EMERGENCY COMMUNICATIONS DIVISION (ECD)
Who is CISA? What is ECD?

Cybersecurity & Infrastructure Security Agency

Director
Deputy Director

Emergency Communications Division
National Risk Management Center (NRMC)
Cybersecurity Division
Infrastructure Security Division
CISA ECD’s Creation

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

Sept. 11, 2001

Hurricane Katrina

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.
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
## Ensuring Emergency Communications Interoperability

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<th>CISA ECD Support</th>
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<th><strong>Local Level</strong></th>
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<tr>
<td>TA</td>
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<th><strong>Incident Level</strong></th>
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<td>![Person with radio]</td>
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<td>- Communications Section Task Force</td>
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<td>- IT Service Unit Leader</td>
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<td>Incident Measures</td>
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Who We Support

CISA ECD works with Federal, State, Local, Tribal, and Territorial stakeholders across 56 States and Territories to enhance emergency communications interoperability.
CISA ECD Coordinators

- Support the preparation, planning, coordination, and improvement of FSLTT agencies’ resilient communications capabilities and operations
- Provide CISA 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
NATIONAL SPECIAL SECURITY EVENTS (NSSE) COMMUNICATIONS UNIT PLANNING TOOLKIT
NSSE Toolkit/ECD Support

• What is the NSSE Communications Unit Planning Toolkit?
• Purpose of the Toolkit
• Who should use the Toolkit
• How to use the Toolkit
• General overview of contents
  • Main body of the document vs appendices
  • CD
• ECD Technical Assistance for Special Event Planning
What is the NSSE Comm Unit Planning Toolkit?

• Serves as a reference guide for local, state, and federal agencies
• The Toolkit is a compilation of communications planning guidance to prepare for the NSSE
Who Should Use the Toolkit

• Designed for communications planning leads
• Provides a checklist for ensuring they consider all factors involved in planning communications support
• Provides options for other planning support
• Can be used to provide executive level leadership an awareness
• Demonstrates complexity of communications planning
How to Use the Toolkit

• Toolkit Components
  • Main Body
  • Appendices
• Customized Support to fit local requirements
Main Body Contents

• Checklists
• Establishing a communications planning team
• Comm Unit positions, roles & responsibilities
• Planning schedule and timeline
• Assess/identify existing communications infrastructure
• Building an Incident Radio Communications Plan (ICS Form 205) –
  • Interoperability methods
  • Interference mitigation plan
• Establishing Incident Communications Centers (ICC) –
• Backup communications options
Main Body Content (Cont’d)

- Security issues
- Comm Unit personnel safety
- Comm plan testing and training
- Inclusion of Non-Government Organizations (NGO)
Appendices Contents

• Blank ICS Forms
• Equipment accountability methods
• Maps
• Communications Concept of Operations Plan
• Comm Focused After-Action Report (AAR)
• Comm training/briefing for event personnel
• Communications Unit organizational chart
• Contact listings
• Diagrams summarizing comm assignments
• Event comm planning schedule and timeline
• Incident Radio Communications Plan (ICS Form 205)
• Quick reference guides
• Agency listing
• Spare checklists
• List of acronyms
• Website listing
• Agency listing
• Spare checklists
• List of acronyms
• Website listing
CD Contents

- CD (in the back inside cover)

- **Important Note:** when using the electronic version of the template, there are several links contained within the document
  - Clicking on these links takes the user to the source file which will automatically open up in the correct application, assuming it is installed on the user’s computer
  - If copied off the CD, the linked files MUST be in the same folder as they exist on the CD in order to link correctly when clicking on them
Special Event Planning – ECD Technical Assistance

- Communications Unit (COMU) Planning Recommendations
  - COMT
  - COML
  - INTD
  - INCM
- Communications Concept of Operations Plan (Conops)
- Communications Focused Exercise
- Onsite Support
ADDITIONAL TOOLS
CISA 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.
GETS/WPS Dialer App

CISA Dialer App provides a simplified way to make GETS and WPS calls:

- Eliminates dialing errors
- Convenient Call Log that speeds up calling process
- Available for:
  - Apple iPhones (iOS version 11 and later)
  - Android phones (OS version 2.2 and later)
  - Blackberry devices (OS version 5.0 to 7.x)
- Free! Install information at: https://gets-wps.csgov.com/apps/

Call User Assistance at 800-818-4387 or email support@priority-info.com for any questions or problems related to the app.

For additional resources, visit www.dhs.gov/pts-videos

Since the debut of the dialer app, CISA has seen a 40% reduction in GETS user dialing errors.
The National Interoperable Field Operations Guide (NIFOG) is a technical reference for emergency communications planning and for technicians responsible for radios that will be used in disaster response.

The app gives users easy access to information, with shortcuts to reference sections, tables, figures, or images.

The app can be downloaded and used in the field as an offline reference.

Available on Apple® iOS™ and Google® Android™ devices.
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DISCUSSION/QUESTIONS

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