NCSWIC-SAFECOM QUARTERLY
Newsletter

NCSWIC SAFECOM

Note from the Deputy Director

By: Chris Essid

On September 17, 2015, I had the opportunity to participate in a meeting comprised of representatives from the Office of Emergency Communications (OEC), First Responder Network Authority (FirstNet), and Sweden's Civil Contingencies Agency (MSB). The meeting provided our respective agencies with the opportunity to share communications best practices and discuss how collaborative efforts can help identify solutions to common interoperability issues within the public safety community. Specifically, much of the meeting focused on how OEC and MSB can partner and work toward enhancing communications capabilities for public safety and first responders during emergencies and other planned events.

Our meeting kicked off with FirstNet representatives presenting to MSB staff an overview of FirstNet and public safety long-term evolution. This presentation primarily focused on best practices related to the United States' use of the 700 megahertz radio spectrum for a dedicated public safety broadband network. Following FirstNet's presentation, participants discussed the emerging emergency communications ecosystem and its effects on public safety. Many attendees agreed that public safety should explore how to effectively integrate social media and smart phone technology into emergency communications with the public—both in the realm of alerts and warnings, as well as analyzing and managing the information public safety agencies receive via social media. Representatives from the United States and Sweden committed to working together to identify solutions to the need for more resources, bandwidth, and improved technology.

During day two of the workshop, OEC provided participants a tour of the Arlington County, Virginia, 9-1-1 Center to illustrate the trends and issues facing Public Safety Answering Points (PSAPs) in the United States. Here, PSAPs are operated locally and often coordinated by State 9-1-1 administrators. Conversely, "1-1-2" PSAPs in Sweden are governed and operated nationally by a single, public-private entity called SOS Alarm, which is also responsible for public alerts and warnings. Despite their differences, the two systems face common challenges, such as staffing and resources, incorporating text, images and videos, and more accurate geo-location capabilities.

As the day continued, discussions turned to the value of grant programs and their importance in cultivating a public safety community that follows national standards and practices, especially in the areas of equipment procurement and National Incident Management System implementation. These discussions aided MSB in understanding how they could use similar grant programs in this capacity. As talks came to a close, the similarities in communications challenges within both countries became ever more apparent. Moving forward, OEC and MSB staff plan to work together to develop approaches for operating within the evolving emergency communications ecosystem.

About the Newsletter

The *NCSWIC-SAFECOM Quarterly Newsletter* is designed to be a source of information, news, and updates for SAFECOM, SWICs, their staff, and members of the stakeholder community. We hope that it will be a valuable resource as you lead future statewide planning efforts and implementation of the NECP.

inside this issue

Additionally, our two agencies agreed to develop an actionable plan for collaboration on a host of issues identified during our meeting, including information sharing methods between U.S. and Swedish PSAPs on metrics, training, and management and best practices for utilizing grant programs to drive standards and best practices.

During the course of our meeting, our two agencies discovered that we have much in common, both in our successes as well as our challenges. Through our continued collaborative work, OEC and MSB will work to create solutions to these challenges and usher our emergency communications technologies and capabilities into the 21st century. ∎

Note from the NCSWIC Chair

By: Bob Symons, *Wyoming SWIC*

Michael Varney announced his departure as the Statewide Interoperable Coordinator (SWIC) for Connecticut and will be working for FirstNet as a regional coordinator. As the newly elected NCSWIC Chair, I would like to thank Mike for his leadership and commitment to the National Council of Statewide Interoperable Coordinators (NCSWIC), SAFECOM, and Public Safety Advisory Committee (PSAC). We all wish Mike the best of luck with his new endeavors.

On September 9-10, 2015, NCSWIC and SAFECOM leadership attended a meeting hosted by OEC in Arlington, Virginia, to discuss the programs' short- and mid-term strategic priorities. Key points from the meeting included the focus on three major initiatives on which NCSWIC and SAFECOM will focus over the next few months: T-Band spectrum "give back," Communications Unit (COMU), and Communications Unit Leader programs, and support for the SWIC position by focusing on sustainability methods and governance. The NCSWIC Governance Committee is working on developing a SWIC Orientation Program with a focus on recruiting and retaining SWIC's and developing a SWIC Job Description Guide.

The odd numbered regions held elections for their Regional Interoperable Council (RIC) Chairs in September. Congratulations to the following RIC chairs and members of the NCSWIC Executive Committee (EC):

- **Region I co-chairs**: Steve Staffier, Massachusetts; John Stevens, New Hampshire
- **Region III**: Mark Grubb - Delaware
- **Region IV co-chairs**: Joel Galvin, Illinois; Brad Stoddard, Michigan
- **Region VII**: Jason Bryant, Kansas
- **Region IX**: Victoria Garcia, Hawaii
- **Region X**: Matt Leveque, Alaska ∎

November 2015 Joint Meeting Highlights

SAFECOM and NCSWIC met jointly in Norman, Oklahoma, on November 3-5, 2015. During the joint meeting, members heard from Alejandro Mayorkas, Deputy Secretary of Homeland Security, about his continued commitment to SAFECOM and NCSWIC's missions. He reiterated the importance of coordinated partnerships at the federal, state, local, and territorial levels for achieving sustainable interoperable communications, and his plans to commit efforts towards realizing the work SAFECOM members and the SWICs do in their respective associations and states. Deputy Secretary Mayorkas promised to work closely with OEC over the next year to determine next steps for prioritizing public safety communications.

Caitlin Durkovich, Assistant Secretary of the Office of Infrastructure Protection under the National Protection and Programs Directorate (NPPD) at DHS, discussed the progress NPPD has made streamlining its mission support functions to help DHS staff work more collaboratively and improve services. Pending congressional approval of changes to NPPD's structure, OEC will serve a critical role within the Office of Infrastructure Security. NPPD has long recognized the value of stakeholder input through groups

like SAFECOM and NCSWIC, and she assured participants that OEC's transition into the Office of Infrastructure Security will serve to strengthen its support for the public safety community.

Finally, SAFECOM and NCSWIC members heard from subject matter experts and participated in discussions on the current status of T-Band issues, governance and sustainment, COMU trainings and offerings, and emergency communications grants. Members also learned about emergency communication efforts during the Oklahoma City Bombing and the Baltimore City Riots. The joint meeting summary is available under the "News and Updates" section of the **SAFECOM and NCSWIC website**. ∎
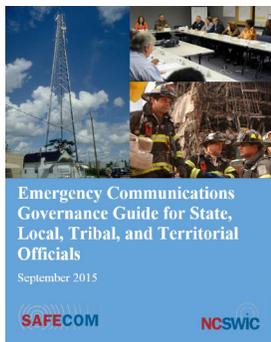
Release of the Emergency Communications Governance Guide for State, Local, Tribal, and Territorial Officials

By: Steve Proctor (SAFECOM Chair), Michael Varney (Former NCSWIC Chair), and Charlie Sasser (Governance Guide Working Group Chair)

In 2014, OEC released the National Emergency Communications Plan (NECP) with the emphasis on enhancing decision-making, coordination, and planning for emergency communications through strong governance structures. The 2015 Emergency Communications Governance Guide for State, Local, Tribal, and Territorial Officials (Governance Guide) was developed to address Goal One in the NECP, Governance and Leadership. The Governance Guide serves as a comprehensive tool that provides recommendations and best practices for emergency communications officials at all levels of government to establish, assess, and update governance structures representing all emergency communications capabilities (Land Mobile Radio [LMR], broadband, 9-1-1/Next Generation 9-1-1 [NG 9-1-1], alerts and warnings).

Robust governance is pivotal to operable and interoperable emergency communications. It establishes and maintains a central coordination point (or body) for a variety of efforts across the broad spectrum of public safety stakeholders, and can help to address challenges in a unified manner. A significant challenge facing the public safety community is the technological convergence of LMR, broadband, and 9-1-1/NG 9-1-1 as it affects equipment interoperability, system and network sustainment, and upgrades and funding. The presence of an active, transparent, multi-disciplinary, and multi-functional governance body fosters relationships, collaboration, and information sharing to better balance fiscal, technological, and policy-driven public safety needs. Formalizing a governance structure with articulated roles and responsibilities, balancing representation, and properly sizing the structure using a bottom-up approach enables public safety officials to make informed decisions in planning, operations, funding, training and exercises, and equipment acquisition.

Through comprehensive stakeholder outreach and research, the Governance Guide provides proven, repeatable models to improve statewide, territorial, intrastate, interstate, local, and tribal emergency communications governance. A Governance Guide Working Group, comprised of SAFECOM and NCSWIC members, was established to leverage subject matter expertise in emergency communications governance. Over 20 case studies were conducted nationwide to illustrate current, real-world examples of various approaches and environments to successful or challenging governance structures that resulted in a collection of best practices for achieving more inclusive, high-functioning governance structures. The case study states represented diverse geographies, topographies, population, governance structure authorities, and methods of coordination across different communications capabilities.

As a tool, the Governance Guide will assist with the development of a formal governance authority and provide guidance and examples to emergency communications officials, especially within the constantly evolving emergency communications landscape. The best practices and recommendations in the Governance Guide, while not prescriptive or required, will demonstrate innovative ways to improve current governance, establish new governance, and collaborate and coordinate across jurisdictions, functions, and capabilities to ultimately allow for better utilization and management of communications assets. SAFECOM and NCSWIC intend for this document to be widely used to successfully assist and support emergency communications officials across the country implement effective governance in the years to come. For more information on the Governance Guide, please refer to: **http://www.dhs.gov/safecom/governance**. ∎

National Public Safety Telecommunications Council (NPSTC) Drafts Reports and Recommendations for the PSAC

Since the publication of the 700 MHz Public Safety Broadband Task Force Report and Recommendations in 2009, NPSTC has been working to identify and develop broadband requirements and recommendations. Under the Middle Class Tax Relief and Job Creation Act of 2012, FirstNet is required to consult actively with the public safety community to understand the various interoperability concerns and requirements across organizations. In response to this initiative, NPSTC was pleased to present two important reports and recommendations to PSAC for consideration by FirstNet.

The reports and recommendations speak to the public safety community's need for an effective system design and policy that meets the day-to-day needs of public safety entities. In addition, such a policy must be flexible as incidents grow in severity.

The Priority and Quality of Service in the Nationwide Public Safety Broadband Network (2015) report presents public safety needs for successful day-to-day operations and real life scenarios for utilizing the 700 MHz Nationwide Public Safety Broadband Network (NPSBN). This document, developed as a collaborative effort between public safety users, government representatives, and industry members, provided revisions to the original 2012 report.

Public safety presents a number of unprecedented prioritization challenges for the NPSBN. First, the NPSBN will be shared simultaneously by many different types of users (e.g., police, fire, EMS, secondary use, etc.) who have, in many cases, overlapping jurisdictions (e.g., federal, state, county, local). Second, a variety of applications (e.g., voice, data, video) share a common set of resources. Third, public safety operations are dynamic, and it is difficult to assign a single priority to a responder that will meet all of his or her operational needs. These challenges necessitate a disciplined and rigorous approach to the development of a Priority and Quality of Service (PQoS) Framework suitable for nationwide interoperability and public safety.

Public Safety Entity Control and Monitoring Requirements for the Nationwide Public Safety Broadband Network report outlines public safety's needs and expectations for Local Control of the NPSBN. For the purposes of the NPSTC document, a public safety entity (PSE) is defined as a federal, state, local, or tribal public safety organization that uses the NPSBN to provide public safety services in response to an incident or planned event. The term "local control" means the ability of PSEs at all levels of government to configure and monitor their communications systems to adapt to changing mission requirements and system conditions. As with PQoS needs, the phrase "changing mission requirements" denotes a situational continuum ranging from routine to crisis.

The general implications of local control in a shared network environment is a balancing of the genuine need of PSEs to independently configure their communications, with the equally important political and social need to share resources equitably among primary NPSBN-users (i.e., police, fire, and EMS) matching similar needs for equitable PQoS public safety requirements. The resolution of this issue requires attention to people, processes, and technology including: changes in a PSE user's perception of "their" communications network; facilitated inter-agency processes and educational opportunities; and technical means for avoiding inefficient use of shared capacity or resources that would cause a negative impact on the network.

To learn more about these broadband reports visit **www.npstc.org**. ∎

Partnership in Action: OEC and the National 9-1-1 Program

OEC and the National 9-1-1 Program are actively pursuing a collaborative relationship that will result in ongoing activities to increase interaction and create a meaningful bond. The impetus behind this effort is the 2014 NECP.

The emergency communications ecosystem in the 2014 version expanded significantly beyond that in the original plan. A number of components were added to expand the ecosystem model, including 9-1-1 and NG 9-1-1. To ensure a truly seamless emergency communications ecosystem, increased and enhanced coordination between the Department of Homeland Security (DHS) and Department of Transportation became a logical task.

As a result of discussions between OEC and the National 9-1-1 Program, DHS agreed to assign one OEC staff person, Jerry Jaskulski, to the National 9-1-1 Program for the purpose of establishing the specific terms of collaboration for the two organizations.

The collaboration effort has a number of objectives for the first year:

- Function as a liaison between OEC and the National 9-1-1 Program to support implementation of 9-1-1 related NECP objectives and recommendations and to supplement OEC work with efforts by the National 911 Program,

- Develop and execute a written plan specifying tasks to be completed by OEC and the National 9-1-1 Program to facilitate collaboration, and

- Continue to enhance relationships between/among state & local 9-1-1 authorities, the National 9-1-1 Program, and OEC.

A number of activities have already been started. Among the first, was a presentation on OEC's Technical Assistance Program, which was provided as part of the National 9-1-1 Program's "State of 9-1-1" webinar series (**http://www.911.gov/webinars.html**). During this webinar, OEC shared:

- Categories and types of technical assistance currently offered to the community, focusing on those of most interest to 9-1-1 and PSAPs, and

- Methods of requesting technical assistance from DHS OEC.

One of the goals of this presentation was to improve the relationships of state & local 9-1-1 authorities with their SWIC and OEC Coordinators. To find out more information on 9-1-1 authorities, visit the National Association of State 9-1-1 Administrators **website**. Additional information about the OEC Coordinators can be found at **http://www.dhs.gov/oec-regional-coordination-program**; and for information about SWICs please visit the NCSWIC **website**. ∎

Border Communications Updates

Southwest Border Communications Working Group

The Southwest Border Communications Working Group (SWBCWG) continues to serve as a forum for federal, state, local, and tribal agencies in the southwest border region to share information on common issues and coordinate and collaborate on regional projects, and activities. The SWBCWG hosts a monthly webinar series to address member identified topics and concerns. On September 22, the SWBCWG hosted a webinar on Project 25 (P25) standards, which focused on the P25 process, features and functions, and opportunities for P25 user involvement. The next webinar is scheduled for January 19, and will include discussion on the Border Interoperability Demonstration Project (BIDP).

The next in-person SWBCWG meeting is scheduled for December 8, 2015, in Tucson, Arizona, at the Pima County Office of Emergency Management & Homeland Security. The meeting will include discussions on: Arizona (AZ) state and local agency border area interoperable communications challenges and activities; AZ National Guard capabilities; and Federal Communications Commission Southwest Border Regulatory Issues.

For more information, please contact the SWBCWG inbox, **SWBCWG@hq.dhs.gov** ∎

Statewide Communication Interoperability Plans (SCIP): States Leverage the SCIP Process to Strengthen Governance and Advance Goals

Through the latest round of SCIP workshops, OEC has observed a trend that states are leveraging the SCIP process to revitalize their governance structures to support the development and implementation of their SCIPs. How are they doing this? States are using customized SCIP workshops to:

1. Include the necessary stakeholders, especially those involved with broadband and NG 9-1-1 planning;

2. Gain support for the SCIP, its value and purpose; and

3. Assign implementation responsibility for goals and initiatives to Statewide Interoperability Executive Committee (SIEC)/ Statewide Interoperability Governance Bodies committees, subcommittees, or working groups that will be responsible for tracking and reporting on progress.

In October 2014, OEC coordinated with New Hampshire SWIC, John Stevens, to hold a workshop to energize its SIEC and its three working groups. This included a facilitated discussion on SCIP goals and initiatives that grouped and assigned each to an SIEC working group. The working groups focus on advancing specific sections of the Interoperability Continuum by leveraging the knowledge and expertise of the SIEC members.

OEC checked in with Stevens recently on the progress of goal implementation since the workshop. He reported that the state is moving forward with a variety of interoperability-related projects and program advancements. These projects further at least six strategic goals of the SCIP, and Stevens noted that, "the way the SCIP was developed was instrumental to this success." As a result of the success of the workshop, OEC now offers best practices from New Hampshire in SCIP workshops.

On June 26, 2015, New Hampshire reached a milestone when its Governor signed legislation that formally established the SIEC. As a result, the SIEC expanded its membership to include representatives from both the State Senate and House of Representatives as voting members. Additionally, the legislation added non-voting members, to include professional firefighter and police officer association representatives, as well as a non-profit organization representative.

Iowa SWIC, Craig Allen, used a similar approach to apply the SCIP development process to anchor goals to its governance structure and enhance the implementation process in the state. The Iowa Statewide Interoperable Communications System Board has six committees aligned to the Interoperability Continuum. During a SCIP Workshop held in June 2015, workshop participants developed, prioritized, and assigned the top three strategic goals and initiatives for each committee to implement. Stakeholders placed additional goals on a suspense list for committees to move forward as current goals are completed.

Both New Hampshire and Iowa are excellent examples of how states are leveraging the SCIP process to meet their needs in strengthening their governance structures and advancing SCIP goals. ∎

2016 Committee Schedule

	Committee	Meeting Dates
SAFECOM	Education and Outreach	Last Wednesday of every month at 2pm ET
	Governance	Second Wednesday of every 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 month at 1:30pm ET
	Training, Exercises, & SOPs	Fourth Tuesday of every month at 3pm ET

2016 NCSWIC & SAFECOM Committee Leadership

NCSWIC Governance Committee:

Chair: Bob Symons
Vice Chair: Craig Allen

**NCSWIC Training and Exercises,
and SOPs Committee:**

Chair: Jessica Stolz
Vice Chair: TBD

Joint Technology Policy Committee:

SAFECOM Chair: Gerald Reardon
NCSWIC Chair: Craig Allen
SAFECOM Vice Chair: Terry Hall
NCSWIC Vice Chair: Steve Staffier

Joint Funding and Sustainment Committee:

Co-Chair: Tom Roche, SAFECOM
Co-Chair: Victoria Garcia, NCSWIC

**SAFECOM Education and
Outreach Committee:**

Chair: Chris Lombard
Vice Chair: Wes Rogers

SAFECOM Governance Committee:

Chair: Doug Aiken
Vice Chair: Don Bowers

SCIP CORNER

SCIP Revision Workshop Spotlight: American Samoa

The U.S. territory of American Samoa is nestled in the South Pacific Ocean, 4,794 miles from San Diego, California. In 2009, it was hit by a devastating tsunami, claiming the lives of 34 people and causing extensive damage. Nearly six years later, American Samoa is focused on enhancing its operable and interoperable communications systems to assist public safety in the event of another disaster.

In late July, a team from OEC conducted a SCIP revision workshop and two Technical Assistance workshops on Tactical Interoperable Communications Planning and Communications Focused Exercise Design.

The facilitated SCIP workshop allowed American Samoa participants to accomplish in two days what would have previously taken months. By identifying existing communications gaps, the workshop resulted in significant progress with documenting communications goals. Through in-depth discussion, the workshop highlighted the key elements necessary to establish interoperability, including an evaluation of the territory's governance body membership to ensure the right agencies are included to implement the goals and strategies of the new SCIP. Beyond the development of the SCIP, workshop participants indicated they appreciated the collaboration, team building, networking, and process provided through the workshop that helped to energize and get all stakeholders on the same page.

While in American Samoa, OEC personnel witnessed the response to a structure fire in an abandoned building. They were able to incorporate lessons learned from this response into future communications planning workshops.

OEC's SCIP workshops continue to be an important tool to assist states and territories to plan before events happen, prioritize goals and have thoughtful discussions about funding priorities. OEC continues to work with states and territories to revise their SCIPs. For additional information on SCIP workshops, please contact Jackita Bass, SCIP Program Manager. ∎

Meet the Stakeholders

Ken Hasenei
Maryland SWIC

Major Ken Hasenei has been a member of the Maryland State Police for over 24 years. Ken currently serves as Maryland's Chief Information Officer and SWIC. He is also the Statewide Radio Program Manager for a $345 Million 700 MHz statewide interoperable Project 25 Phase II system. In addition to these duties, he commands divisions responsible for statewide records, licensing, information technology, electronic services, and communications and technology training.

Previously, Ken served as the Co-Chair on the National Chemical Weapons Improved Response Program Committee and assisted in developing many of the national response protocols, training, recommendations, and equipment for terrorism involving weapons of mass destruction. He has been a consultant and worked on resource management software for public safety response at large national events as well as other software and systems for data sharing and interoperability. Ken also served as the only law enforcement officer on the International Terrorism Working Group for the purposes of developing technology to identify terrorist based activities within the United States.

Ken serves on numerous state and regional executive committees and remains involved in the development of regional and statewide interoperability systems, communications systems and major information technology projects. He works with public safety partners both regionally and in Maryland and looks forward to continuing to work with SAFECOM and NCSWIC in supporting their important work.

Ken has a Bachelor of Arts in Education from Johns Hopkins University, a three year certificate in music from the Peabody Conservatory, and has toured Europe, Russia and the United States. He is also a graduate from the Northwestern School of Police Staff and Command. He is currently working on his masters in Management and Organizational Leadership. ∎

Ken can be reached at **john.hasenei@maryland.gov**.

OEC HQ Spotlights

Pamela Chapman
Program Analyst

OEC Technical Assistance Branch

Pamela Chapman joined the Technical Assistance branch of OEC in September 2015. She supports the SCIP program strategic planning efforts by leading teams in SCIP workshops as well as connecting with OEC Coordinators in her assigned regions.

Pamela came to OEC from the National Organization of Black Law Enforcement Executives (NOBLE) where she managed training for various police departments. She served as a facilitator and project manager for workshops on community engagements focusing on law enforcement and community collaboration to address challenging issues. At the conclusion of the 2-day workshop, the participants gained experience in developing a strategic plan and a coordinated community response.

Additionally, Pamela wrote proposals to request funding for community outreach in the areas of cultural diversity, domestic violence, HIV/AIDS, and youth violence for submission to federal and non-profit entities. While serving as a project manager, she also coordinated the development of the organization's strategic plan and vision statement. Prior to joining NOBLE, she served as a Program Analyst with the Department of Transportation as a Contracting Office Technical Representative for projects focusing on public safety education for school resource officers, Latino service organizations, and police departments.

Pamela is married with three children and resides in Maryland. She completed her undergraduate and graduate studies at the University of Maryland, College Park. In her spare time, she volunteers with the Parent Teacher Association, participates in community 5Ks, spends time with her family traveling, visiting museums, and attending arts & crafts fairs, and watching films and television shows that focus on the "intelligence" world, sci-fi, and suspense! In the future, she hopes to publish a series of children's books. ∎

Pamela can be reached at **pamela.chapman@hq.dhs.gov**.

NCSWIC and SAFECOM EC In-Person Meeting Highlights from Norman, Oklahoma

The NCSWIC EC met on Thursday, November 5, 2015. Meeting highlights included:

- discussions on major priorities for 2016 and possible next steps to be shared with the Deputy Secretary of Homeland Security,
- approval of the NCSWIC Charter, and
- the election of the NCSWIC Chair and Vice Chair. (see election results below)

The SAFECOM EC met on Thursday, November 5, 2015. Meeting highlights included:

- discussion on major priorities for 2016 and possible next steps to be shared with the Deputy Secretary of Homeland Security.
- updates from the EC Governance Structure Working Group on recommendations for restructuring the EC, and

- the election of the SAFECOM Chair and Vice Chairs. (see election results below)

Additionally, The NCSWIC and SAFECOM ECs approved several Funding and Sustainment Committee documents, including the Broadband Purchasing Guidance, Funding Mechanisms document, and OIG Grant Recommendations document.

Please contact **Bob Symons**, NCSWIC Chair, for more information on NCSWIC activities, and **Steve Proctor**, SAFECOM Chair, for more information on SAFECOM activities. ■

2015 Election Results

- NCSWIC Chair: Bob Symons, WY
- NCSWIC Vice Chair: Nikki Cassingham, OK
- SAFECOM Chair: Steve Proctor
- SAFECOM Vice Chairs: Mark Grubb, Doug Aiken ■

OEC Calendar

DECEMBER

8   NCSWIC EC Conference Call

Workshops:
SCIP: *North Carolina, Pennsylvania*

JANUARY 2016

7   SAFECOM EC Conference Call

12   NCSWIC EC Conference Call

Workshops:
SCIP: *Connecticut*

FEBRUARY 2016

Workshops:
SCIP: *California*