



## Meeting Summary

### SAFECOM Meeting

November 8, 2017

National Center for Employee Development, Norman, Oklahoma

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#### Meeting Highlights

- SAFECOM members received updates on committee meetings held the previous day
- Members participated in panel discussions on topics related to SAFECOM's current and future role supporting broadband advancements, Project 25 standards and compliance, cyber security initiatives, and public safety infrastructure protection
- Members conducted a regularly-scheduled Vice Chair election as well as a special Vice Chair election to fulfill the final year of an unexpired term
  - Chris Lombard, Interagency Board, assumed the two-year Vice Chair term
  - Mike Murphy, SAFECOM At-Large, Baker Police Department (Louisiana), assumed the one-year, unexpired Vice Chair term
- The SAFECOM EC approved the following documents, some with amendments:
  - SAFECOM Membership Application for Associations
  - SAFECOM Membership Application for At-Large Members
  - SAFECOM Membership Advertisement
  - *Emergency Communication System Lifecycle Guide Phase I*
  - *Public Safety Communications Resiliency: Ten Keys to Obtaining a Resilient Local Access Network*

#### Welcome and New Member Introductions

Ralph Barnett, Department of Homeland Security (DHS), Office of Emergency Communications (OEC), and Chief Gerald Reardon, SAFECOM Chair, SAFECOM At-Large, City of Cambridge Fire Department, welcomed members and thanked them for their participation. Chief Reardon introduced new members to SAFECOM, as shown in Table 1 below.

Table 1. New SAFECOM Members

Name	Affiliation
Holly Wayt	Association of Public-Safety Communications Officials International (APCO)*
Tracey Hilburn	APCO (Alternate)*
Joe Galvin	National Council of Statewide Interoperability Coordinators (NCSWIC)*
Nikki Cassingham	NCSWIC (Alternate)*
Michael Garcia	National Governors Association (Alternate)*

\*Denotes SAFECOM Executive Committee (EC) Member

#### SAFECOM Committee Updates

The Committee Chairs provided updates on the committee meetings held the previous day. Summaries of these meetings are included in the Joint SAFECOM-NCSWIC Meeting Summary.

#### SAFECOM Vice Chair Election

This year, SAFECOM members conducted the regularly-scheduled SAFECOM Vice Chair Election, as well as a Special Vice Chair Election to fulfill the final year of an unexpired term. After separate ballots were cast for each election, Chris Lombard, Interagency Board, assumed the two-year Vice Chair term and Mike Murphy, SAFECOM At-Large, Baker Police Department (Louisiana), assumed the one-year, unexpired Vice Chair term. Thanks to all who submitted nominations and participated in the elections. We look forward to Chris and Mike's leadership in 2018.

## SAFECOM's Role in Broadband

Tom Sorley, US Conference of Mayors; Phillip Mann, American Public Works Association; Chief Gary McCarraher, International Association of Fire Chiefs; and Lloyd Mitchell, Forestry Conservation Communications Association (FCCA), participated on a panel to discuss SAFECOM's current and future role supporting broadband advancements. During this question-and-answer-style-panel, Tom served as moderator, fielding inquiries to panelists based on expertise and their various backgrounds. Overall, panelists emphasized the need to coordinate and collaborate with partners, including those who may be considered secondary to the public safety community, such as public works agencies. SAFECOM can assist in the transition to broadband by educating the community as to how the technology can be used in daily operations, creating a standardized data dictionary, and continued coordination with other similar organizations in the public safety community.

Tom asked members to share how they use broadband in their daily jobs. Phil Mann is the Public Works Director for Gainesville, Florida, as well as the coordinating officer for emergency management, police, and fire in the city. Phil noted the need to share public works' vast datasets among the greater public safety community and to uphold interdisciplinary data sharing as a common and best practice. Gary McCarraher is the Fire Chief and Emergency Management Director for Franklin, Massachusetts. The Chief's department relies on other agencies in the community to provide services and partners with neighboring jurisdictions for mutual aid. The communications plan integrates otherwise diffuse entities within the community, bringing together leaders from organizations across the jurisdiction who do not typically work together. Lloyd Mitchell works for the South Carolina Forestry Commission as a manager at a dispatch center for rural environments, and his organization uses some form of broadband in most day-to-day activities.

Tom asked the panel to identify what broadband-related issues are most concerning or require more attention. Lloyd responded the FCCA operates in coordination with partner agencies and emphasized the continued need to improve communications processes and practices with those involved. Chief McCarraher explained that his agency does not share mission critical information over broadband due to lack of necessary infrastructure. He noted the need to help agencies understand how broadband can improve their daily operations. SAFECOM assists public safety organizations and partners by developing guidance documents on emerging technologies, specifically the integration of land mobile radio (LMR) interoperability with long-term evolution (LTE). LMR remains the foundation on which much of emergency communications interoperability was built and SAFECOM has effectively operationalized the interoperability continuum for LMR. The same can be done for broadband; however, like the original continuum, all aspects of emergency communications, including the build out and full integration with current systems, must be considered to succeed. Phil noted the importance of educating employees on the technology so they are no longer relying on someone else to program equipment.

Tom asked the panel to explain how their agencies decide which applications, or apps, to adopt. Phil emphasized the need to control download-able material. His agency searched for a data management software (e.g., Cityworks) and provided training for how to use it. He advised looking for apps that can share data across agencies. Darryl Ackley, National Association of State Chief Information Officers, noted the importance of identity, credentialing, and access management (ICAM) for interoperability, as common credentialing allows users to have access across different apps. Charlie Sasser, National Association of State Technology Directors, asked if purchasing the app required modifications to current policies and procedures. Phil responded affirmatively, noting the agency developed a policy and guidelines for how to use the technology and how to standardize the use of data input. Tom emphasized the importance of developing a standardized data dictionary. For example, the dictionary would advise users to input "Boulevard" as "Blvd" and "Road" as "Rd." Anthony Catalanatto, SAFECOM At-Large, Fire Department New York, suggested regularly updating apps could pose maintenance challenges. Phil agreed, noting his agency hired a permanent information technology position to ensure employees' apps are updated and installed consistently and at the same time. Jay Kopstein, SAFECOM At-Large, New York State Division of Homeland

Security & Emergency Services, noted his concerns about data becoming a distraction for personnel in the field.

Panelists agreed on the need for effective coordination between the FirstNet Public Safety Advisory Council (PSAC), SAFECOM, and the National Public Safety Telecommunications Council (NPSTC). While each organization can operate in their own lane to avoid duplication of efforts, all three can move in the same direction for the good of the public safety community.

### **Project 25 (P25) Panel**

Dusty Rhoads, DHS OEC; Jim Downes, DHS OEC; Bess Mitchell, DHS OEC; and Chief Reardon, led discussions on SAFECOM's role in P25 standards and compliance. Jim opened the panel with an overview of the P25 development process and how user voice, joint participation, and industry voice all play different, yet critical, roles in the development of P25 standards. He discussed how a general P25 systems model is portrayed and utilized to include the progress that has come from implementing P25. P25 wireline interfaces allow for the connection of various LMR radio frequency sub-systems (RFSS), which provide improved interoperability and increased coverage. This is a complex process—standards often relate to one another causing one change in a standard to have a cascading effect on the rest of the suite of P25 standards. P25 standards are continuously evolving and improving to provide the best capabilities and flexibility for emergency communications operations.

P25 systems are located in 83 countries throughout the world. Panelists felt the best way to maintain interoperability is through P25 compliance. Eleven interfaces have been identified, the most predominant of these being the common air interface (the core interface), and interfaces for various other sub-systems. While the standards are defined in various standards documents, they have not been implemented consistently in all cases, leading to interoperability problems between systems of disparate manufacturers. Better user education, as well as discussions with the manufacturer can help solve these issues. Jim discussed the issue of P25 interfacing with non-P25 systems and how these problems can affect interoperability. Standards organizations and manufacturers are currently working on developing technology to interface P25 with other LMR systems as well as interfacing LMR to LTE technology. Chief Reardon emphasized a need to build a P25 toolkit within the Technology Policy Committee to provide guidance around P25 issues.

Bess provided updates on grants in relation to P25, including clarity around who is required to purchase P25-compliant equipment. OEC produced a document in response to the public safety community's frequently asked questions, which states the purchase of P25-compliant equipment is a DHS requirement for all DHS grantees. Bess also noted that FirstNet guidance will be included in FY18 SAFECOM Grant Guidance.

### **A Look Inside Cyber Security Breaches: A Public Safety Communications Perspective**

As a continuation of discussions at the Joint May 2015 SAFECOM-NCSWIC Meeting, panelists discussed recent real-world cyber security breaches and SAFECOM's role in advancing policies and technologies to protect public safety infrastructure. Panelists included George Perera, SAFECOM At-Large, Miami-Dade Police Department; Mark Hogan, Director, City of Tulsa, Asset Management Department; and Jerald Dawkins, Principal Security Advisor, True Digital Security.

George addressed how DHS defines cybersecurity and the difference between cyber infrastructure and cybersecurity. Cyber infrastructure is the communications systems as well as the electronic information stored in those systems, comprised of both hardware and software that processes, stores, and communicates data of all types. Cybersecurity is the prevention of damage to, unauthorized use of, exploitation of, and restoration of cyber infrastructure to ensure the confidentiality, integrity, and availability of information and data.

Panelists emphasized that cybersecurity needs to be a high priority concern from the top, down. There is an inherent need to train personnel in proper cyber security management skills to protect the information vulnerable to misuse. Each emergency response department should be testing and validating their information technology networks to ensure cybersecurity measures are up-to-date. To further emphasize the importance of effective cybersecurity practices, the panel discussed notable cases of cybersecurity breaches. In June 2015, an estimated 21.5 million Office of Personnel Management (OPM) records were hacked, including social security numbers, names, addresses, and detailed security clearance-related background information. On August 27, 2017, the Federal Bureau of Investigation (FBI) arrested a Chinese national who was suspected of aiding in the breach through social engineering. Panelists also highlighted the July 2017 breach of a consumer credit reporting agency, Equifax, when 145.5 million consumer records were hacked due to inadequate credentials of open source software the company used on their online portal.

SAFECOM members asked for best practices on effectively protecting against cyber breaches. Panelists highlighted several options, with the most significant being the engagement of security in any planning process. Everything we do in today's environment has a cyber component and by engaging security in the beginning you ensure the process is secure. Another option is two-factor authentication to enhance security efforts in accessing particular data nationwide. This method grants a user access only after successfully providing two separate pieces of information to verify the user's identity, such as a complex alpha-numeric password and authentication pin. The leading cause for not adopting this method is that people inherently do not want to go through the second step to access the information. Panelists emphasized the need for the use of encryption and training.

Cloud-based or SharePoint-based storage systems are also a more secure means of storing and accessing information, rather than using flash drives to store and carry data. Moving to a cloud-based data storage format, operated by an appropriate cloud provider, would not only be more secure, it would allow users remote access to their information. Users could build segmentation into the data storage system, only allowing authorized access to certain files on a need-to-know basis. If Criminal Justice Information Services (CJIS) compliance is a concern, there is only one certified cloud solution. Before moving to a cloud solution, engage your security team to ensure that the appropriate measures are in place.

### **Calendar Review and Closing Remarks**

Members reviewed the upcoming meeting calendar, noting meeting dates for 2018 are currently in development. Doug Aiken, NPSTC and out-going SAFECOM Vice Chair, thanked members for the opportunity to serve on SAFECOM, and welcomed Chris Lombard and Mike Murphy into their new roles.

Following the open meeting, SAFECOM members met for a closed session.

### **SAFECOM EC Meeting**

Following the SAFECOM meeting, the SAFECOM 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 SAFECOM. Committee Chairs kicked off the meeting by presenting products for the EC's consideration and approval. Chris Lombard, Education and Outreach Committee Chair, noted the Committee had no products for EC consideration at this time.

Sheriff Paul Fitzgerald, Governance Committee Vice Chair, presented three membership documents for consideration: 1) SAFECOM Membership Application for Associations; 2) SAFECOM Membership Application for At-Large Members; and 3) SAFECOM Membership Advertisement. All three documents were unanimously approved, with Chris Lombard, Interagency Board, providing a motion to approve, and Eddie Reyes, International Association of Chiefs of Police (IACP), providing the second. Sheriff Fitzgerald also informed the EC of an association's at-risk position for SAFECOM membership. After a comprehensive audit, the National League of Cities' (NLC) representative has not attended an in-person SAFECOM meeting

since prior to November 2011. The representative has also not attended any committee calls this year. The EC approved the Governance Committee’s recommendation for OEC to alert the association to this risk and take action thereafter to remove the association from membership if remedial action is not taken on the part of the association.

Mel Maier, Funding and Sustainment Committee Chair, presented the *Emergency Communication System Lifecycle Guide Phase I* for the EC’s consideration. After discussion regarding the definition of “mission critical voice,” members agreed to amend the document to reflect “*public safety mission critical voice.*” The document was approved with the amendment, with Mike Murphy, SAFECOM EC At-Large, providing the motion to approve, and Sheriff Fitzgerald providing the second. Jay Kopstein, SAFECOM EC At-Large, abstained.

Chief Reardon, Technology Policy Committee Chair, presented the *Public Safety Communications Resiliency: Ten Keys to Obtaining a Resilient Local Access Network* for the EC’s consideration. Ralph Barnett, DHS OEC, noted prior to distribution, this document will receive the SAFECOM logo on the cover and the Executive Summary will be amended to note SAFECOM’s input was included. Tom Sorley, US Conference of Mayors, motioned to approve the document with the amendments. Eddie Reyes provided the second. The product was approved unanimously.

Members were provided the opportunity to share SAFECOM community updates. Chief Jonathan Lewin, Major Cities Chiefs Association, announced the 2018 IACP Tech Conference is now accepting workshop proposals for May 2018. Please visit [www.theiacp.org/Tech-conference](http://www.theiacp.org/Tech-conference) for additional information.

Chief Reardon presented a proposal for the EC’s future consideration. A proposal was brought before the Chief to relocate the P25 User Needs Subcommittee (UNS) from the P25 Compliance Assessment Program (CAP) Steering Committee to SAFECOM as a fifth standing committee. Several members voiced questions and concerns about this proposal, regarding how the new committee’s membership will be established, how the committee’s priorities are driven, and whether funding this new committee would detract from SAFECOM’s already established priorities. OEC confirmed funding will continue for SAFECOM’s ongoing activities, as well as additional funding allocated for the UNS Committee.

Members concluded the meeting with a review of the upcoming meeting calendar. The EC conference call scheduled for December 7, 2017, has been cancelled and 2018 calls will commence in January. Regarding the Fall/Winter SAFECOM in-person meeting, members voiced their support for a meeting conducted the week of December 3, 2018, in Norman, Oklahoma.

### Action Items

#	Description	Owner	Status
1	OEC to alert the NLC to their membership risk and take action to remove the association from membership if remedial action is not taken on the part of the association	OEC	In Progress
2	Amend <i>Emergency Communication System Lifecycle Guide Phase I</i> document to reflect “public safety mission critical voice”	OEC	Complete
3	Amend <i>Public Safety Communications Resiliency: Ten Keys to Obtaining a Resilient Local Access Network</i> to include the SAFECOM logo on the cover and a note in the Executive Summary that SAFECOM’s input was included	OEC	Complete
4	Continue discussions regarding UNS Committee under SAFECOM	SAFECOM EC / OEC	In Progress
5	Identify date for January EC conference call	OEC	In Progress
6	Provide updated 2018 SAFECOM meeting calendar	OEC	In Progress