INTER OPERABILITY

SIEC SPOTLIGHT | COMMUNICATION & IT SERVICE UNIT

In 2018 the SIEC voted to establish the Training and Outreach Advisory Committee and selected as its chairperson the Region 1 SIEC Representative, Jeb Tate. The committee initial focus is the establishment of a qualifications based certification program for Communications Unit positions. Coordinated through the GOHSEP Interoperability Office, the program's goal is building a Louisiana certified Communication Unit cadre from state, local, and tribal disciplines, where each agency's incident or event will benefit from a trained and certified Emergency Communications specialist. The Department of Homeland Security's Cyber and Infrastructure (CISA)-Emergency Communications Division (ECD) has identified the following positions as functional areas of a Communications Unit.

"A Louisiana Communications Unit program will increase our Operational Communication capabilities. Louisiana's response to incidents and events will be supported by certified specialists who can plan and manage interoperable emergency communications, no matter the size or scale."
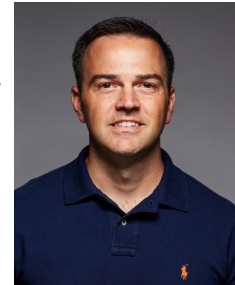
JEB TATE
Information Technology & Telecommunications Director
JEFFERSON PARISH GOVERNMENT
SIEC REGION 1 REPRESENTATIVE

- **COML**: NIMS ICS All Hazards Type III Communications Unit Leader **(FEMA E/L-969)**
- **COMT:** CISA All Hazards Type III Communications Technician
- **AUXCOM:** CISA All Hazards Auxiliary Emergency Communicator (HAM/Amateur Radio)
- **INCM:** CISA All Hazards Incident Communications Center Manager
- **INTD:** CISA All Hazards Incident Tactical Dispatch
- **RADO:** CISA All Hazards Radio Operator
- **THSP:** Technical Specialists (e.g. Local Agency Radio Technicians, Telehpone Tech., Gateway Specialist, MCC Specialist, etc.)

CISA-ECD New IT Service Unit position course: All Hazards Information Technology Specialist (ITSL)
Hear what a few of our Louisiana attendees had to say about the course!

Charles Burton
Information Technology Director
Calcasieu Parish Police Jury

"It was an honor to be considered and attend the newly developed ITSL training. In the past, the COML has been tasked with all emerging technology needs of an incident, which has become burdensome for one role. The new ITSL is positioned to assume responsibility for the important broadband needs of an incident, as well as, future evolving communication technology needs. Additionally, organizing the Unified IT Help Desk with infrastructure and networking under ITSL is a common industry support model and makes sense IT Service Unit.

Current COML folks should consider ITSL to better align with their organization's incident technology needs. I am not a COML; however, I do have the responsibilities and duties of the ITSL and I am now trained to contribute to in an incident!"

ITSL Course Description: Targeted for IT professionals, who support public safety emergency responders, on the practices and procedures used to manage the IT Service Unit in an ICS structure at an All-Hazards event or an incident response. ISTL responsibilities might include developing plans for the effective use of on-site data networks and applications, managing the distribution of laptops and other technology equipment to incident personnel, and coordinating the installation and testing of applications. The ITSL supervises all members of the IT Service Unit. *(CISA ECD Annual Training Calendar-FY2019, as of 2/21/19).*

"The Information Technology Support Unit Leader (ITSL) bridges the gap in the ICS structure for responsibility and support of information technology infrastructure and assets in All-Hazards events. In the past this typically fell upon the communications unit, which was already over-taxed and did not have the knowledge or resources to mitigate current and emerging IT. This course trains and prepares professionals with the tools needed to manage an IT Service Unit, within the ICS structure during events."

Adam Brickeen
Chief Comms/IT Security

For more information on CISA Communications Unit or IT Service Unit course listing, visit https://www.dhs.gov/sites/default/files/publications/Training_Calendar_ICTAP_022119.pdf *, or contact Ami Johnson,*

MISSON CRITICAL: CYBER SECURITY

CYBER Ransomware Attacks and Prevention

Atlanta, Newark, Baltimore, if you think attacks are only against big cities, you'd be mistaken. Last week the City of Riviera, Florida, home to 35,00 residents agreed to pay ransom to hackers in response to an attack. City services were impacted, among one of which was their 911 dispatch. The FBI reports there were 1,493 ransomware attacks last year. (Spenser, T., 2019 June). Florida city pays $600,000 ransom to save computer records. www.apnews.com)

The potential for business interruption due to malware is escalating. For municipalities that house Public Safety Offices or primary functions, prevention measures and continuity of operations (COOP) plans are a necessity.

Know the Risks? Have a Plan?
Check out the following Cyber Security awareness, suggestions, and resource posts submitted by our private and public partners.

Kevin J. Breaux,
Executive Officer
Homeland Security and
Interoperability Division
GOHSEP
kevin.breaux@la.gov

Cybersecurity has an infinite range of meanings to each of us. Whether it be a local municipality or a national critical infrastructure site. Cyber actors also range from basement hackers to nation – state exploits. The reason behind these attacks also range from vulnerability exploits for a monetary gain, disruption, destruction of information/ networks, or threaten to block the delivery of essential services. For these reasons GOHSEP understands that it is more important than ever to strengthen the security and resiliency of Louisiana and its critical infrastructure. GOHSEP's Homeland Security and Interoperability division will be partnering with our DHS partners through their Protective Security Advisor Program and the Cybersecurity Advisory Program to bring federal assets and programs to Louisiana's critical infrastructure assets. Below are examples of programs available.

Please contact Kevin Breaux, GOSHEP to help facilitate and coordinate these assets!

NATIONAL CYBERSECURITY ASSESSMENTS	PREPAREDNESS	INFORMATION SHARING AND ANALYSIS	CYBER RESOURCES AND AWARENESS
• Cyber Resilience Review (CRR™) • Cyber Infrastructure Review (CIS) • External Dependencies Management (EDM)	• Cybersecurity Workshop • Cyber Protective Visit (CPV) • National Cyber Exercise and Planning Program (NCEPP)	• Automated Indicator Sharing (AIS) • Enhanced Cybersecurity Services (ECS) • Cyber Information Sharing and Collaboration Program (CISCP)	• National Cyber Awareness System • Federal Virtual Training Environment (FedVTE) • National Initiative for Cyber Careers and Studies (NICCS)

WEBSITE BOOKMARKS:

LOUISIANA CYBER SECURITY COMMISSION ———→

DHS CYBER + INFRASTRUCTURE

Sign Up for
CISA Cyber Alerts

PILLARS OF CYBERSECURITY AWARENESS CAMPAIGN

Awareness Training
Implement cybersecurity awareness training for state government
• Require general cybersecurity awareness training for all State of Louisiana employees and additional specialized cybersecurity training for employees with privileged access
• Create a cybersecurity training environment to facilitate cross agency training

Public Education
Educate the public and students to improve cyber literacy and cyber hygiene
• Institute a public campaign to improve the cybersecurity awareness of Louisianans and promote good cyber hygiene
• Provide cybersecurity awareness and literacy curricula and support materials for K-12 and college students

Collaboration
Collaborate with the private sector and educational institutions to implement cybersecurity best practices
• Collaborate with the private sector and educational institutions to enhance current education and STEM programs that feed into filling critical cybersecurity workforce positions in Louisiana
• Method: Using the model developed by OIC, as demonstrated in North Louisiana

STEM
science, technology, engineering & math
Recommend STEM programs for K-12 and higher education to improve the cybersecurity workforce pipeline
• Provide and encourage pathways to cybersecurity careers from K-12 through higher education
• Method: Educate and introduce the NICERC (National Integrated Cyber Education Research Center) mission into STEM programs across Louisiana
• Best Practice: NICERC has had success and impact in North Louisiana fulfilling this component

| STATE | PUBLIC | PRIVATE | EDUCATION |

MISSON CRITICAL - CYBER Security ~ continued

Cybersecurity During Natural Disasters
Chris J. DeGuell, Operations Officer
Informatics Research Institute, University of Louisiana at Lafayette

Natural disaster response and recovery significant challenge even the most prepared first responders, emergency managers, healthcare, and non-profit organizations. A disturbing development has been the rise of cyber-attacks on utilities, businesses, and victims in the aftermath of a storm. In the aftermath of Hurricane Michael in 2018, a water utility in North Carolina was hacked and infected with ransomware while it attempted to recover services in the Jacksonville community. Hackers "often target healthcare institutions. They tend to request ransom from hospitals and are fully aware that the chaos they cause will endanger the lives of hundreds and sometimes even thousands of patients." (Panda Mediacenter, 2018).

North Carolina also noted an uptick in the number of phishing attacks – emails or texts pretending to be a legitimate business – to victims of the 2018 hurricane. The State Chief Information Officer warned residents to protect themselves and their data saying "too many people are vulnerable during natural disasters and it is imperative to take necessary precautions to protect yourself. Think of it as preparing an emergency kit for your personal data." (Independent Tribune, 2018)

The Louisiana Business Emergency Operations Center (LABEOC.org), in coordination with the Governor's Office of Homeland Security and Emergency Preparedness encourages Louisiana residents and businesses to develop their own "personal data emergency kit." The "For Business" webpage of the Louisiana Cybersecurity Commission (https://lacybercommission.la.gov/for-businesses/) contains links to toolkits and guides to help make you cyber aware and cyber secure both in blue sky days and during disasters.

BREAKING NEWS

Florida city pays $600,000 ransom to save computer records.

Why local governments are a hot target for cyberattacks

Fire and police departments using paper and pencil after Ryuk attack

Ransomware Cyberattacks Knock Baltimore's City Services Offline

EATEL's Troy Milazzo and the InfraGard Group shared this quick reference card on Protecting Your Computer from Phishing, Viruses & Ransomware.

Click Link below for Full Size Printable
http://home.heartofiowa.net/wp-content/uploads/2016/09/

MISSON CRITICAL: *Interoperable, Reliable, Portable, Scalable, Resilient, & Redundant*

Communications systems need to be Interoperable, Reliable, Portable, Scalable, Resilient and Redundant. Two 2018 Hurricanes reminded us that emergency communications must be more than just Interoperable! Several of our First Responders were deployed as support for Hurricane Florence in South Carolina and Hurricane Michael in Florida. Both presented communications issues, not only for locals but our responders as well. During these deployments national mutual aid talkgroups were necessary for local and EMAC responders to communicate. Hurricane Michael degraded and destroyed communications infrastructure for LMR, Cellular and some mutual aid repeaters, making rapid mobile communications equipment vital to life safety response.

The Louisiana Sheriffs Association's communications experts deployed after Hurricane Michael to support several of our Louisiana Taskforce Response teams. Read more about their challenges and successes below.

Louisiana Sheriffs' Association Special Task Force deploys Mobile Interoperable Communications System Tower during Hurricane Michael

By Lauren Labbé Meher

On October 10, 2018, Hurricane Michael became the first Category 5 hurricane to impact the Florida panhandle, making landfall at Mexico Beach, Florida. The Louisiana State Fire Marshal's Office turned to the Louisiana Sheriffs' Association's (LSA) Special Task Force for assistance. Louisiana's Urban Search and Rescue (USAR) team was being deployed to Panama City, near Mexico Beach Florida, to assist in rescue and recovery efforts. Chuck Hurst, Louisiana Sheriffs' Association Task Force Director said, "The task force was not there to serve in their usual capacity for law enforcement purposes, but rather to deploy their Mobile Interoperable Communications System (MICS) Tower." This 125 foot tower is the brainchild of Ascension Parish Sheriff's Office Technologist, Chuck Cassard. Cassard initially designed the tower and trailer after Hurricane Katrina to provide communications that would accommodate all sheriffs and first responders in Louisiana, no matter what type of radio system they had, when all other communications are lost.

The MICS was funded by a GOHSEP grant and the state of Louisiana provides the P25 system that is onboard, which is maintained by the Louisiana State Police.

Once the LSA Special Task Force was contacted, members of the team including Chuck Hurst, Task Force Director; Chuck Cassard (Ascension Parish Sheriff's Office Technologist and MICS Designer; and Detective Chris Conaway, West Baton Rouge Parish Sheriff's Office immediately set out with the MICS tower for Panama City beach. By 9:30 a.m. on October 11, 2018 they had the P25 system up and running, providing communications for the Louisiana USAR Teams.

Louisiana's USAR teams worked in the field travelling from house to house providing search and rescue for their assigned areas. The teams utilized an app to mark each area they had covered with notes about what they had found. Upon return to the command post, they could upload their reports to a shared database with the help of the tower's satellite link.

MISSON CRITICAL: *Interoperable, Reliable, Portable, ... ~ continued*

Although the Task Force was initially there to provide communications for Louisiana's USAR teams, once USAR teams from Florida and Mississippi saw its capabilities, they were able to utilize it as well. Cassard activated the 8-Call 90 channels for Bay County because all of their towers were not repaired and were off the air. This allowed them for the first time in two days to communicate clearly between the command post and their teams in the field. Cassard also put the U-TAC and V-TAC repeaters on the air and they were being utilized by various law enforcement agencies that had responded to assist.

The satellite link's Analog Telephone Adapter (ATA) also enabled them to deploy a few regular telephone lines for use by first responders in addition to two-way radios.

Louisiana State Fire Marshal Chief Butch Browning said, "The MICS tower is an asset to our state, and I'm proud that other states can see its value too. When the MICS deployed to Florida, it allowed our team to communicate and rescue, when we had no way of communicating before. It's a testament to lessons learned from past disasters in Louisiana. We understand the importance of backup plans and redundant systems, and we are happy to share this technology as a model for other states."

Since its inception. The MICS tower has been used to assist in emergency situations such as Hurricane Gustav, Hurricane Ike, the BP Oil Spill, Hurricane Harvey, and now Hurricane Michael. It is also used during non-disaster times; anytime interoperable communications are needed. For example, it is used every year during the Christmas Festival in Natchitoches, Louisiana to provide a link between all of the outside law enforcement agencies who come to assist the Natchitoches Sheriff's Office and Police Department.

Chuck Cassard says, "The system is always growing because every time we use it on a mission, we learn about some other technological need that we are capable of filling. So, we continue to add equipment based upon the needs of our emergency response teams."

The MICS specifications include:
◊ 6 pk-700 MHz repeaters
◊ 6-800 MHz repeaters-field programmable, with an autotune combiner?
◊ 4-U-TAC repeaters-field programmable
◊ 1-V-TAC repeater-field programmable
◊ 2-"Moto-bridges-serve as a gateway to connect any radio on any kind of frequency or band
◊ 2-satellite links- One links into the Louisiana Wireless Information Network (LWIN). The second satellite link enables internet, Wi-Fi, and telephones.

LMR (LAND MOBILE RADIO)

Enhanced push to talk is __NOT__ Mission-Critical!

Broadband technology is rapidly evolving and expanding into the public safety and first responder community; and while EPTT can be a useful administrative tool and non-mission critical communications capability for your agency, the SIEC, GOHSEP, and LSP strongly urge caution and education on Mission Critical vs. Non-Mission Critical communication. Standards are being identified, but have not met the current industry accepted for public safety/ first responder emergency communications.

Several vendors and applications provide enhanced push to talk (EPTT) solutions to connect cellular and LMR systems. GOHSEP and Louisiana State Police leaders are currently evaluating possibilities to provide this capability for LWIN users. It is important that LWIN users understand that this capability, as of now, does **NOT** meet **Public Safety MISSION-CRITICAL** communications standards.. The LWIN LMR-system is rated and built to these.

Sign Up for NCSWIC/SAFECOM NEWSLETTER

The NPTSC Broadband Working Group has outlined key elements for EPTT consideration in their summary: <u>MCVC Requirements for Public Safety</u>. For more information on the evolution of LMR and LTE solutions, take a look at <u>CISA's 2019 Public Safety Communications Evolution Brochure.</u>

WELCOME TO LWIN

♦ SELA FLOOD PROTECTION AUTHORITY

♦ HUTTIG FIRE DEPT., AR

AGENCY REQUEST TO DISABLE OR DEPROGRAM RADIOS APPENDIX F

SUBMISSION INSTRUCTIONS:
Email: LWIN@LA.GOV & Radio.Communications@LA.GOV

In Accordance with Policy: 002 System Access
Form Location: http://gohsep.la.gov/SIEC/LWIN

PLEASE TYPE OR PRINT NEATLY
Date:

Agency:	Parish:	City:

Requested By:		
Name:	Title:	
Phone:	Email:	

REASONS FOR DEPROGRAMMING
LOST OR STOLEN RADIO(S): Radio will be inhibited for two weeks, and thereafter disabled from the P25 system. For security purposes this ID will no longer be used or re-issued.
RADIO(S) BROKEN OR DAMAGED BEYOND REPAIR: Radio and ID will be removed from P25 system. For security purposes this ID will no longer be used or re-issued.
TRANSFER ID TO NEW RADIO(S): Transfer of ID to new or replacement radios. If your request is that the ID be reprogrammed into another radio, use remarks to specify the new radio.
DEPROGRAMMING RADIO(S): Radios being sent to surplus or transferred and no longer need access to the P25 system should be deprogrammed prior to transfer, at **NO CHARGE.**

#	RADIO SERIAL #	ID Number	Reason for Deprogramming	Remarks
1				
2				
3				
4				
5				
6				

Questions regarding this form should be directed to:
LSP, Radio Communications
(225) 925-6036 Office
Radio.Communications@la.gov

Page 1 of 2

POLICY UPDATES

PURCHASING NEW RADIOS OR DECOMMISSIONING OLD ONES?

Never simply swap out your radios! You must submit an Agency Request to Disable or Deprogram Radios form so that Radio ID's may be removed from the system. This form is Appendix F of the 002 System Access policy and will be available on our website after the July 24th SIEC meeting. You can find all policies and their associated appendices/ forms by visiting the <u>SIEC Bylaws—Policies—Plans site!</u>

NEWSLETTER

LMR (LAND MOBILE RADIO)

REFERENCE ARTICLES & BOOKMARKS:

Assessing the Effects of Radio Failure In High-Risk Incidents

This white paper exposes the hidden dangers of communication failure and introduces a cost-effective way for agencies to proactively identify and detect Land Mobile Radio (LMR) frequency errors and signal disruptions before these issues transform into tragedies. **#RadioFrequencyDrift**

Where should the Communications Unit live?

This is a quick read is from the SAFECOM-NCSWIC members response to NIMS Refresh, in which they identify visibility. issues and pose the question of where should the Communications Unit sit in ICS Organization Chart?

"The sum experience of members from the working group suggests some common challenges that incident Communications Units face, reducing the effectiveness of that Unit's ability to support overall incident communications. The challenges described tend not to be technical, but procedural in nature. Within the current NIMS-ICS construct, there exists a lack of visibility from the Communications Unit Leader, into command/general staff discussions and planning."

LWIN SYSTEM STATS

140 TOWER SITES　　**6 MOBILE SITE**

584 AGENCIES　　**1,275 CHANNELS**

6,207 TALKGROUPS　　**191 SECURITY GROUPS**

100,004
SUBSCRIBERS

MAY19: 13,593,707 PTT

What were the Issues?

- Power 3%
- Equipment 6%
- Telco 91%
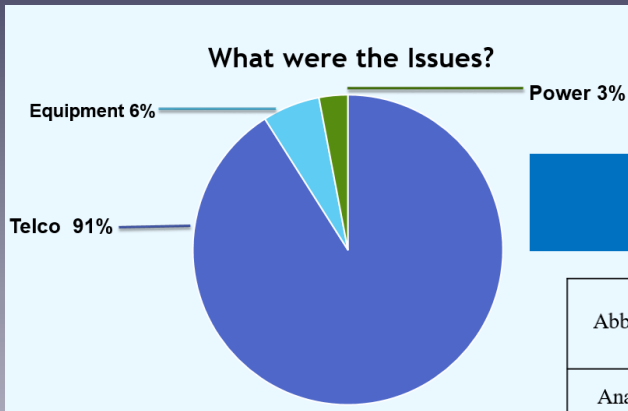
QTR SITE OUTTAGES

Abbeville	Boothville	Coushatta	Gibson	Jeanerette	Montegut
Anacoco	Bourg	Delhi	Gray	Jennings	Moss Bluff
Ashland	Bridge City	Denham Springs	Greensburg	Keachi	Natchitoches
Avoyelles	Calvin	Dequincy	Hagewood	Livonia	New Iberia
Baldwin	Chopin	Dry Creek	Homer	Many	Oak Grove
Bastrop	Clearwater	E. Jennings	Hornbeck	Marion	Oberlin
Bayou Gauche	Boothville	Farmerville	Iberville	Merryville	Ramah
Bellevue	Clinton	Geismar	Jackson	Minden	Rustin

Total Downtime is 1335 Hours

"On-Air" FirstNet Tower Sites

PARISH	LOCATION	CITY
ASCENSION	LAMAR DIXON	GEISMAR
ASCENSION	INDUSTRIPLEX AVENUE	GONZALES
ASCENSION	HIGHWAY 74	GEISMAR
AVOYELLES	MARKSVILLE DOWNTOWN	MARKSVILLE
BEAUREGARD	BUNDICK CIRCLE	DERIDDER
BEAUREGARD	MOSES	DERIDDER
BIENVILLE	OSCAR C. RUSHING	SALINE
BIENVILLE	CASTOR	CASTOR
BOSSIER	PRINCETON	HAUGHTON
CADDO	BELCHER	OIL CITY
CALCASIEU	PETE SEAY ROAD	SULPHUR
CLAIBORNE	KINGS PORT	HOMER
DE SOTO	JORDAN	MANSFIELD
DE SOTO	FUNSTON	LOGANSPORT
EAST BATON ROUGE	BURBANK	BATON ROUGE
EAST BATON ROUGE	EXXON MOBIL	BATON ROUGE
EAST BATON ROUGE	ZACHARY CROSSROADS	ZACHARY
EAST BATON ROUGE	LSU VET SCHOOL	BATON ROUGE
EAST CARROLL	JACK FALLS BAYOU	LAKE PROVIDENCE
EAST CARROLL	ALSATIA	SONDHEIMER
EAST FELICIANA	ETHEL BROWN	ETHEL
FRANKLIN	DENNIS BOOTH ROAD	WISNER
FRANKLIN	HIGHWAY 572	GILBERT
FRANKLIN	MABRY	WISNER
IBERIA	INDEPENDENT	NEW IBERIA
IBERIA	ALVIN	NEW IBERIA
IBERVILLE	FERDINAND	PLAQUEMINE
JACKSON	DANVILLE	JONESBORO
JEFFERSON	JOE YENNI	KENNER
LAFAYETTE	LES VIEUX CHENES	YOUNGSVILLE
LAFOURCHE	NICHOLLS UNIVERSITY	THIBODAUX
NATCHITOCHES	CHESTNUT	SALINE
NATCHITOCHES	ASHLAND	ASHLAND
NATCHITOCHES	HIGHWAY 487	MARTHAVILLE
NATCHITOCHES	KISATCHIE MORA ROAD	MORA
NATCHITOCHES	HICKS	MARTHAVILLE
ORLEANS	TURCHIN	NEW ORLEANS
OUACHITA	CALYPSO STREET	MONROE
OUACHITA	2ND STREET	MONROE
PLAQUEMINES	PHOENIX RELO	PORT SULPHUR
RAPIDES	PARADISE	PINEVILLE
RAPIDES	GIAMANCO ST	ALEXANDRIA
RAPIDES	FLATWOODS	FLATWOODS
RED RIVER	METHVIN	COUSHATTA
SABINE	ROCK HILL	NOBLE
SABINE	HIGHWAY 118	FLORIEN
SABINE	HIGHWAY 120	ZWOLLE
SAINT BERNARD	LAFITTE COURT	CHALMETTE
SAINT BERNARD	JUDGE PEREZ DRIVE	CHALMETTE
SAINT CHARLES	HAHNVILLE	HAHNVILLE
SAINT MARTIN	CAJUN PALMS	BREAUX BRIDGE
TANGIPAHOA	HIGHWAY 16 & 51	AMITE
TANGIPAHOA	BRUMFIELD	KENTWOOD
TERREBONNE	OLSEN	HOUMA
TERREBONNE	HIGHWAY 182	HOUMA
VERNON	TANGLEWOOD	ANACOCO
VERNON	EVANS - RILEY	EVANS
VERNON	SIMPSON	LEESVILLE
VERNON	TORO	ANACOCO
WASHINGTON	VAN BUREN STREET	BOGALUSA
WEST CARROLL	FISKE	OAK GROVE
WINNSBORO	FORT NECESSITY	WINNSBORO

BROADBAND

FirstNet Capable Device and Sim Card

Updates

SITES
54 NEW Cell Sites Activated
214 Band 14 Sites "On-Air"
Louisiana Deployable Colt staged

SUBSCRIBERS
301 Louisiana Agencies
13,542 Agency Paid Subscribers
3,578 Individually Paid (BYOD)

Most of our Louisiana Response Agencies have heard about FirstNet and Band 14. As you start implementation and begin migrating devices, whether your own or agency provided, please keep in mind you will need a **FirstNet Ready**™ device and a **FirstNet SIM** card to take advantage of **all** the benefits of FirstNet and Band14. A FirstNet Capable device will provide you the benefits of FirstNet but not Band14. For more device information see the FirstNet.com site or you can request support for your agency's move to FirstNet. Email us at FirstNet@la.gov to find out your Parish point of contact and get started on your FirstNet implementation.

Beyond Priority and Preemption….

FirstNet Subscriber, Now What?

- The FirstNet Authority website has a Discipline Specific Resource section for great ideas and insights on how FirstNet can support your agencies objectives.

- Ready to add applications to your broadband portfolio? Look for applications that have been tested by the FirstNet Lab. These are standards-based mission critical function and features tested and are ready for the field! Check Mission Critical Communications' online webinar series beginning March 21st, as they review all "Apps for First Responders".

- Sign up for the FirstNet Authority Newsletter and stay informed of new developments.

- Community Resiliency and FirstNet.. "FirstNet Brings Tech Focus to Community Resiliency; Encourages Innovation for First Responders at CES2019."

Be sure to take a look at how FirstNet can support your daily mission, beyond priority and preemption!

FIRSTNET RESOURCES

FirstNet on YouTube
Discipline Specific Resources

FIRSTNET Built with AT&T
FIRSTNET.COM

FIRSNET.GOV

LOUISIANA FirstNet

FirstNet.Louisiana.gov

911

Telecommunicator are vital partners in achieving interoperability and maintaining operable communications. Most incidents begin with your Telecommunicator (911 Dispatcher/ Call Taker) as a frontline partner in emergency communications.

Senate Resolution 161 of the 2018 legislative session created a working group the consisted of professionals with expertise in 911/PSAP, EMS, Emergency Management and Public Safety. Lead by the Bureau of EMS, these experts joined members of the Office of the State Fire Marshal, Louisiana State Police and other public safety organizations to collaborate on the charge of the Resolution which was to study the delivery of 911 emergency medical services throughout the state regarding 911 emergency call takers. A final report with recommendations on the organization, finding, structure and qualification of 911 emergency call takers was submitted to the legislature in February.

Bill to reclassify 9-1-1 telecommunicators passes House as part of NDAA

MissionCritical Communications (7/15) The U.S. House of Representatives approved a bill that would change the federal classification of 9-1-1 professionals July 12. The 911 Supporting Accurate Views of Emergency Services Act (911 Saves Act) sponsored by Reps. Norma Torres and Brian Fitzpatrick would direct the White House Office of Management and Budget (OMB) to reclassify 9-1-1 telecommunicators and dispatchers in the federal government's Standard Occupation Classification (SOC) System. The bill was included as an amendment to the National Defense Authorization Act (NDAA) of 2020, which passed the House with a vote of 220-198. The bill will now move to the Senate for consideration.

Notes from the field....

Bossier Parish 911 utilizes T-CPR to save a small child from drowning

On May 22, 2019, Communications Officer Fortenberry answered a 911 call for help that a 4-year-old male child had fallen in a swimming pool and was not breathing. Communications Officer Fortenberry immediately initiated instruction on performing CPR while fellow communication officers dispatched responding units to the scene. Upon the arrival of EMS, the child was found to be breathing on his own and was transported to the local hospital. Gratefully after medical attention, the child was released and back home with his family doing fine.

Submitted by,: Tracey Hilburn, RPL, ENP, Director
Bossier Parish Communications District

AUXCOMM

AUXComm Training
OHSEP and Public Safety Volunteer Operators ONLY
Saturday, August 3 & Sunday, August 4
Baton Rouge, LA at GOHSEP Office
Contact Ami.Johnson@la.gov for more information.