

EMERGENCY COMMUNICATIONS DIVISION (ECD)

2019 TXICC SCSI CONFERENCE SESSION SPEAKER INFORMATION



Chris Essid
April 2, 2019

CISA ECD's Creation



Sept. 11, 2001



Hurricane Katrina

- Lack of national and statewide plans
- Lack of governance
- Lack of standard operating procedures
- Limited training and exercises
- Limited technical standards



EMERGENCY COMMUNICATIONS DIVISION

Created by the 2006 Emergency Communications Act to address public safety interoperability

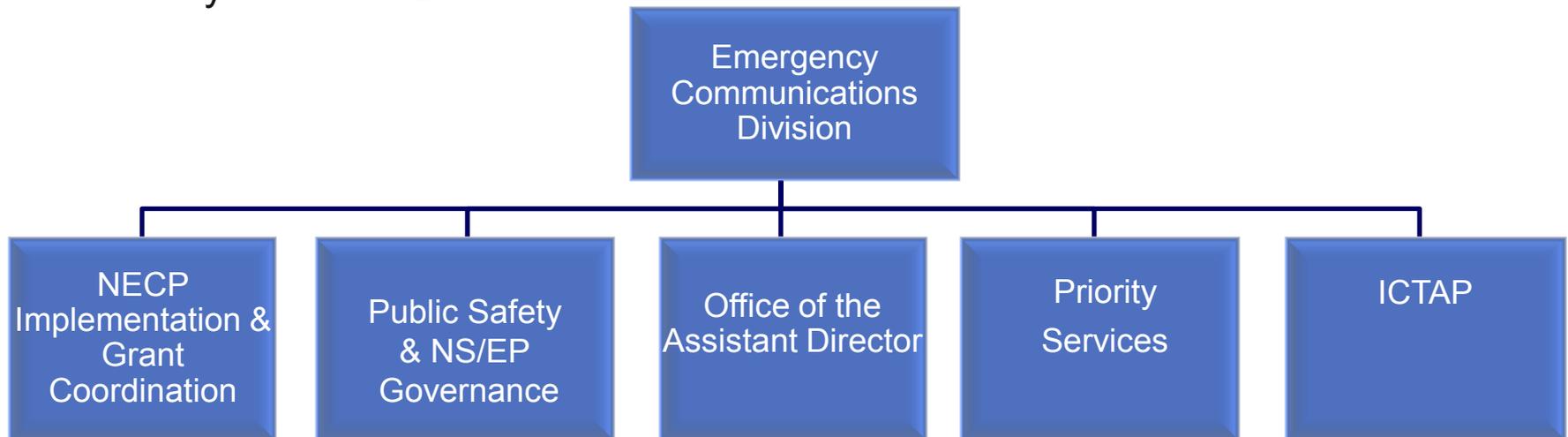
Interoperability: Ability of emergency responders to communicate among disciplines, jurisdictions, frequency bands, and levels of government as needed and as authorized.



CISA
CYBER+INFRASTRUCTURE

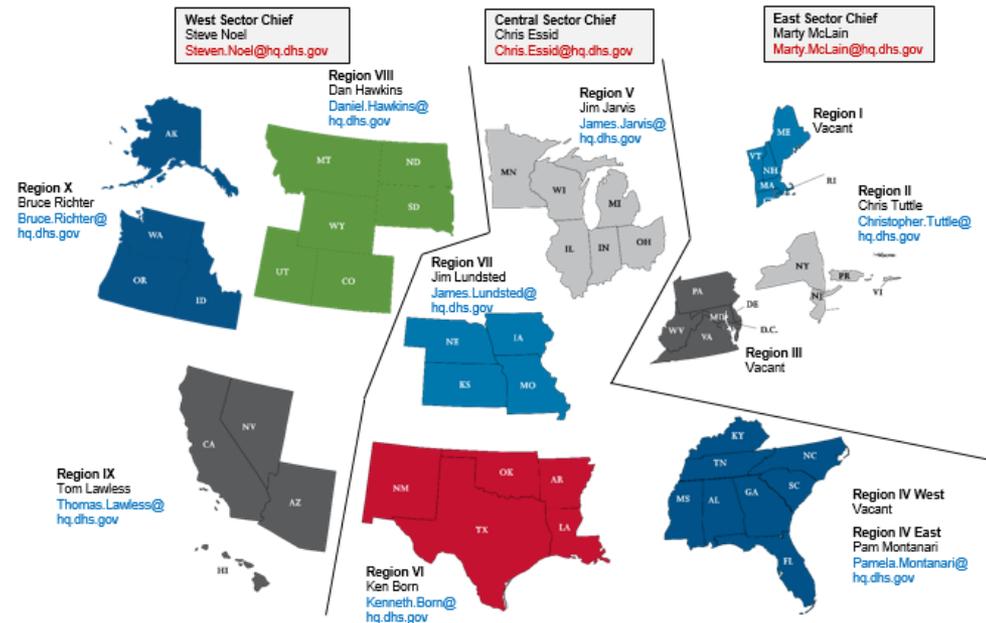
Emergency Communications Division

- National Emergency Communications Plan (NECP) Implementation & Grants Coordination Branch
- Interoperable Communications Technical Assistance Program (ICTAP) Branch
- Public Safety & National Security / Emergency Preparedness Communications Governance Branch
- Priority Services Branch



ECD Sector Chiefs & Coordinators

- Support the preparation, planning, coordination, and improvement of FSLTT agencies' resilient communications capabilities and operations
- Provide ECD with feedback and assessments of emergency communications across the nation
- Promote emergency communications at all levels of government
- Support state and territorial wide governance for emergency communications and help drive SCIP development and implementation
- Coordinate technical assistance, training, and exercise support



CISA
CYBER+INFRASTRUCTURE

Chris Essid
June 10, 2019

SAFECOM

- 65 members representing 31 public safety and intergovernmental associations
- Works to improve multi-jurisdictional and intergovernmental communications interoperability
- Coordinates with existing federal communications programs, elected and appointed officials, and key emergency response stakeholders
- Provides key stakeholder input that informs future ECD projects and initiatives

SAFECOMTM
ASSURING A SAFER AMERICA THROUGH
EFFECTIVE PUBLIC SAFETY COMMUNICATIONS



SAFECOM: Strengthening Governance

SAFECOMTM

ASSURING A SAFER AMERICA THROUGH
EFFECTIVE PUBLIC SAFETY COMMUNICATIONS



Emergency Communications
Governance Guide for
State, Local, Tribal, and
Territorial Officials

December 2018

SAFECOM

NCSWIC

Statewide Interoperability Governance Board



CISA
CYBER+INFRASTRUCTURE

Chris Essid
June 10, 2019

SAFECOM Nationwide Survey

- Thank you to those who completed the SAFECOM Nationwide Survey (SNS), which closed on March 13, 2018
- This input is vital to understanding our nation's current emergency communications capabilities and gaps, as well as how to progress emergency communications capabilities forward
- 2,738 local level agencies nationwide responded
- The complete SNS summary is available here: <https://www.dhs.gov/publication/sns>
- For questions, please e-mail: sns@hq.dhs.gov



CISA
CYBER+INFRASTRUCTURE

Chris Essid
June 10, 2019

SNS Survey Data Points

- **Strategic planning processes changed significantly**
 - 75% of local organizations report now having a planning process in place with other disciplines and 78% report having one in place with other jurisdictions
 - Whereas in 2006 the average percentage was 24%
- **Use of Internet Protocol (IP)-based systems nearly tripled**
 - Today, IP-based (digital) systems are used (as an interoperability solution) by 14% of respondents overall, nearly 3X's more than in 2006
- **Cybersecurity is a major concern**
 - Over a third (37%)* of SNS respondents indicated that cybersecurity incidents have had an impact on the ability of their emergency response providers and government officials' ability to communicate over the past five years. Yet, almost half (46%)* of respondents had not instituted cybersecurity best practices, such as risk assessment, continuous monitoring, and identity management. In fact, only one in five (20%)* respondents indicated having cybersecurity incident response plans, policies and capabilities.



Emergency Communications Preparedness Center

- ECD is the administrator of the Emergency Communications Preparedness Center (ECPC) (Established by the 2006 Emergency Communications Act).
- The CISA Director is the chair
- The ECPC is the single body that coordinates information sharing among Federal emergency communications entities and programs. The ECPC's Focus Groups:
 - **Coordinate and align Federal grant investments**
 - **Collaborate on Research and Development and technology standards**
 - **Prepare Federal agencies for Next Generation 9-1-1**

ECPC Member Departments and Agencies



U.S. Department of Agriculture



General Services Administration



U.S. Department of Labor



U.S. Department of Commerce



U.S. Department of Health and Human Services



U.S. Department of State



U.S. Department of Defense



U.S. Department of Homeland Security



U.S. Department of Transportation



U.S. Department of Energy



U.S. Department of the Interior



U.S. Department of the Treasury



Federal Communications Commission



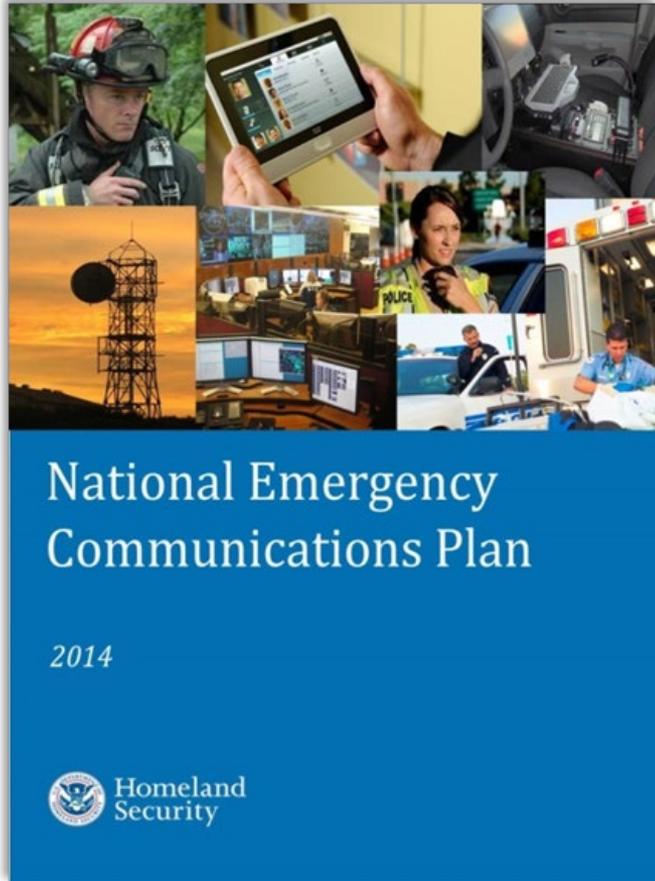
U.S. Department of Justice



CISA
CYBER+INFRASTRUCTURE

Chris Essid
June 10, 2019

21st Century Emergency Communications Act of 2006 Requires ECD to Publish the NECP



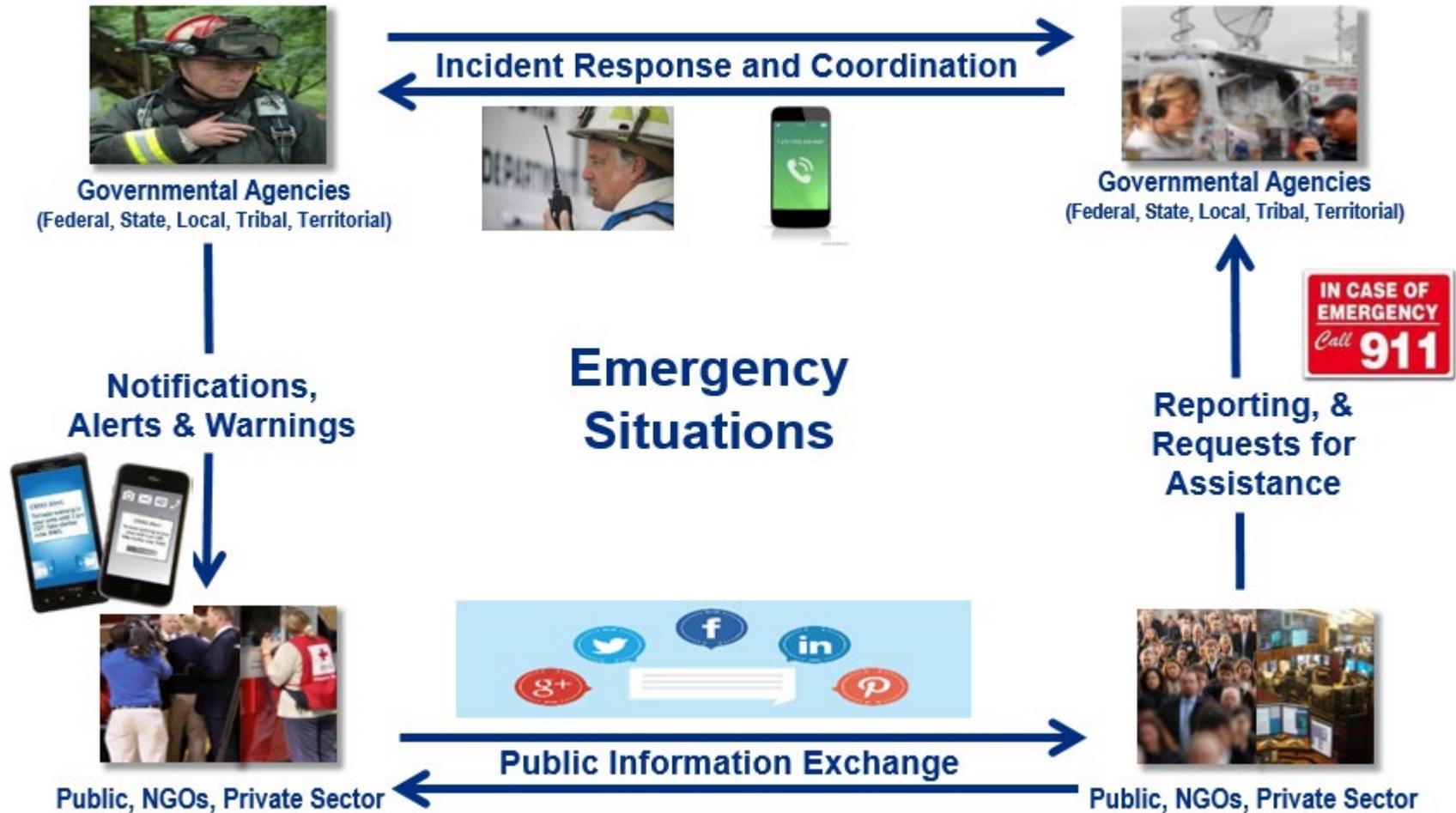
- The DHS Secretary signed the 2014 NECP which accounted for broadband technology and larger communications environment
- ECD provides support to 56 states/territories in developing individual Statewide Communication Interoperability Plans (SCIPs) aligned to the NECP
 - There were 21 SCIP workshops completed in 2018
- ECD also provides technical assistance (TA) to states/territories based on their SCIP
 - There are approximately 175 TA deliveries per year
- ECD is on track to publish the next NECP this year



CISA
CYBER+INFRASTRUCTURE

Chris Essid
June 10, 2019

2014 NECP Ecosystem



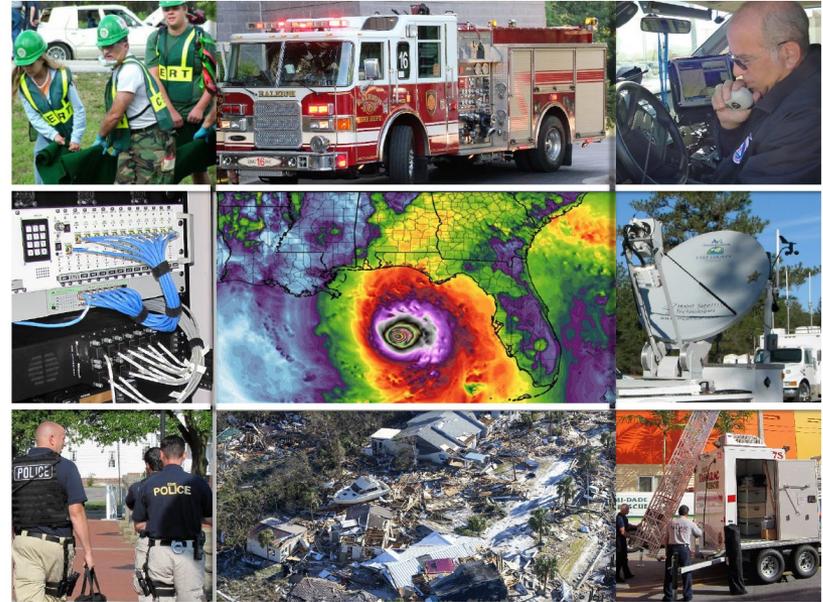
CISA
CYBER+INFRASTRUCTURE

Chris Essid
June 10, 2019

Technical Assistance

Other offerings of interest may include:

- Electronic Tactical Interoperable Communications Field Operations Guide (eFOG) Development
- Leveraging Broadband Technologies and Data Operability/Interoperability in Support of Public Safety
- Next Generation 9-1-1/PSAP Cyber Awareness and Assessment
- Encryption Planning and Usage



DHS ECD FY2019 TA/SCIP Guide Highlights & Offerings

TA/SCIP Guide Version 5.0



Department of Homeland Security
Emergency Communications Division



October 2018



Texas FY2019 TA Requests

Description	Status	Date
Region VI Information Technology Service Unit Leader Course	In-Work	Feb 25-Mar 1, 2019
Statewide Communication Interoperability Workshop	In-Work	May 1, 2019
Operational Assessment - Social Media in Public Safety	In-Work	TBD
Alerts and Warnings	Accepted	TBD
Communications Unit Leader Train the Trainer Course	Accepted	TBD
Communications Unit Technician Train the Trainer Course	Accepted	TBD



Texas FY2019 TA Requests

Description	Status	Date
Tactical Interoperable Communications Workshop (1 of 2)	Accepted	TBD
Tactical Interoperable Communications Workshop (2 of 2)	Accepted	TBD
State Sponsored Communications Unit Leader Course (1 of 3)	Accepted	TBD
State Sponsored Communications Unit Leader Course (2 of 3)	Accepted	TBD
State Sponsored Communications Unit Leader Course (3 of 3)	Accepted	TBD
Tactical Interoperable Communications Workshop - Alabama-Coushatta Tribe in Texas	Accepted	TBD

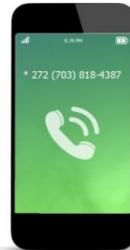


CISA
CYBER+INFRASTRUCTURE

ECD Priority Telecommunications Services

Priority Services programs are mandated by OSTP/OMB D-16-1 and are available to NS/EP and public safety users.

- **Government Emergency Telecommunications Service (GETS):** Nationwide landline telephone service that provides priority NS/EP telecommunications
- **Wireless Priority Service (WPS):** Nationwide wireless NS/EP telephone service that interoperates with GETS to provide Priority Services via selected commercial wireless service providers
- **Special Routing Arrangement Service (SRAS):** Service for special users
- **Telecommunications Service Priority (TSP):** Priority provisioning and restoration of critical NS/EP circuits.



Chris Essid
June 10, 2019

GETS / WPS Dialer Apps



- Android (OS version 2.2 and later)
 - iPhone (iOS version 11 and later)
 - BlackBerry (OS version 5.0 to 7.x)
- 40% reduction in GETS user dialing errors since launch of app.
- Free and available at:
<https://gets-wps.csgov.com/apps>



Texas Wireless Priority Services

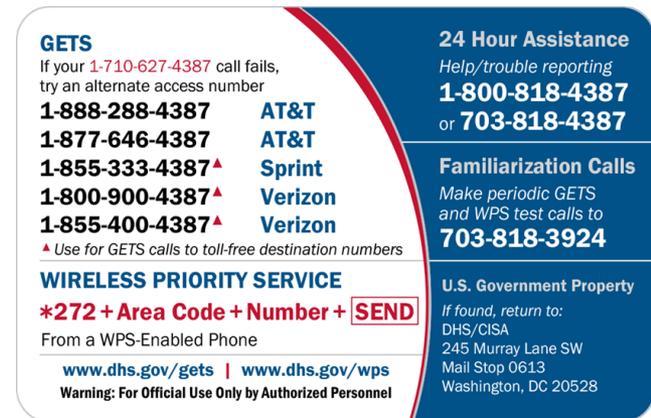
- 23,120 Government Emergency Telecommunications Service (GETS) users (Fed 4,552; State 5131; Local & Private 10867)
- 12,015 Wireless Priority Services (WPS) users (Fed 4,072; State 613; Local 2,410; Private 4,920)
- 25,724 Telecommunications Priority Services (TPS) users (Fed 12; State 778; Military 50; Local 11,457; Private 13,427;)



Government Emergency Telecommunications Service

John Smith
Department of Defense

Dial Access Number: **1-710-627-4387**
After Tone, Enter PIN: *********
When Prompted, Dial: **Area Code + Number**



GETS
If your 1-710-627-4387 call fails, try an alternate access number

1-888-288-4387 AT&T
1-877-646-4387 AT&T
1-855-333-4387[▲] Sprint
1-800-900-4387[▲] Verizon
1-855-400-4387[▲] Verizon

[▲] Use for GETS calls to toll-free destination numbers

WIRELESS PRIORITY SERVICE
***272 + Area Code + Number + SEND**
From a WPS-Enabled Phone

www.dhs.gov/getts | www.dhs.gov/wps
Warning: For Official Use Only by Authorized Personnel

24 Hour Assistance
Help/trouble reporting
1-800-818-4387
or **703-818-4387**

Familiarization Calls
Make periodic GETS and WPS test calls to
703-818-3924

U.S. Government Property
If found, return to:
DHS/CISA
245 Murray Lane SW
Mail Stop 0613
Washington, DC 20528



For more information contact your Priority Services Area Representative:
Larry Clutts, (559) 824-2844, Larry.Clutts@associates.hq.dhs.gov

2018 Hurricanes



Hurricane Lane, Cat 5
August 23 – August 25

GETS Expedites	17
WPS Activations	245
TSP Codes Issued	0
GETS Call Completion	100%
WPS Call Completions	91.7%
ESF 2	29 Total Hours



Hurricane Florence, Cat 1
September 11 – September 19

GETS Expedites	142
WPS Activations	2,849
TSP Codes Issued	40
GETS Call Completion	99.0%
WPS Call Completions	94.7%
ESF 2	184 Total Hours



Hurricane Michael, Cat 4
October 9 – October 14

GETS Expedites	50
WPS Activations	317
TSP Codes Issued	30
GETS Call Completion	98.7%
WPS Call Completions	92.6%
ESF 2	125 Total Hours



CISA
CYBER+INFRASTRUCTURE

Coordination Support

- Chris ESSID, ECD Central Sector Chief:
Chris.Essid@hq.dhs.gov
- Additional information is also available on the DHS [Emergency Communications Coordination Support](#) webpage



CISA
CYBER+INFRASTRUCTURE



CISA
CYBER+INFRASTRUCTURE