IMPLEMENTING THE NECP WEBINARS

TRAIN AND EXERCISE TO HELP PUBLIC SAFETY PERSONNEL OVERCOME INFORMATION OVERLOAD, STRESS, AND TRAUMA

MARCH 17, 2021
Agenda

- Webinar Overview and Objectives
- National Emergency Communications Plan (NECP) and SAFECOM Nationwide Survey (SNS): Human Factors
- Techniques to Support Public Safety Professionals
- Resources and Actions
- Question and Answer Session
Webinar Objectives

- Discuss what human factors are and how advanced emergency communications technologies impact public safety professionals
- Discuss how the NECP highlights human factor considerations
- Learn how to incorporate human factors into training and exercises
- Learn about related resources
Presenters

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Co-Chair of NENA’s Wellness Committee Peer Support Work Group
National Emergency Communications Plan

- Mandated by Title XVIII of the Homeland Security Act of 2002, the NECP was first published in 2008, and its latest update was published in 2019
- The NECP is the Nation’s strategic plan to strengthen and enhance emergency communications capabilities
- The Plan is designed to provide guidance to those that plan for, coordinate, maintain, invest in, and use communications to support public safety operations
- It helps stakeholders enhance and update the policies, governance structures, planning, and protocols that enable responders to communicate and share information under all circumstances
- The NECP navigates the complex mission of maintaining and improving emergency communications while also integrating new technologies and capabilities for emergency responders
**NECP Vision:** To enable the Nation’s emergency response community to communicate and share information securely across communications technologies in real time, including all levels of government, jurisdictions, disciplines, organizations, and citizens impacted by any threats or hazards event

**Goal 1: Governance and Leadership**  
Develop and maintain effective emergency communications governance and leadership across the Emergency Communications Ecosystem.

**Goal 2: Planning and Procedures**  
Develop and update comprehensive emergency communications plans and procedures that address the evolution of risks, capabilities, and technologies across the Emergency Communications Ecosystem.

**Goal 3: Training, Exercises, and Evaluation**  
Develop and deliver training, exercise, and evaluation programs that enhance knowledge and target gaps in all available emergency communications technologies.

**Goal 4: Communications Coordination**  
Improve effective coordination of available operable and interoperable public safety communications capabilities for incidents and planned events.

**Goal 5: Technology and Infrastructure**  
Improve lifecycle management of the systems and equipment that enable emergency responders and public safety officials to share information efficiently and securely.

**Goal 6: Cybersecurity**  
Strengthen the cybersecurity posture of the Emergency Communications Ecosystem.
Objective 3.2: Incorporate human factors in training and exercises to address the demands that voice, video, and data information place on personnel

- Public safety organizations implementing mobile data applications utilize training and tools to ensure that responders effectively use and are not overloaded by available information
- Public safety organizations implement tools and trainings to address emerging technology impacts
SAFECOM Nationwide Survey (SNS)

- The SNS is a data collection initiative that supported the content and recommendations of the NECP.
- The SNS consisted of 38 questions that span the 5 elements of the SAFECOM Interoperability Continuum, plus a security element that accounted for cybersecurity.
- Findings from the SNS gauge the status of the Nation’s emergency communications capabilities and helped inform the NECP’s goals, objectives, and success indicators.
SNS: Primary Data Use

Emergency Communications Capabilities – Primary Data Used or Tested

- 79% of public safety organizations use or test data for day-to-day situations
- 40% use or test data for out-of-the-ordinary situations
- 27% of public safety organizations exchange data with other organizations
46% or more of public safety organizations are using CAD, GIS, and resource data.
SNS: Training

Personnel Training

- 6% of personnel do not receive training
- 42% of personnel receive, at most, informal education or training
26% of public safety organizations do not participate in exercises
Human Factors

Management Systems
Human to machine interfaces that affect public safety operations

Tasks & Work Processes
The processes and procedures for prioritizing information and responding appropriately

Equipment & Facilities
The equipment and resources that impact the ergonomics of public safety personnel

Environment
The impact of the working environment on public safety operations
More technologies, applications, and services impact information volume and flow, increase the number of information sources, and may result in additional stress for responders.

Training and exercise programs should address the impacts of new technologies on responders, their work, and ability to efficiently process larger volumes of information.

Effective trainings with proper coping skills, tools, and methods must address human factors to mitigate mental stress and information overload situations.
The evolution of 9-1-1
Photographs, Videos, Streaming
Artificial Intelligence
Sensor Data
Human Factors – Equipment & Facilities

- Cybersecurity / Data Security
- Data Management
  - Storage & Retention
  - FOIA & Court Requests
Human Factors – Task & Work Processes

- Capacity / Task Overload
- Analysts
  - Initial Review
  - Aggregate & Update
Human Factors – Environment

- Stress
- Resilience
- Mental / Physical Wellness
- Empirical Evidence
  - Dr. Michelle Lilly
    - NW Illinois University
“The key to doing any job right is to having a ton of experience.”
– Gordon Graham

- Absent experience you need pre-incident training that is:
  - Concrete
  - Practical
  - Constant
  - Provable
• Identify the risks associated with policy, procedures, & call types.
• Concentrate on the Highest Risks
Human Factors

- Understanding the Risks
- Wellness Programs
  - Peer support
  - Resiliency tools
- Wellness Continuum

Nena.org/wellnesscontinuum
Resources

- National Emergency Communications Plan
- SAFECOM Nationwide Survey
- APCO ANS 1.115.1-2018: APCO Core Competencies, Operational Factors, and Training for Next Generation Technologies in Public Safety Communications
- 2019 Virginia Public Safety Mental Health Pilot Survey
- NENA Standard on 911 Acute/Traumatic and Chronic Stress Management
- Non-Voice-Centric Emergency Services
- FirstNet Human Factors Report Overview
How You Can Take Action

- Implement the NECP and achieve the success indicators addressing human factors
- Implement and update training and exercise programs to help public safety personnel overcome information overload, stress, and trauma
- Incorporate tools and features to more efficiently manage information and data flow to responders
- Leverage the resources discussed during this webinar
Questions?
Implementing the National Emergency Communications Plan Webinars

April 14th – Jump to the Head of the Line! Priority Services for Emergency Responders

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