

EMERGENCY COMMUNICATIONS DIVISION (ECD)

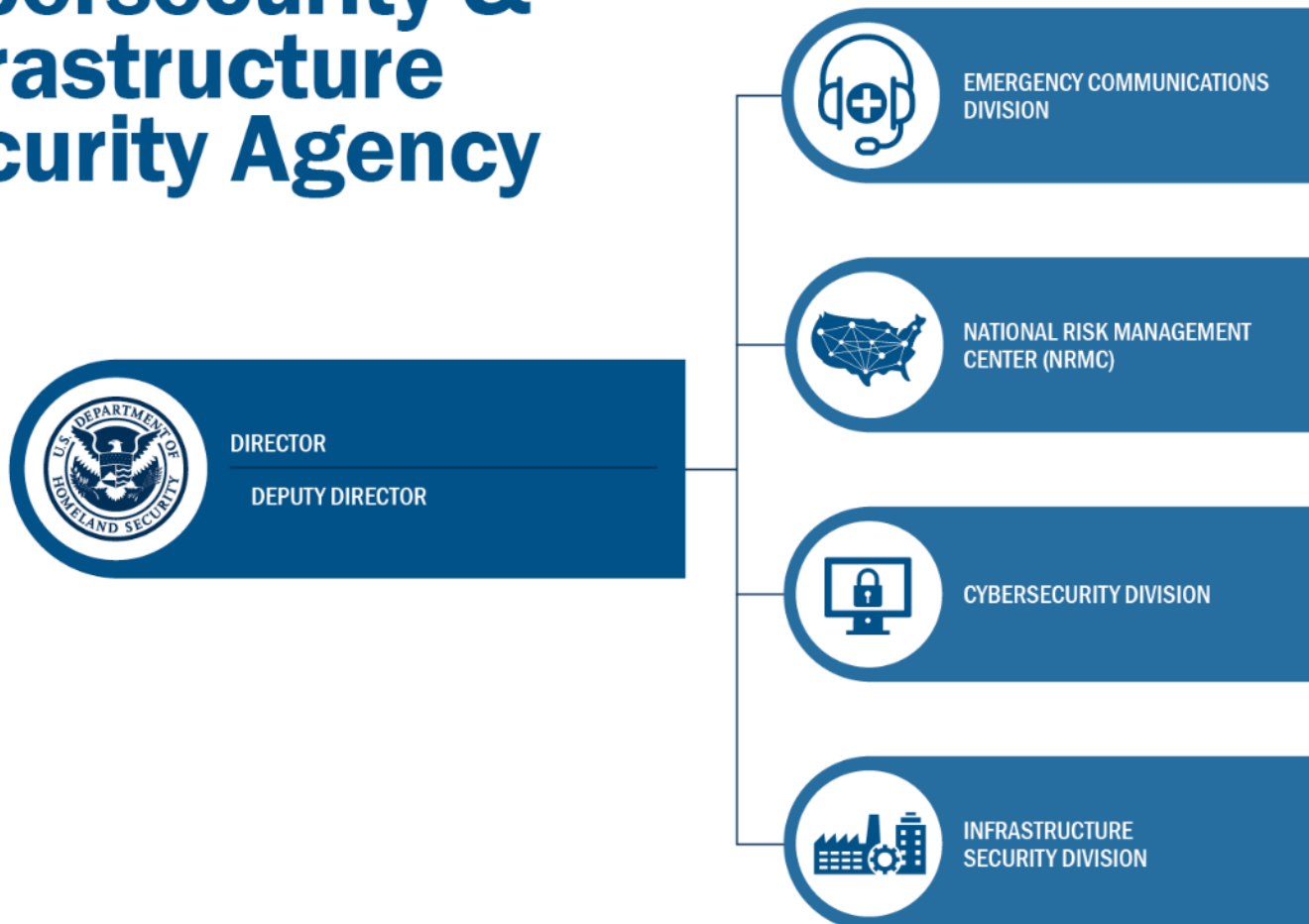


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Who is CISA? What is ECD?

Cybersecurity & Infrastructure Security Agency



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CISA ECD's Creation



Sept. 11, 2001

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



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.

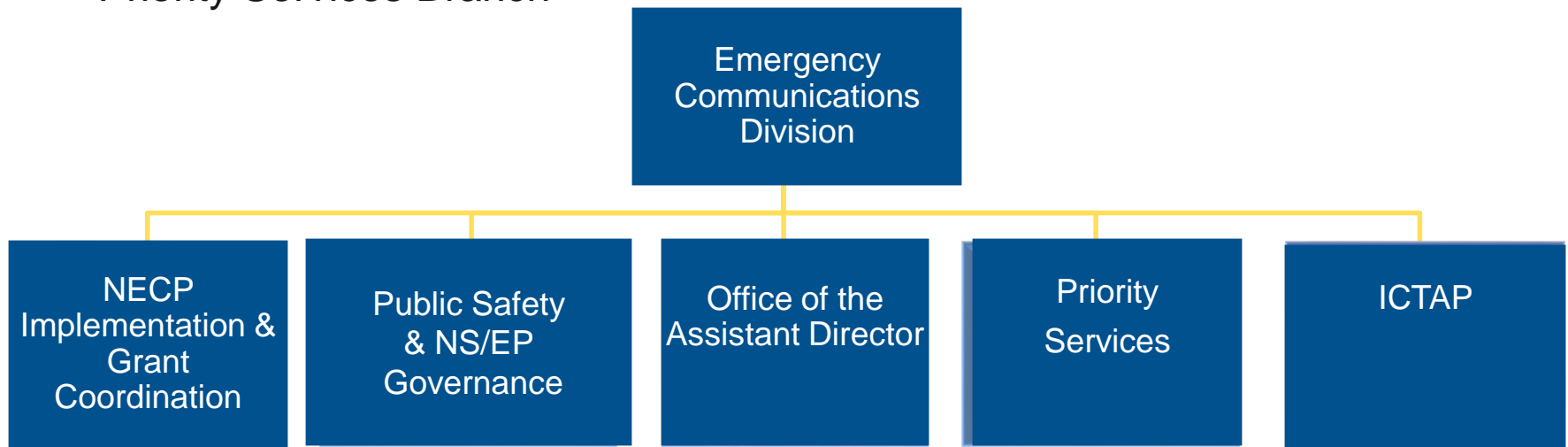


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Emergency Communications Division

- 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



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Ensuring Emergency Communications Interoperability

CISA ECD Support

- 2019 NECP Development
- 2018 SLTT Governance Guide
- Technical Assistance (TA)
- Grant Coordination

- Statewide Communication Interoperability Plan (SCIP) Workshops
- State Interoperability Markers
- Governance Assessment TA

- TA
- NG911 Cybersecurity Primer
- Emergency Communications System Life Cycle Planning Guide

- Incident Command System Interoperability
 - Communications Section Task Force
 - IT Service Unit Leader
- Incident Measures

National Level



State/Territory Level



Local Level



Incident Level



Technology Considerations



Land Mobile Radio

Broadband

Next Generation 911 (NG911)

Alerts & Warnings



Who We Support

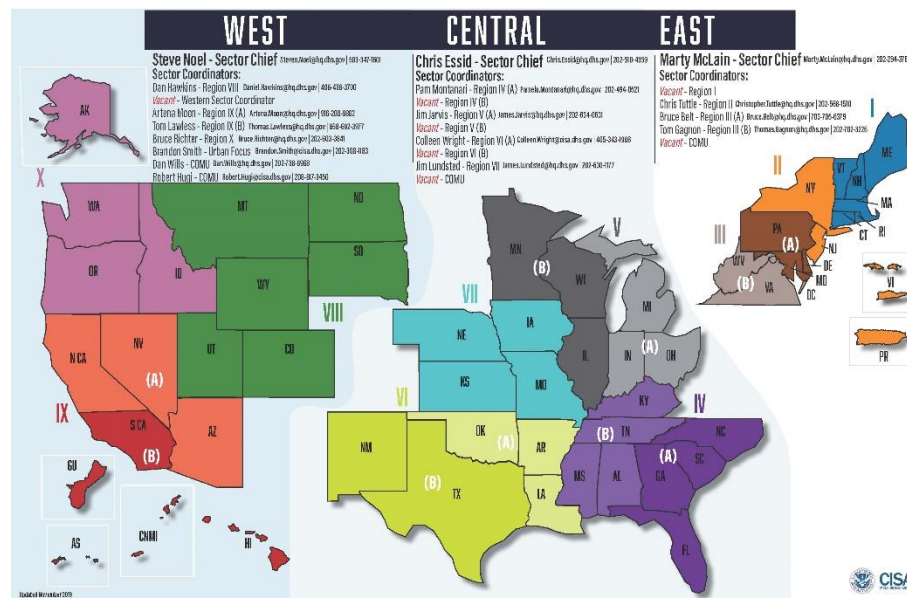
CISA ECD works with Federal, State, Local, Tribal, and Territorial stakeholders across 56 States and Territories to enhance emergency communications interoperability



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CISA ECD Coordinators

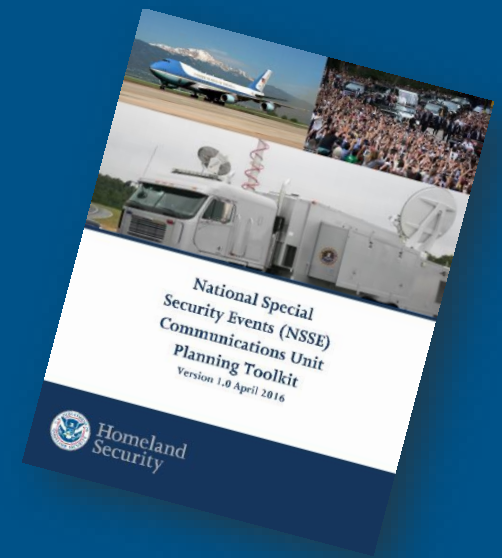
- Support the preparation, planning, coordination, and improvement of FSLTT agencies' resilient communications capabilities and operations
- Provide CISA with feedback and assessments of emergency communications across the nation
- Promote emergency communications at all levels of government
- Support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



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NATIONAL SPECIAL SECURITY EVENTS (NSSE) COMMUNICATIONS UNIT PLANNING TOOLKIT



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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



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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



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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



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How to Use the Toolkit

- Toolkit Components
 - Main Body
 - Appendices
- Customized Support to fit local requirements



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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)

ICS Form 217A

COMMUNICATIONS RESOURCE AVAILABILITY WORKSHEET							Frequency Band 800 MHz	Description FCC – National Interoperability (post NPSPC rebanding)
Channel Configuration	Channel Name/Trunked Radio System Talkgroup	Eligible Users/Assignments	RX Freq N or W	RX Tone/NAC	TX Freq N or W	Tx Tone/NAC	Mode A, D, or M	Remarks
1	Repeater Pair 8CALL90	Any Public Safety Entity	851.0125 W	156.7	806.0125 W	156.7	A	Calling Channel
2	Repeater Pair 8TAC91	Any Public Safety Entity	851.5125 W	156.7	806.5125 W	156.7	A	Tactical Repeater Pair
3	Repeater Pair 8TAC92	Any Public Safety Entity	852.0125 W	156.7	807.0125 W	156.7	A	Tactical Repeater Pair
4	Repeater Pair 8TAC93	Any Public Safety Entity	852.5125 W	156.7	807.5125 W	156.7	A	Tactical Repeater Pair
5	Repeater Pair 8TAC94	Any Public Safety Entity	853.0125 W	156.7	808.0125 W	156.7	A	Tactical Repeater Pair
6	Simplex – B/M 8CALL90D	Any Public Safety Entity	851.0125 W	156.7	851.0125 W	156.7	A	Simplex/Direct Calling Channel
7	Simplex – B/M 8TAC91D	Any Public Safety Entity	851.5125 W	156.7	851.5125 W	156.7	A	Simplex/Direct Tactical Channel
8	Simplex – B/M 8TAC92D	Any Public Safety Entity	852.0125 W	156.7	852.0125 W	156.7	A	Simplex/Direct Tactical Channel
9	Simplex – B/M 8TAC93D	Any Public Safety Entity	852.5125 W	156.7	852.5125 W	156.7	A	Simplex/Direct Tactical Channel
10	Simplex – B/M 8TAC94D	Any Public Safety Entity	853.0125 W	156.7	853.0125 W	156.7	A	Simplex/Direct Tactical Channel



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



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Appendices Contents (Cont'd)

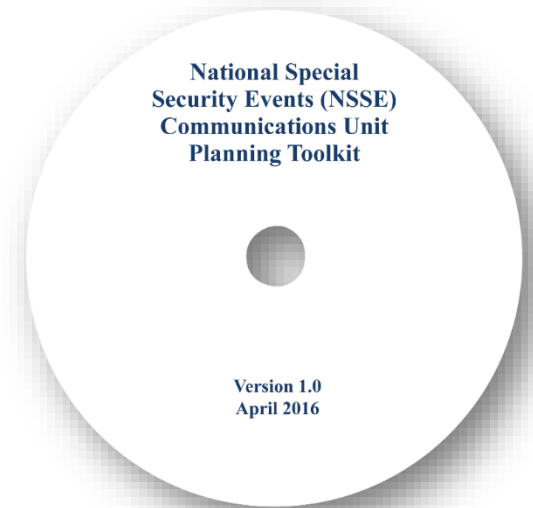
- Event comm planning schedule and timeline
- Incident Radio Communications Plan (ICS Form 205)
- Quick reference guides
- Agency listing
- Spare checklists
- List of acronyms
- Website listing
- Agency listing
- Spare checklists
- List of acronyms
- Website listing

COMMUNICATIONS QUICK REFERENCE CARD Super Bowl LIII – Atlanta, GA FOR OFFICIAL USE ONLY / PUBLIC SAFETY SENSITIVE		
COMMUNICATIONS SUPPORT	404-546-2393	
UNIFIED AREA COMMAND / JOC	404-546-2710	
RADIO CHANNEL ASSIGNMENT	PRIMARY	BACKUP
UNIFIED AREA COMMAND	UASI 1*	8TAC91
ICP #1: MARTA	MPD W*	8TAC94
ICP #2: AIRPORT APD	APPD*	CLAYTON INTEROP 1
ICP #2: AIRPORT AFR	APFD*	CLAYTON FIRE M/A
ICP #3: GWCC	GA DOME*	FULTON MA 13
ICP #4: COP	OTG 2	FC CW 4
ICP #5: STATE FARM	ARENA*	FC CW 1
ICP #6: MBS	STADIUM*	FULTON MA PD 2
ICP #7: GA TECH	GTPD Secondary*	GTPD TAC1
ICP #9: FLOWERY BRANCH	HALL 911*	8CALL90
ICP #10: FOX	OTG 4	FC CW 5
ICP #11: HOTELS	SPECIAL EVENT 1*	DK MA 3
ICP #11: MALLS	OTG 6*	DK MA 3
ICP #12: TRAFFIC	SOS*	DK MA 4
ICP #13: DOWNTOWN	ATL MA 2*	FULTON MA 11
911 CENTERS	GIN REG 7B*	FC 911
ALL HAZARDS	ATL MA SW 1*	FC MA SWAT 1
ASOC	UASI 2*	
COBB COUNTY	COBB EVENTS 1*	
CONTINGENCY OPS	ATL MA 3	FULTON MA 12
HUMAN TRAFFICKING	OTG 5	FULTON MA 12
ID TEAMS	OTG 5	FULTON MA 12
IOC	FBI OPS1	FC CW 6
LOGISTICS	OTG 1	FC CW 2
MAACC/EOC/MEDICAL BRANCH	AFR MED 3*	FC FD MA 3 & MA 4
EMS – TRANSPORT	SOG 3*	FC FD MA 3 & MA 4
EMS – DUPREE MEDICAL	SOG 4*	FC FD MA 3 & MA 4
PUBLIC WORKS	CW 1	
TRANSPORTATION	HERO*	
* MONITORED BY DEDICATED DISPATCHER		



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



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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



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ADDITIONAL TOOLS



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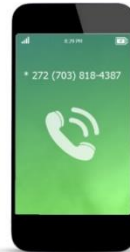
CISA Priority Telecommunications Services

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.



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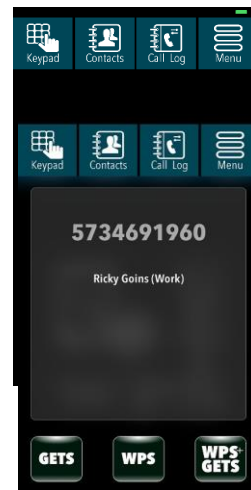
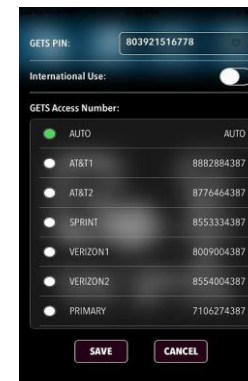


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GETS/WPS Dialer App

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/>



Since the debut of the dialer app, CISA has seen a 40% reduction in GETS user dialing errors

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



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NIFOG/AUXFOG Mobile Apps

eNIFOG

- 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 use in the field as an offline reference.
- Available on Apple® iOS™ and Google® Android™ devices



Auxiliary Communications eFOG

- The Emergency Communications Division (ECD) has developed a guide for auxiliary communications personnel (amateur radio, CERT, other volunteers) that is similar to the NIFOG.
 - First U.S. Government mobile application accepted in the FirstNet app library.
 - Free distribution; no printed copies were produced.
- Available on Apple® iOS™ and Google® Android™ devices



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Priority Area Representative (PAR)

Region VI Priority Area Representative

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DISCUSSION/QUESTIONS

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