



Note from the Director

By: Ron Hewitt, OEC Director

Welcome to Volume IV, Issue I, of the SAFECOM-National Council of Statewide Interoperability Coordinators

(NCSWIC) Quarterly Newsletter. It was great to see several SAFECOM and NCSWIC members at the March [International Wireless Communications Expo](#) last month in Orlando, Florida. We discussed important topics impacting the emergency communications community including sustaining land mobile radio (LMR) systems and the deployment of FirstNet and Next Generation 9-1-1 (NG 9-1-1), which will drive the increased use of mobile applications. The dialogue was forward-looking and I appreciated hearing your input and perspectives as we continue to work together to ensure information will seamlessly flow between these Public Safety communications systems, as needed and as authorized.

The second National Governors Association (NGA) Regional Workshop took place in Albuquerque, New Mexico from March 20-21. The participating states were Colorado, Iowa, Nebraska, New Mexico, Ohio, Oklahoma, and Wisconsin. All seven states included Statewide Interoperability Coordinator (SWIC), 911, and broadband representatives along with other key Public Safety communications stakeholders. To date, fifteen states have attended one of these regional workshops and we anticipate strong participation in the final two sessions. The workshops focus on governance of all Public Safety communications systems as described in the [2015 Emergency Communications Governance Guide for State, Local, Tribal, and Territorial Officials](#). During the workshops, state teams share and learn best practices in emergency communications governance and develop tailored roadmaps to drive progress for their state.



Terry Hall, York-Poquoson-Williamsburg Regional 911 Emergency Communications Center; Director Ron Hewitt, OEC; Nikki Cassingham, Oklahoma SWIC and NCSWIC Chair; and Jeff McLeod, NGA, discuss the importance of robust governance to integrate the full emergency communications ecosystem within states.

We look forward to continuing these important discussions at the remaining two NGA Regional Workshops:

- [Northwest Workshop](#): Portland, Oregon (May 16-17)
- [Northeast Workshop](#): Philadelphia, Pennsylvania (July 25-26)

For additional information on the NGA Regional Workshops, please contact Mark Grubb (Mark.Grubb@hq.dhs.gov).

The SAFECOM Nationwide Survey (SNS) team completed the data collection phase on March 12 after a two-year process of framework development, question creation, Paperwork Reduction Act processes, and survey implementation.

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About the Newsletter

The SAFECOM-NCSWIC Quarterly Newsletter is designed to be a source of information, news, and updates for SAFECOM, Statewide Interoperability Coordinators (SWICs), their staff, and members of the stakeholder community. We hope it will be a valuable resource as you lead future statewide planning efforts and implementation of the National Emergency Communications Plan (NECP).

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Thank you very much for your input throughout this process. The SNS team is analyzing the survey data and will incorporate findings into the *2019 National Emergency Communications Plan (NECP)*. We look forward to sharing the results and appreciate everyone's participation. If you have any feedback you would like to provide us on the survey to help us improve future surveys please send them to OEC@hq.dhs.gov.

As you know, we began the 2019 NECP development process. To assist with this effort, OEC established a working group consisting of subject matter experts from SAFECOM and NCSWIC to ensure the 2019 NECP reflects the priorities of the Public Safety community. The first working group meeting will occur via teleconference on April 24 from 2:00-3:00pm ET. Following the kick-off call, we will hold a full-day in-person Working Group meeting in June 2018 to review NECP research, discuss the 2019's vision and goals, and establish national priorities for emergency communications. We estimate it will take approximately six to nine months to draft the document. If you are interested in joining the working group, please contact NCSWICGovernance@hq.dhs.gov or SAFECOMGovernance@hq.dhs.gov by April 20.

The Communications Section Task Force is determining what changes the Communications Unit (COMU) needs to support an integrated LMR and Long Term Evolution (LTE) environment. They are conducting outreach with partners to gain buy-in for elevating the COMU to a Communications Section within the Incident Command Structure. The Task Force developed an outreach package and briefed agencies throughout April on the Task Force's vision and goals. The Task Force held its second Information Technology Service Unit Leader (ITSL) Workshop on March 21-22, 2018, in Houston, Texas, to continue developing the ITSL Course. The Alpha ITSL and Beta ITSL Courses are planned for June 2018. During the May 2018 SAFECOM and NCSWIC in-person meetings in Portland, Oregon, the Task Force will provide SAFECOM and NCSWIC members with an update on recent achievements and upcoming activities.

To support the increased work required to expand Public Safety communications governance bodies and the COMU program, OEC will be hiring additional Coordinators and COMU trainers. Key areas of focus include:

- Statewide Interoperability Governance Bodies (SIGBs) managing all Public Safety communications systems through a Statewide Communications Interoperability Plan (SCIP) aligned to the NECP
- Statewide COMU program managing and promoting COMU positions for all major events/incidents
- Ensuring Public Safety agencies have COMU trained personnel
- Leveraging planned events for training and exercising COMU

Our work has never been more important than it is today with the unprecedented change is occurring with emergency communications technology. Carriers are changing out their analog switched networks to Internet Protocol networks, which drives the move to NG 9-1-1. FirstNet is deploying their network. Alert and warning systems are becoming commonplace. And, social media is being integrated into Public Safety operations.

Public Safety and all citizens are counting on you to ensure this transition is a successful one! Without following the SAFECOM Interoperability Continuum, there will be a proliferation of applications and data centers providing similar functions that do not have common standards, thus not interoperable. This will push Public Safety back to where we were with LMR before SAFECOM's creation!

I am proud of the collaborative efforts between SAFECOM, NCSWIC, and the Department of Homeland Security's (DHS) Office of Emergency Communications (OEC) to advance emergency communications operability and interoperability. Through your work, we have strengthened governance throughout the nation; promoted standard operating procedures on how to use the communications technology; and, have jointly trained and exercised to achieve interoperability when needed most—the next event or incident. Keep up all of your great work and I look forward to seeing you in Portland! ■



Note from the SAFECOM Chair

By: Chief Gerald Reardon, SAFECOM At-Large

2018 is off and running! With profuse assistance from the Governance Committee, SAFECOM has closed the loop on our 2018 strategic planning which kicked off during last November's in-person committee meeting. The SAFECOM Executive Committee (EC) recently approved the [2018 SAFECOM Strategic Plan](#),

a guiding document laying out SAFECOM's strategic priorities for the year ahead, and the [2017 SAFECOM Annual Summary](#), which provides a synopsis and record of all program activities for 2017.

Building off the success of the [Emergency Communications Governance Guide for State, Local, Tribal and Territorial Officials](#)—or 2015 SLTT Governance Guide, the Governance Committee developed the SAFECOM Recommended Guidelines for Statewide Public Safety Communications Governance Structure document, a guide for any organization repurposing their statewide governance with a focus on the statewide interoperability coordination function. The guidelines document serves to emphasize the value of the 2015 SLTT Governance Guide, which focused on successful, repeatable models of governance, which can be emulated in other states, localities, tribal nations, and territories. The 2015 SLTT Governance Guide has been one of the most requested and downloaded guidance documents. In light of new emerging technologies and the ever-changing emergency communications landscape, it is time to update this guide. OEC recently kicked off a joint initiative with NCSWIC to establish the 2018 SLTT Governance Guide Working Group on March 1, with a call for volunteers to participate in the development of the 2018 SLTT Governance Guide. If you are interested in participating in this effort, please contact SAFECOMGovernance@hq.dhs.gov.

The Technology Policy Committee continues to churn out advisory products, with the latest being the [Request for Proposal Best Practices for Land Mobile Radio Subscriber Units Fact Sheet \(Do's and Don'ts Document\)](#), a component of the RFP Best Practices Toolkit. RFP planning and development is a long and involved process with many variables and considerations, and as such, RFP planners should take time to consider the people, resources, and user requirements needed to develop an RFP. This "Do's and Don'ts" document is a handy resource for navigating the RFP waters.

SAFECOM's other major initiatives continue to revolve around NG 9-1-1, through the development of a user guide with step-by-step instructions on moving toward the new technology; elevating the COMU to a Communications Section; reinvigorating efforts of the Identity, Credentialing, and Access Management (ICAM) Working Group; and expanding SAFECOM's membership with high quality and passionate members from the public safety community.

In other updates from around the community, the EC was recently briefed on several ongoing opportunities. The National Institute of Justice (NIJ), the research agency of the U.S. Department of Justice, is pleased to announce the release of the FY2018 solicitation Communications Technologies Research and Evaluation for Law Enforcement and Corrections Applications. With this solicitation, NIJ seeks proposals for communications technologies research and evaluation projects to increase knowledge and evidence about what works regarding communications technologies for law enforcement and corrections applications, curated in such a way to allow for the greatest possible use across the nation. NIJ expects to make at least one award in each application area totaling \$2 million. The application deadline is April 23, 2018.

The National Institute of Standards and Technology (NIST) Public Safety Communication Research Division (PSCR) announced the release of the [NIST Public Safety Innovation Accelerator Program – Point Cloud City Notice of Funding Opportunity \(NOFO\)](#) for research and development grants and cooperative agreements. PSCR is seeking applications from pioneering U.S. state and local governments to create a model 'Point Cloud City.' Successful applicants will receive funding to generate an extensive catalog of annotated 3D indoor point clouds for use by industry, academia, and government to advance research and development in the areas of indoor mapping, localization and navigation for public safety, as well as to demonstrate the potential value of ubiquitous indoor positioning and location-based information. Applications were due March 14, 2018.

Congratulations to SAFECOM Member, Kevin McGinnis, on receiving an EMS10: Innovators in EMS award. Kevin, as a member of the FirstNet Board, was recognized for spearheading the development of a broadband network devoted solely to public safety.

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Finally, I would like to take a moment to remember former SAFECOM member, Tom Sorley. In honor of Tom, Panasonic, in coordination with the Radio Club of America (RCA), in which Tom was heavily involved, established an annual technology and communications scholarship fund. If you did not know Tom, he was a true public safety visionary, who was funny and had a dry sense of humor. As Tom always said, "life is good," something we should all remember.

I look forward to seeing you in Portland, Oregon, in May for our Biannual SAFECOM meeting. These meetings are always extremely informative, and a wonderful opportunity to reconnect with friends and colleagues alike. If you need assistance booking your reservations or have any questions about the upcoming meeting, please reach out to SAFECOMGovernance@hq.dhs.gov. ■



Note from the NCSWIC Chair

By: **Nikki Cassingham**, Oklahoma SWIC

I hope the first quarter of 2018 is treating you all well! As you may know, due to the federal government shutdown in January, the NCSWIC EC was unable to hold their in-person meeting, in Arlington, Virginia. As a result, the NCSWIC Leadership held an extended committee call earlier this month and I would like to thank everyone who participated! I appreciate the input received from each of you on current initiatives, work products, and upcoming activities. OEC and NCSWIC Leadership will continue enhancing our relationships, expanding services, and improving offerings available to the states and territories.

I would like to send a special thanks to John Miller, New Jersey SWIC, David Soloos, Oregon SWIC, and Joe Galvin, Illinois SWIC and NCSWIC Vice Chair, for their participation on the SWIC Panel at IWCE in Orlando, Florida. Your insight and subject matter expertise provided the SWIC and the NCSWIC Program greater exposure within the public safety community! Thank you, as well, to the other SWICs who participated on various panels at IWCE. I look forward to new panel opportunities in the future and encourage members to send event dates to the [NCSWIC Governance Inbox](#) if you are interested in attending a conference!

I am also happy to announce several new SWICs who have joined NCSWIC within the past few months, including Robbie L. Hunt, Delaware SWIC; Edwin Whitworth, Georgia SWIC; Melissa Friend, Nevada SWIC; and, Greg Hauser, North Carolina SWIC. We remind new members to reach out to us or other SWICs in your region with any questions you may have on the position.

The next NCSWIC in-person meeting is May 15-16, 2018, in Portland, Oregon. I am excited to meet with members to continue collaboration and taking steps to move NCSWIC forward. Each in-person meeting offers an opportunity for NCSWIC to advance and continue providing lessons learned and best practices to better the entire public safety community! I appreciate OEC's partnership and continued support of the NCSWIC mission and look forward to seeing everyone in Portland! ■

SAFECOM Grant Guidance

In the coming weeks, the *Fiscal Year (FY) 2018 SAFECOM Guidance on Emergency Communications Grants* (SAFECOM Guidance) will be published and distributed across the public safety community. The SAFECOM Guidance is updated annually to provide current information on emergency communications policies, eligible costs, best practices, and technical standards to ensure greater interoperability for state, local, tribal, and territorial grant recipients investing federal funds in emergency communications projects. DHS grant recipients are required to comply with the *FY 2018 SAFECOM Guidance* and other federal agencies should encourage applicants to reference this document when planning emergency communications projects.

Key changes to this year's *SAFECOM Guidance* include ensuring consistent use of terminology in accordance with the Code of Federal Regulations, updating FirstNet guidance as all states and territories have opted in to the FirstNet Radio Access Network (RAN), and including the latest policies and technical standards impacting various emergency communications systems. As in previous years, OEC developed the *SAFECOM Guidance* in partnership with SAFECOM and NCSWIC, working closely with the Joint Funding and Sustainment Committee members to develop new content and update investment priorities.

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OEC also consulted with federal partners and the Emergency Communications Preparedness Center to review policies and encourage adoption across federal grant programs.

The *SAFECOM Guidance* and other funding resources are available on SAFECOM's website at <https://www.dhs.gov/safecom/funding>. ■

DHS Priority Telecommunications Services Help Calls Go Through During 2017 Hurricane Season

The 2017 Atlantic hurricane season—with the most major hurricanes since 2005—will not soon be forgotten. It was the costliest hurricane season on record with more than \$202 billion in damages caused mostly by Hurricanes Harvey, Irma, and Maria. Along with utility infrastructure outages, communications networks also suffer damage during hurricanes making it harder for emergency response personnel to communicate while doing their jobs. During hurricane response and recovery operations, first responders, critical infrastructure operators, and government entities must be able to communicate to coordinate efforts and to protect the safety of their personnel and the public.



Hurricane Harvey brought record-breaking wind gusts, flooding, and storm surges which severely impacted Texas and Louisiana, and also caused wind and water damage elsewhere in the south. Despite the widespread damage, performance levels of the DHS Priority Telecommunications Services (PTS) programs were among the highest ever during a hurricane.

OEC offers three PTS programs—[Government Emergency Telecommunications Service \(GETS\)](#), [Wireless Priority Service \(WPS\)](#), and [Telecommunications Service Priority \(TSP\)](#)—which make it easier for government leaders, emergency responders, and critical infrastructure operators to communicate during times of crisis. GETS and WPS provide priority calling capabilities for emergency preparedness and response personnel during times of network congestion, while TSP provides priority installation and restoration of critical voice and data communications circuits. During Hurricane Harvey, OEC and the PTS service providers monitored the programs' readiness and performance and assisted users with expedited service activations.

Hurricane Harvey hit Texas the hardest, and GETS and WPS were there to aid in the response and recovery efforts. Michael Cayse with Ohio Task Force One, FEMA Urgent Search and Rescue, said, "We were outside of Corpus Christi making our way to Rockford trying to contact the Texas Department of Transportation to find fuel. We tried with regular calls and it didn't work, then we put in the [WPS] access code, and it worked. Wherever there was cell coverage, we were able to get through with WPS."

In the Harvey-impacted areas, there was a call completion rate of 98 percent for the more than 320 GETS calls, and a 98 percent completion rate for the more than 790 WPS calls. There were also thousands of GETS calls originated or terminated outside of the impacted areas of Hurricane Harvey. Many of these GETS calls were associated with the movement of response and recovery equipment, supplies, personnel and logistics in support of Harvey. In addition, OEC processed requests for 55 expedited GETS cards and 445 expedited WPS service activations. OEC also expedited 146 emergency TSP provisioning requests for priority installation of critical voice and data communications circuits for national security and emergency preparedness organizations involved in recovery efforts.

"WPS was a lifesaver for me," said Laurie Rutherford, Director of Enterprise Risk Management at CenterPoint Energy in Houston, Texas. "WPS was an invaluable resource during CenterPoint Energy's response to Hurricane Harvey and the activation of our Emergency Operations Plan," continued Rutherford. "I served as the Staging Site Manager at the Sam crews from across the country. At one point during our response, we had 1,100 people and nearly 500 trucks. Conference calls played a critical role over the 10-day period in keeping our teams and resources informed, as well as staying connected to our Incident Command System command team for logistics coordination across our electric territory."

If your organization does not already have GETS, WPS, and TSP, you are encouraged to enroll in these programs as a part of your emergency communications planning to help you communicate during events like hurricanes. For more information or to enroll in the programs, please visit www.dhs.gov/gets, www.dhs.gov/wps, or www.dhs.gov/tsp. ■

2018 Committee Schedule

| | Committee | Meeting Dates |
|----------------|----------------------------------|--|
| SAFECOM | Education and Outreach | Last Wednesday of every month at 2pm ET |
| | Governance | Second Wednesday of every other month at 2pm ET |
| Joint | Technology Policy | Third Tuesday of every month at 3pm ET |
| | Funding and Sustainment | Third Wednesday of every month at 4pm ET |
| NCSWIC | Governance | Fourth Thursday of every other month at 1:30pm ET |
| | Planning, Training and Exercises | Fourth Tuesday of every month at 3pm ET |

2018 SAFECOM & NCSWIC Committee Leadership

NCSWIC Governance Committee:

Chair: Brad Stoddard

Vice Chair: Vacant

NCSWIC Planning, Training, and Exercise Committee:

Chair: John Miller

Vice Chair: Sue Krogman

SAFECOM Governance Committee:

Chair: Don Bowers

Vice Chair: Sheriff Paul Fitzgerald

SAFECOM Education and Outreach Committee:

Chair: Chris Lombard

Vice Chair: Mike Murphy

Joint Technology Policy Committee:

SAFECOM Chair: Chief Gerald Reardon

NCSWIC Chair: Joe Galvin

SAFECOM Vice Chair: Eddie Reyes

NCSWIC Vice Chair: Vacant

Joint Funding and Sustainment Committee:

SAFECOM Chair: Mel Maier

SAFECOM Vice Chair: Lloyd Mitchell

NCSWIC Chair: David Soloos

NCSWIC Vice Chair: Vacant

Communications Section Task Force:

Chair: Chris Lombard

Vice Chair: Don Bowers

Upcoming SAFECOM and NCSWIC Meetings

APRIL 2018

12

SAFECOM EC Conference Call

MAY 2018

14-17

SAFECOM/ NCSWIC In-Person Meetings; Portland, OR

JUNE 2018

12

NCSWIC EC Conference Call

14

SAFECOM EC Conference Call

SAFECOM and NCSWIC EC Meetings

The SAFECOM EC met on February 22, 2018:

- Received updates on DHS OEC's recent activities, including:
 - FY 2018 strategic priorities
 - SAFECOM Nationwide Survey (SNS)
 - Grants, technical assistance, and priority service
 - OEC's border programs
 - NGA partnership for workshops to enhance public safety interoperability governance
- Received SAFECOM Committee updates and approved the following products:
 - [SAFECOM Recommended Guidelines for Statewide Public Safety Communications Governance Structure](#)
 - [2018 SAFECOM Strategic Plan](#)
 - [2017 SAFECOM Annual Summary](#)
 - [Request for Proposal Best Practices for Land Mobile Radio Subscriber Units Fact Sheet \(Do's and Don'ts Document\)](#)
- Received updates from the Federal community, including the U.S. Department of Justice and NIST PSCR

SAFECOM and NCSWIC Committee Highlights

NCSWIC Governance

- Continued to discuss and update the SWIC Executive Briefing and the SWIC Handbook
- Finalized the SWIC Handbook Table of Contents on March 28 and sent to the NCSWIC EC for review and approval
- Once approved, the SWIC Handbook will be printed and disseminated to all SWICs at the May in-person meeting

NCSWIC Planning, Training, and Exercise Committee

- Continued development on the Emergency Management Assistance Compact (EMAC) Package
- Discussed and proposed options for an in-person PTE committee meeting
- Reviewed the EMAC Best Practices document developed by the OEC ICTAP Branch to utilize in the development of the committee's EMAC Mission Readiness Package
- Discussed the EMAC Mission Readiness Packages and how to standardize the package across the United States
- Reviewed and discussed Region IV's EMAC package templates and ICTAP's EMAC Best Practices document
- Discussed exercise related initiatives and brainstormed potential products to work on later in 2018

SAFECOM Education and Outreach Committee

- Reviewed outcomes from the December 20, 2017, SAFECOM Leadership Strategic Planning Meeting
- Determined 2018 quarter one priorities
- Reviewed and approved the design for the *Public Safety Communications Evolution Graphic*
- Received updates from DHS OEC on SAFECOM's initiative to trademark the SAFECOM logos
- Reviewed the updated content for the *Public Safety Communications Brochure* and *Public Safety Communications Timeline Graphic*

SAFECOM Governance Committee

- Reviewed and approved the [2018 SAFECOM Strategic Plan](#) and the [2017 SAFECOM Annual Summary](#)
- Provided a status update on the new membership process and on "at-risk" SAFECOM members
- Accepted applications for new association and at-large membership through March 1, 2018

- The Membership Working Group conducted initial discussions on the process for incorporating new membership on SAFECOM, including how the effort will address concerns raised by the Government Accountability Office's (GAO) audit on SAFECOM membership
- The Membership Working Group reviewed and discussed SAFECOM applications submitted. Members will conduct individual interviews through mid-April and discuss outcomes of the interviews during its next conference call

Joint Technology Policy Committee

- Continuing efforts to develop components of the RFP Best Practices for LMR Subscriber Units Toolkit to include the RFP Best Practices for LMR Subscriber Units guidance document— also referred to as the “Do’s and Don’ts” document; the RFP Roles and Responsibilities document; an RFP Best Practices for LMR Subscriber Units Development Timeline document; and, recommended best practices, sample RFP language, and technical references to assist with RFP development
- Reviewed and updated the T-Band Giveback: Implications for the Public Safety Community fact sheet to support ongoing discussions among representatives from impacted cities
- During the most recent committee conference calls on January 16, February 20, and March 20, key topics of discussion included:
 - An ongoing assessment and evaluation of the CASM tool to ensure it meets the needs of users
 - Opportunities to support an ongoing effort to identify and document best practices for alerting authorities when issuing alerts and warning notifications
 - The latest ICAM and NG 9-1-1 WG activities
 - The need to support development of an Inter RF Subsystem Interface (ISSI) Primer document in conjunction with the Federal Partnership for Interoperable Communications (FPIC)
 - Agenda topics for the May 16 joint in-person meeting in Portland, Oregon, and a potential joint in-person meeting in late September

ICAM Working Group:

- The working group last met on March 13 and identified key priorities and activities
- Coordination is underway to establish a sub-working group to address ICAM policy issues and determine how best to support the ongoing ICAM pilot program

NG911 Working Group:

- During the most recent WG meetings held on January 9, February 15, and March 15, the working group continued to discuss efforts to address the following short-term goals (< 1 Year):
 - Developing a guide for PSAP managers and staff to use when completing the Task Force on Optimal Public Safety Answering Point (PSAP) Architecture's (TFOPA) NG 9-1-1 Readiness Scorecard and Self-Assessment Matrix
 - Developing Executive Summaries of vital NG 9-1-1 documents
 - Reviewing and updating the DHS Cybersecurity Primer (working on this document as a group)
 - Developing Geographic Information System (GIS) Best Practices on management of GIS data

Joint Funding and Sustainment Committee

- Finalized, approved, and disseminated the Project 25 (P25) letter to State Administrative Agencies (SAAs)
- Developed marketing and outreach plan to promote the Emergency Communications Lifecycle Guide
- Updated and revised the Emergency Communications Lifecycle Guide
- Scoped ideas for the development of Value Analysis Guidance Products

Communications Sections Task Force

- Developed an outreach package to brief key partners on the Task Force's goals and to gain buy-in for elevating the communications function to a Communications Section within the General staff
- Continued to develop the Information Technology Service Unit Leader (ITSL) Course. The Alpha ITSL Course and Beta ITSL Course will both be conducted in June 2018

- Working to finalize the Communications Section performance metrics
- The Communications Section Task Force Leadership will provide both SAFECOM and NCSWIC members with an update on the Task Force's recent achievements and upcoming activities during the SAFECOM and NCSWIC Meetings in May 2018 in Portland, Oregon

Please contact the [SAFECOM Inbox](#) for more information on SAFECOM activities, and NCSWIC Inbox for more information on [NCSWIC activities](#). ■

Meet the Stakeholders



Dana Wahlberg

SAFECOM, National Association of State 9-1-1 Administrators (NASNA)

Dana Wahlberg joined the Minnesota Department of Public Safety-Emergency Communication Networks (ECN) Division in October 2011 as the statewide 9-1-1 Program Manager. In this role, she provided leadership and direction for the migration of all 104 Minnesota PSAPs from analog legacy 9-1-1 network connections to a private Emergency Services Internet Protocol Network (ESInet). Subsequently, Wahlberg accomplished an integrated statewide deployment of Text-to-9-1-1 using a regional approach, which went live on December 5, 2017, making Minnesota the sixth state in the nation with a statewide solution, and amongst fewer than 20% of PSAPs nationwide being text-to-9-1-1 capable.

Wahlberg was appointed as Director of the ECN Division in January 2018 where she, in addition to providing continued support for the 9-1-1 program, provides support for the Allied Radio Matrix for Emergency Response (ARMER), Wireless Broadband, Integrated Public Alert and Warning System (IPAWS), and Interoperability programs housed within the ECN Division.

She began her public safety career as a 9-1-1 dispatcher in the St. Louis County PSAP in northeastern Minnesota and served in numerous roles during her 22-year tenure there. Wahlberg is a graduate of Brigham Young University. She is a member of the National Emergency Number Association (NENA), the Association of Public Safety Communications Officials (APCO), and the National Association of State 911 Administrators (NASNA). She has presented at numerous state and national conferences on Minnesota's early adopter next generation 9-1-1 initiatives.

Wahlberg was appointed Vice-Chair on the FCC's Task Force on Optimal PSAP Architecture (TFOPA) workgroup. She represents Minnesota on the National 9-1-1 Program Office's Next Generation 9-1-1 Interstate Playbook Workgroup where she provides recommendations and guidance on how two or more states can work together to achieve effective interstate interoperability on a variety of initiatives as next generation 9-1-1 deploys nationwide. ■

Dana can be reached at dana.wahlberg@state.mn.us.



Glen Klaich

NCSWIC, Colorado SWIC

Glen Klaich was hired as the Colorado SWIC in August of 2017. Prior to holding the SWIC position, Glen spent more than 20 years with the Grand Junction Regional Communication Center (GJRCC) as a 911 dispatcher and dispatch supervisor supporting law, fire, and EMS communications for 24 agencies in western Colorado. He began his dispatch career with the San Juan Communications Authority in Aztec, New Mexico. Glen previously served on the Colorado Crime Information Center Board of Working Advisors for 18 years as a member and as vice-chair. He was co-supervisor of the GJRCC Incident Dispatch Team, helping coordinate local and regional public safety communications and deploying to numerous wildfires and other incidents. While in Grand Junction, Glen also served on the Peer Support Team, CAD Build Team, and Policy Review Team.

Glen and his wife, Ruth, have been married for 31 years and have two grown sons. Glen is a native of Denver, Colorado, but spent most of his life in western Colorado. He and his wife live just south of Denver in Castle Rock, Colorado. Glen has a Bachelor of Arts in Mass Communication Broadcasting from Mesa College. He enjoys hunting and fishing in and around Colorado and making sawdust and furniture in his workshop. ■

Glen can be reached at glen.klaich@state.co.us.



Sean J. Britton

SAFECOM, National Association of Emergency Medical Technicians (NAEMT)

Sean J. Britton is a member of the NAEMT Board of Directors. He currently serves as Vice-Chair of the NAEMT Emergency Medical Services (EMS) Disaster Preparedness Committee and as a member of the NAEMT EMS Workforce Committee. Sean is co-author of the NAEMT's All Hazards Disaster Response (AHDR) course and a contributing author for the Prehospital Trauma Life Support (PHTLS), 9th Edition.

Sean is an Emergency Preparedness Planner for the Maryland Institute for Emergency Medical Services Systems (MIEMSS) in Baltimore, Maryland. He is also a Paramedic for the Superior Ambulance Service in Binghamton, New York; a Research Associate for the Prehospital Care Research Forum at UCLA; and an Adjunct Assistant Professor of Epidemiology and Community Health at New York Medical College. Sean is a Nationally Certified Paramedic (NRP), Certified Emergency Manager (CEM), and Certified in Public Health (CPH).

Sean previously held the positions of Director of Public Health for Broome County, New York, and Program Coordinator for Emergency and Trauma Services at United Health Services (UHS) Hospitals in Binghamton, New York. Sean earned a Bachelor of Science in Community and Human Services with a concentration in Emergency Management from the State University of New York (SUNY) Empire State College, and a Master of Public Administration from Binghamton University, SUNY. ■

Sean can be reached at sean.justin.britton@gmail.com.

Public Safety Communications Resiliency—Ten Keys to Obtaining a Resilient Local Access Network

To help organizations mitigate threats to communications continuity, the Department of Homeland Security (DHS), Office of Emergency Communications (OEC) is proud to present the **Public Safety Communications Resiliency—Ten Keys to Obtaining a Resilient Local Access Network** document. This document introduces resiliency concepts and provides ten keys to obtaining and maintaining resiliency in a local access network.

Telecommunicator Day

Fifty years ago, the first 91-1- call was made and to honor this historic event the White House has declared February 16, 2018, to be **National Telecommunicator Day**. The Office of Emergency Communications wishes to recognize the many members of SAFECOM who represent telecommunicators and help ensure Public Safety Answering Points nationwide have the resources they need to communicate and partner with other first responders.

OEC at 2018 IWCE

Join the Office of Emergency Communications (OEC) at the 2018 International Wireless Communications Expo (IWCE). This year OEC is partnering with the Department of Homeland Security Office of Science and Technology at Exhibit Hall Booth #3345 or catch us at one of the many panel discussions we will be partnering in at the IWCE without public safety partners.

OEC at 2018 IWCE: Day One

The International Wireless Communications Expo (IWCE) is the leading event for communications technology, bringing over 7,000 industry professionals all in one place. OEC is partnering with its public safety partners in four sessions today: *What is NG911?; How the Next Generation of Statewide Interoperability Coordinators Can Help You; Project 25 Compliance Assessment Program (CAP): Updates, Upgrades, and Up Next; Project 25 User's Perspective, Interoperability, and Customer Applications Update for 2018; and, Preparing Communications for Disaster Operations.*

OEC at 2018 IWCE: Day Two

The International Wireless Communications Expo (IWCE) is the leading event for communications technology, bringing over 7,000 industry professionals all in one place. OEC is partnering with its federal and public safety partners in the border session today: *Emergency Communications along the Northern and Southern Borders.*

OEC at 2018 IWCE: Day Three

The International Wireless Communications Expo (IWCE) is the leading event for communications technology, bringing over 7,000 industry professionals all in one place. OEC is partnering with its public safety partners in three sessions today: *Got Comms? Recognizing and Mitigating Interference (Electronic Jamming); How to Adopt Mobile Apps and Avoid the Interoperability Challenges of the Past: Standards or Regional Coordination; and, P25 Security: New Standards, Applications, Interoperability.*

OEC at 2018 IWCE: Day Four

The International Wireless Communications Expo (IWCE) is the leading event for communications technology, bringing over 7,000 industry professionals all in one place. OEC is partnering with its public safety partners in two sessions today: *Strategic Planning For All Emergency Communications Technologies and Exploring CSSI and ISSI.*

OEC at 2018 IWCE: Day Five

The International Wireless Communications Expo (IWCE) is the leading event for communications technology, bringing over 7,000 industry professionals all in one place. OEC is partnering with its public safety partners in two sessions today: *Emergency Communications during 2017 Hurricanes and Resilient Comms on the Fireground.*



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