CISA | CYBERSECURITY AND INFRASTRUCTURE SECURITY AGENCY

EMERGENCY COMMUNICATIONS COORDINATORS (ECC) : CISA'S CONNECTION TO EMERGENCY COMMUNICATIONS

Tom Gagnon
CISA Emergency Communications Coordinator

Agenda

- CISA Overview
- Understanding the Emergency Communications Space
- CISA Emergency Communications Coordinator Role

CYBERSECURITY &
INFRASTRUCTURE
SECURITY AGENCY

Cybersecurity and Infrastructure Security Agency (CISA)

VISION

Secure and resilient infrastructure for the American people.

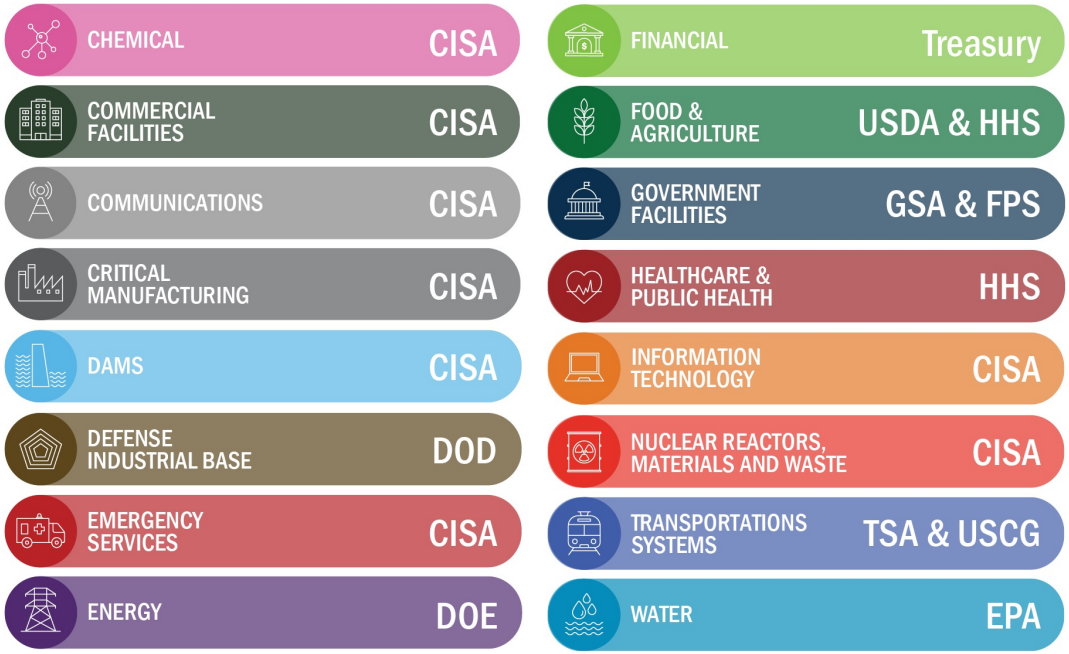
MISSION

Lead the Nation's efforts to understand and manage risk to our critical infrastructure.



16 Critical Infrastructure Sectors & Corresponding Sector Risk Management Agencies

Critical Infrastructure refers to the assets, systems, and networks, whether physical or cyber, so vital to the Nation that their incapacitation or destruction would have a debilitating effect on national security, the economy, public health or safety, and our way of life



CISA ESF #2 Role – Response/Recovery

- **PURPOSE:**
  - Supports restoration of communications infrastructure
    - Coordinates Federal actions to assist industry with response and restoration
    - Provides support to Federal, State, Local, Tribal, and Territorial (FSLTT) governments and first responders
  - Coordinates federal support to telecommunications response during incidents
  - Facilitates recovery of systems and applications from physical and cyber attacks

Primary Agencies:

Partner Agencies:

CISA "Blue Sky" Communications Role

In FY21, despite COVID, delivered 160 technical assistance engagements across 47 states and territories.

Partnered with over 3,500 Public Safety representatives to develop and publish the National Emergency Communications Plan update.

Since 2008, trained more than 18,000 public safety officials on National Incident Management System, Incident Command Structure positions within the Communications Unit.

GETS call completion rates were over 99% and WPS call completion rates were over 98% for recent hurricanes including Barry and Dorian (commercial grade average is less than 50%)

UNDERSTANDING THE EMERGENCY COMMUNICATIONS SPACE

Today in the United States

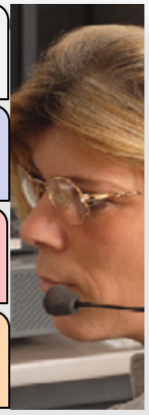


657,500 emergency calls will be made to 9-1-1

33,400 arrests will be made by law enforcement

1,000+ fires will be fought by fire departments

Over 60,000 patients will be transported by EMS



<u>Millions</u> of public safety personnel will rely on emergency communications to protect property & save lives

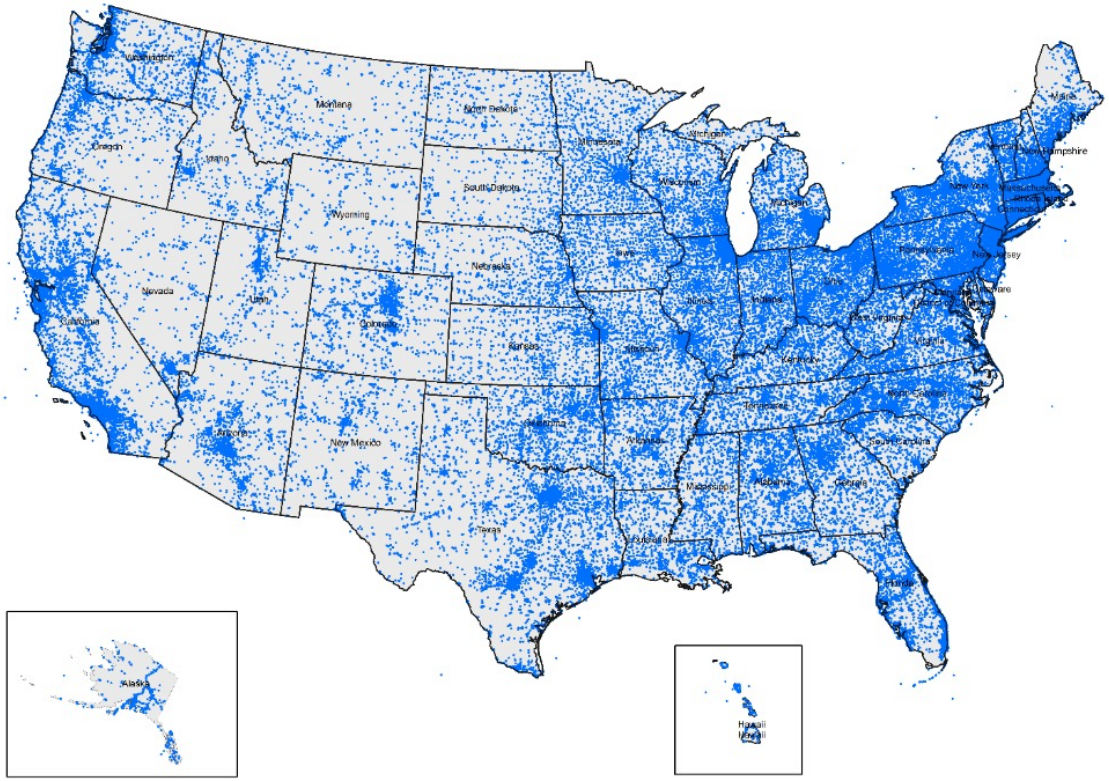
Infrastructure of Concern

Nationwide there are:

300K cell towers / radio sites

50K radio systems

6K public safety answering points (PSAPs)



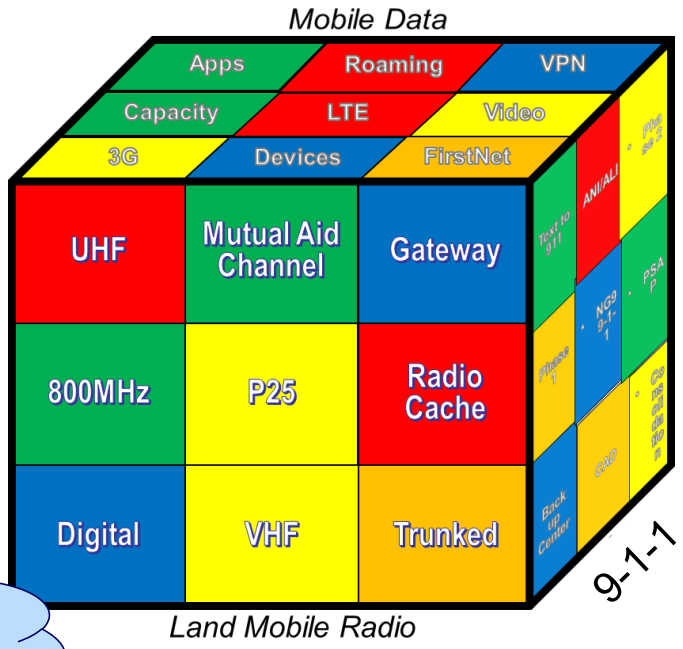
The Interoperability Challenge

Every jurisdiction uses a different combination of methods / technologies creating infinite combinations

Each new technology (radio, text, email, messaging, video, etc) multiplies the overall complexity

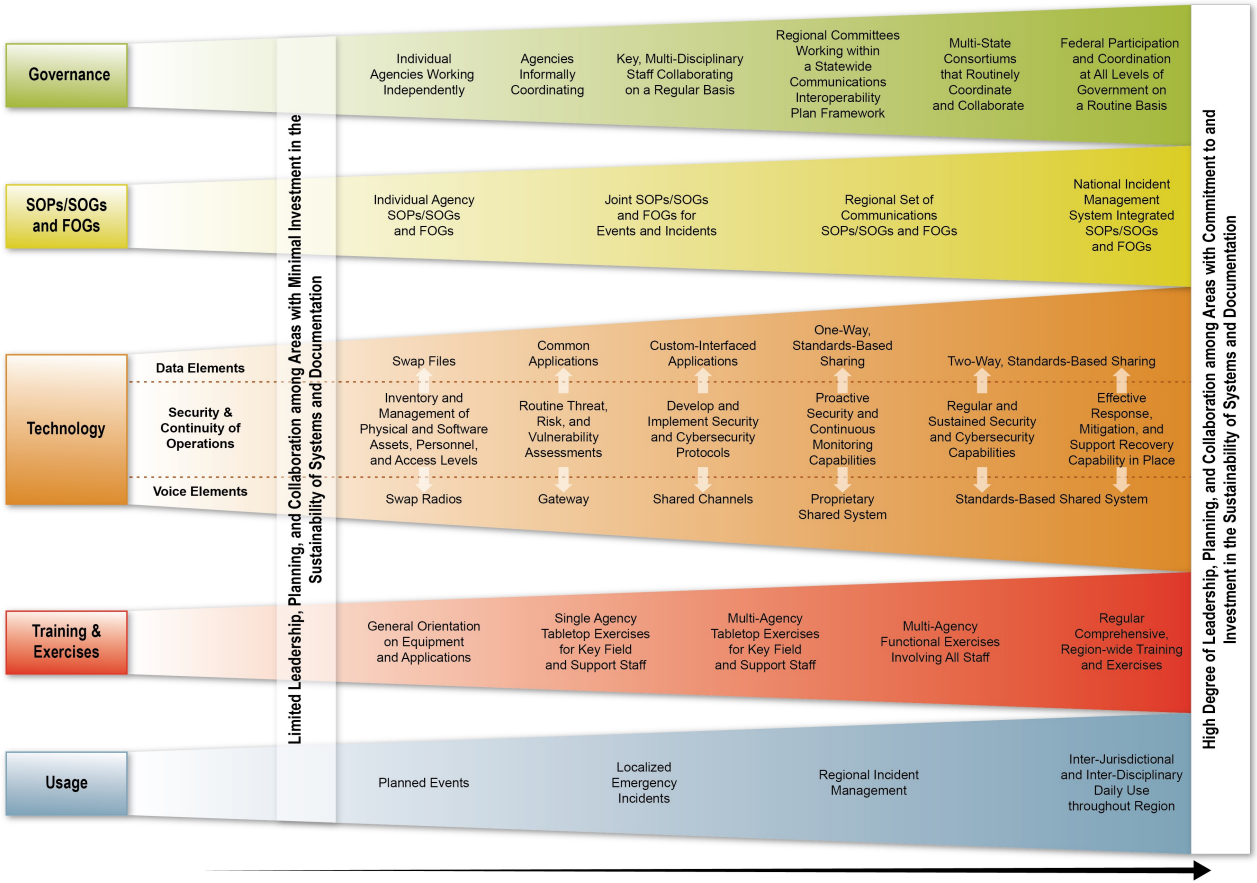
Each vendor may have their own proprietary technology limiting interoperability

Every incident response includes different agencies, responders, technologies, and communication decisions



All driven by People!!

The Interoperability Continuum



- Governance
- SOPs
- Technology
- Training & Exercise
- Usage

Improving emergency communications requires a comprehensive strategy.

ECC ROLE

Emergency Communications Coordinators (ECCs)

Strategic Planning



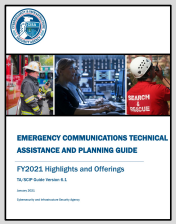
State & Tribal Communications Interoperability Plans

Governance



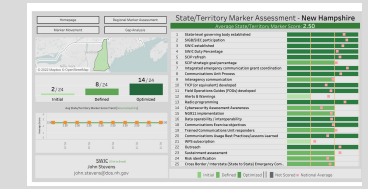
Regional Coordination

Technical Assistance



Service Offerings Guides

Assessment



State Markers

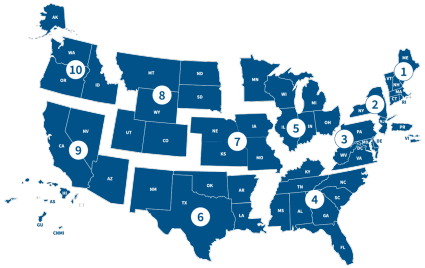
ECCs *support emergency communications across government and critical infrastructure*

STATEWIDE INTEROPERABILITY COORDINATOR (SWIC)

ECCs *maintain close relationships with* ***SWICs*** *and public safety in their regions*

Special Coordination

ESF-2 | NSSE | SEAR



6,000+ Public Safety Answering Points (911)

50,000+ Radio Systems

300,000+ Cell Towers & Radio Sites

ECC Map

WEST

Branch Chief:
Steve Noel (Salem, OR) Steven.Noel@cisa.dhs.gov

Emergency Communications Coordinators:
Gordy Coles (Salt Lake City, UT) Gordon.Coles@cisa.dhs.gov
Jeremy Johnson (Denver, CO) Jeremy.Johnson@cisa.dhs.gov
Tom Lawless (San Diego, CA) Thomas.Lawless@cisa.dhs.gov
Artena Moon (Carmichael, CA) Artena.Moon@cisa.dhs.gov
Bruce Richter (Anchorage, AK) Bruce.Richter@cisa.dhs.gov
Brandon Smith (Stanwood, WA) Brandon.Smith@cisa.dhs.gov

CENTRAL

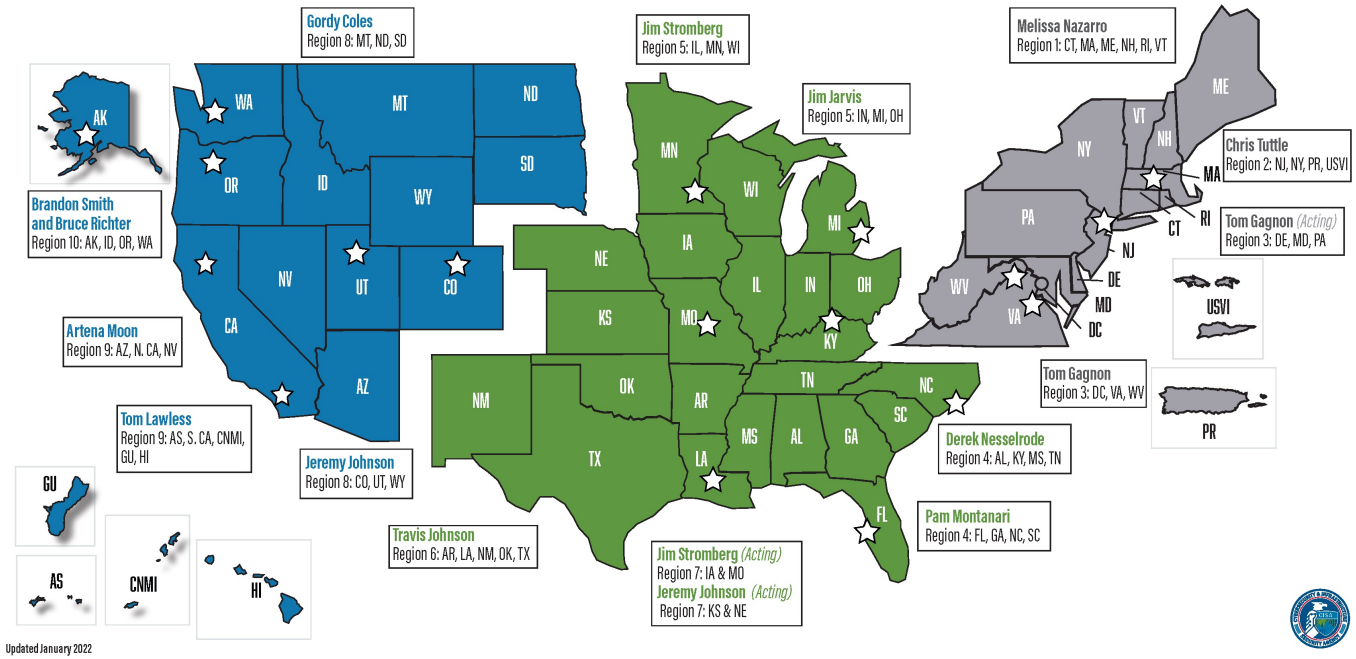
Branch Chief:
Chris Essid (Hampstead, NC) Chris.Essid@cisa.dhs.gov

Emergency Communications Coordinators:
Jim Jarvis (Port Huron, MI) James.Jarvis@cisa.dhs.gov
Travis Johnson (Baton Rouge, LA) Travis.Johnson@cisa.dhs.gov
Pam Montanari (Clearwater, FL) Pamela.Montanari@cisa.dhs.gov
Derek Nesselrode (Lawrenceburg, KY) Derek.Nesselrode@cisa.dhs.gov
Jim Stromberg (Minneapolis, MN) James.Stromberg@cisa.dhs.gov

EAST

Branch Chief:
Marty McLain (Fredericksburg, VA) Marty.McLain@cisa.dhs.gov

Emergency Communications Coordinators:
Tom Gagnon (Manassas, VA) Thomas.Gagnon@cisa.dhs.gov
Melissa Nazarro (Pelham, MA) Melissa.Nazarro@cisa.dhs.gov
Chris Tuttle (Maywood, NJ) Christopher.Tuttle@cisa.dhs.gov

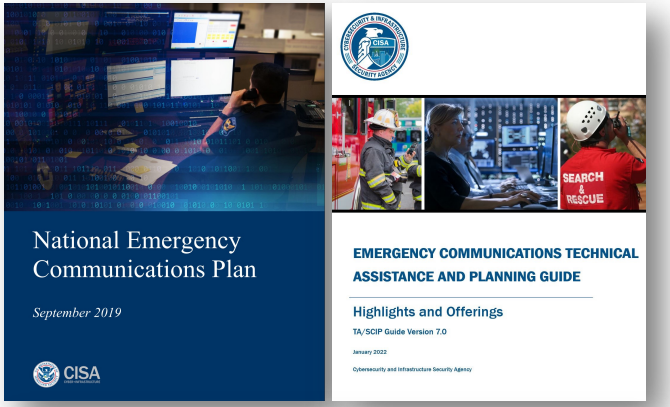


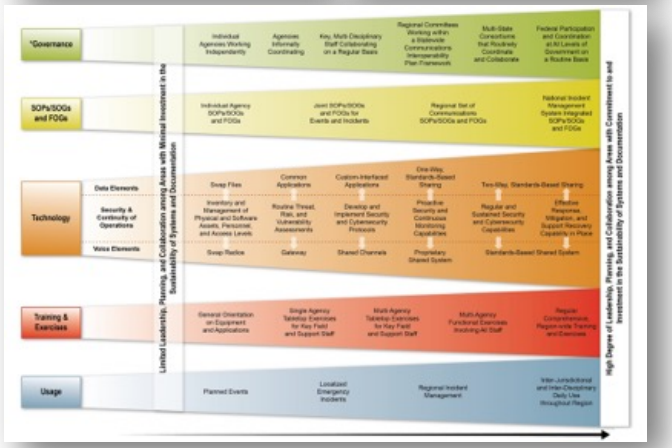
Updated January 2022

ICTAP Overview

Interoperable Communications Technical Assistance Program (ICTAP)

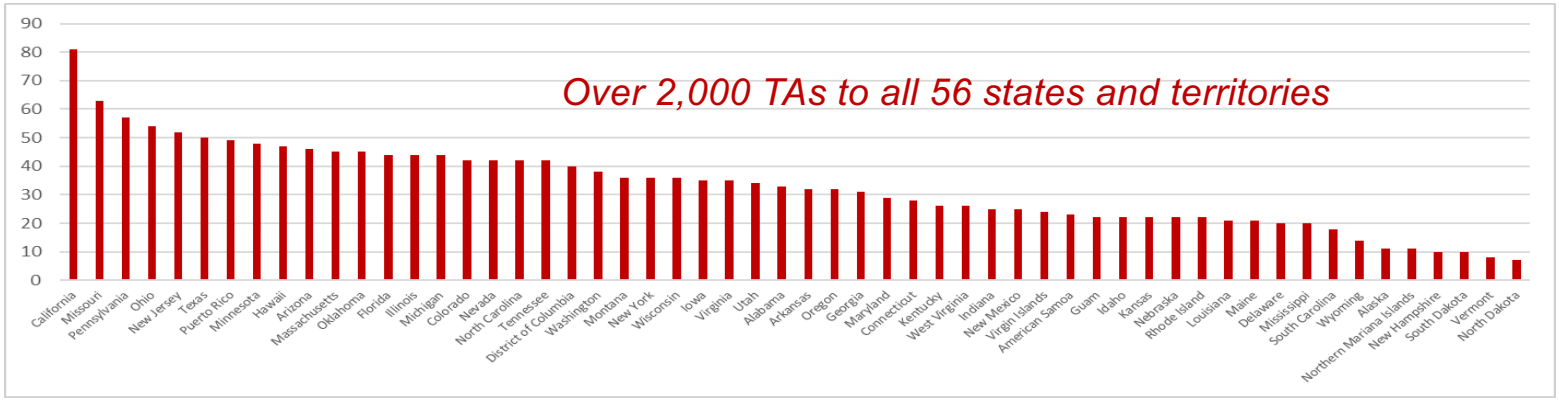
serves all 56 states and territories and provides direct support to state, local, and tribal emergency responders and government officials through the development and delivery of training, tools, and onsite assistance to advance public safety interoperable communications capabilities.



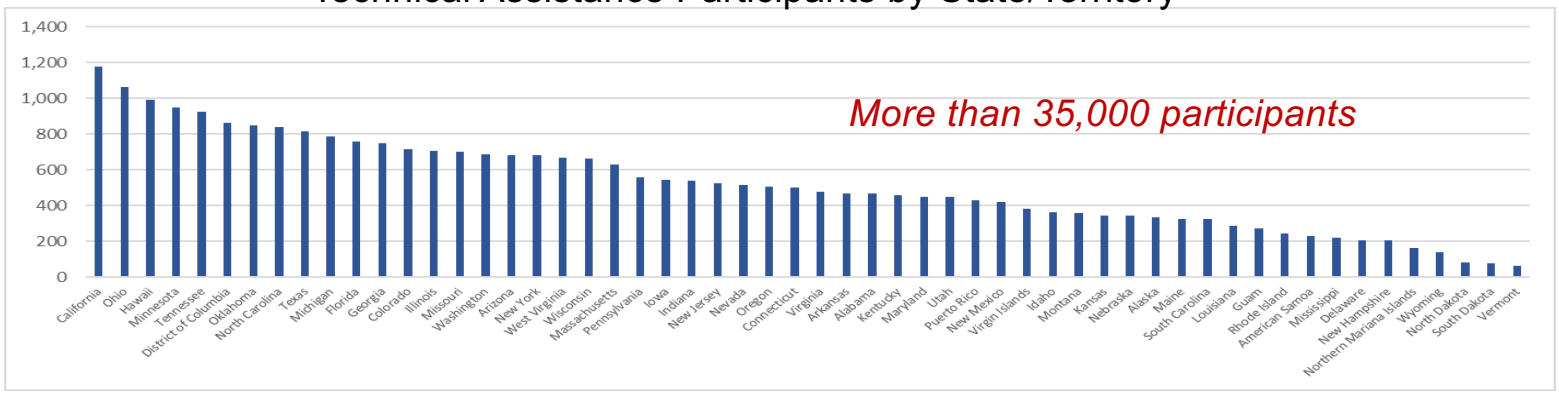


ECD Technical Assistance

Technical Assistance Deliveries by State/Territory



Technical Assistance Participants by State/Territory





O-RAP Objectives:

- Identify immediate communications needs
- Provide tools (plans/policies/procedures)
- Train personnel on using provided tools
- Apply/test tools via exercises



O-RAP Example – In Progress

- Southwest Virginia County
- One person manages county public safety radio and computer network.
- CISA SMEs conducted a one-day assessment with various key personnel.
  - Assess county LMR System
  - Develop custom radio usage training curriculum/materials
  - PSAP COOP
  - Cellular and LMR coverage assessment

Planned Events and Disaster Response



Authority

- U.S. Code Title 18
  - CISA Emergency Communications Coordinators may respond directly to support public safety without a Presidential Disaster Declaration (Stafford Act/FEMA)
- State Request
  - Work as part of the state ESF-2.
- FEMA Mission Assignment
  - Work for FEMA as ESF2 lead or Co-Lead with FEMA RECC.

SAFECOM® NATIONWIDE SURVEY

INFLUENCE THE FUTURE OF EMERGENCY COMMUNICATIONS!

Take the SAFECOM Nationwide Survey later this year

For more information,
visit www.cisa.gov/safecom/sns
or email sns@cisa.dhs.gov





For more information: **www.cisa.gov**

Interoperable Communications Technical Assistance Program | CISA

Emergency Communications Coordination Program | CISA

SAFECOM Nationwide Survey | CISA

Tom Gagnon
202-702-3226
thomas.gagnon@cisa.dhs.gov


CYBERSECURITY & INFRASTRUCTURE
CISA
SECURITY AGENCY