chair, kicked off the meeting by facilitating an open discussion on the outcomes of the previous two

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days of meetings. Members were happy with outcomes of the meetings; however, they felt the meeting was rushed and needed to provide more time for presentations, discussion, and committee meetings. Nikki noted that many SWICs felt the addition of other OEC headquarters federal staff was a bonus, but that moving forward, the Coordinators should be present for at least one in-person meeting a year. Additionally, members discussed the option of holding the May in-person NCSWIC meeting in conjunction with the NGA meeting in Portland, Oregon, in May. The general consensus from EC members was to hold a NCSWIC-only meeting in May and meet jointly with SAFECOM for the December 2018 winter meeting in Norman, Oklahoma. Although SWICs like the ability to network with SAFECOM members, they felt joint and SAFECOM topics tended to overshadow NCWIC's priority areas on the agendas.

Members briefly discussed 2017 and 2018 committee products. Regarding working group and committee documents, John Miller requested that all documents include a month and year notation to help with version control. NCSWIC EC members then discussed and voted to approve the following Joint Technology Policy Committee and Joint Funding and Sustainment Committee work products:

- Emergency Communications Systems Lifecycle Guide Phase I
- Public Safety Communications Resiliency: Ten Keys to Obtaining a Resilient Local Access Network

EC members briefly discussed the proposed 2018 NGA meetings and determined that more discussion about the approach was needed between NCSWIC and OEC. As an action item, Nikki suggested OEC set up a meeting between the EC and Mark Grubb, DHS OEC, to discuss further.

Members also discussed the option of having a NCSWIC booth at upcoming public safety and emergency communications conferences, similar to what SAFECOM has done in the past. Adrienne Roughgarden, DHS OEC, mentioned that SAFECOM typically shares a booth with OEC and that NCSWIC members are encouraged to participate. Brad Stoddard would like to see more video capabilities at the booth. Additionally, members wanted to ensure copies of the SWIC roster were available and discussed the need for the roster to include headshots.

After brief discussions, John Miller volunteered to represent the NCSWIC on the FPIC and Brad Stoddard will represent the NCSWIC on the P25 Steering Committee. To close out the meeting, members suggested a variety of potential future meeting topics, including information on the NCCIC, case studies on disasters, social media use during disasters, and future updates from FirstNet.