Homeland Security

Office of Emergency Communications

Technical Assistance Case Study Summaries

March 2014

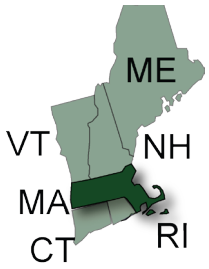
For your consideration, the Outreach Support Team is proposing the development of an overview and case studies series of recent Technical Assistance support provided to OEC's public safety partners nationwide.

The purpose of the overview is to provide a snapshot assessment of the type of training and assistance provided, and how it is supporting public safety partners in enhancing their emergency communications capabilities. These summaries may be used as a means of identifying specific engagements that can also serve as the subject of a more in-depth OEC Case Study. For example, in Region II, TA support for Super Bowl XLVIII is listed.

The Outreach Team can collaborate with the TA and Regional Coordination Branches in updating the summary on a monthly basis to highlight engagements in each OEC Region. An example is listed below.

REGION I

Massachusetts: Tribal Communications Support



The Mashpee Wampanoag Tribe is in the process of building out their own Emergency Operations Center (EOC) in Mashpee, Massachusetts. They requested assistance from OEC/ICTAP to assess the current build out plans and develop an overall communications plan. From April through June 2013, OEC/ICTAP Subject Matter Experts (SMEs) traveled to Massachusetts and worked with the tribe to develop a Tribal Communications Plan and recommendations for the communications component of the EOC. The OEC/ICTAP SMEs then presented the plan and their recommendations to the Tribal Council in July 2013.

REGION II

New Jersey and New York: Special Event Planning

OEC received a request to provide communications planning support to the New York/New Jersey Metropolitan area in preparation for Super Bowl XLVIII in February 2014. OEC/ICTAP SMEs supported OEC Region II Coordinator Chris Tuttle in communications planning and coordination for the game, and created the following material for personnel supporting communications during the game: Communications Concept of Operations Plans for both New Jersey and New York, Communications Quick Reference Cards, and Public Safety Communications Briefings.

REGION III

Pennsylvania: Communications Unit Exercise

OEC/ICTAP facilitated a Communications Unit Exercise (COMMEX) from September 10 – 13, 2013, for Pennsylvania. There were 34 personnel who took part in the exercise, including 9 Communications Unit Leaders and 7 Communications Unit Technicians, who successfully completed all of their tasks for the exercise.

REGION IV

North Carolina: Governance Document Development

As part of their FY 2013 TA request, North Carolina requested OEC/ICTAP to provide a governance development workshop for the Charlotte area. The program was cut short due to severe weather conditions across the State, however, the OEC/ICTAP team members gathered enough information to meet the stated goals and provide the Charlotte region with the following: an understanding of the governance process, a draft mission and vision statement, a draft charter, a draft set of by-laws, and a draft memorandum of understanding (provided after the workshop).

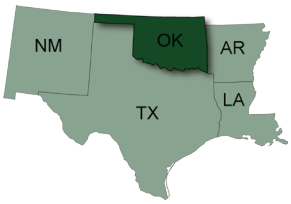
REGION V

Minnesota: Tribal Communications Support

The Minnesota Tribal Communications Training event was designed and presented as part of the OEC/ICTAP Tribal Outreach program. This mini-exercise/drill workshop was held at the Minnesota Homeland Security Emergency Management Training Center in April 2013. Eight of the eleven Tribes in Minnesota were represented at the event. The purpose of this training was to provide Minnesota's Tribal public safety agencies with an opportunity to engage in hands-on demonstrations of communications practices that will be needed during a major real-world incidents and to assess their current communications capabilities, to include identifying their current gaps.

REGION VI

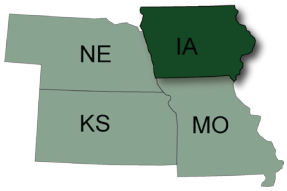
Oklahoma: Tabletop Exercise Facilitation



OEC/ICTAP traveled to the Oklahoma City Metro area on June 12, 2013, less than a month after a tornado hit Moore, Oklahoma, to facilitate a tabletop exercise. There were 27 participants/observers for the exercise that consisted of scenario based on a USAF aircraft crashing in Luther, OK. The scenario and ensuing discussion highlighted several areas where key gaps exist in regional communications. The After-Action Conference was held on July 30, 2013, where the After-Action Report was presented to the State.

REGION VII

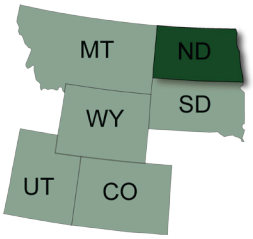
Iowa: Communications Unit Plan Development



OEC/ICTAP facilitated the development of a common Incident Command System (ICS) Communications Unit (COMU) Recognition Policy for Iowa that could serve all of the States in Region VII. The purpose of the workshop was to assess the current environment and develop a master COMU Recognition Policy template that could be used by all of the States in the region. At the conclusion of the engagement, OEC/ICTAP SMEs had developed various COMU recognition templates including: certification documents, credentialing procedure documents, and submission checklists for Iowa, Kansas and Missouri.

REGION VIII

North Dakota: Next Generation 9-1-1



North Dakota requested OEC/ICTAP to support the development of a detailed roadmap for the migration of the State's 9-1-1 systems to the capabilities defined as Next Generation 9-1-1. The document created by OEC/ICTAP in response to that request includes high-level and detailed work flow diagrams giving a step-by-step plan along with an overview of the process and detailed definitions of each of the tasks identified in the flow diagrams. Both near-term and longer-term implementation plans were addressed in the NG9-1-1 Roadmap for North Dakota.

REGION IX

Guam: Project Management Support /Continuity of Operations Plan Support

Guam requested OEC/ICTAP to conduct a Project Management Overview Workshop and a Continuity of Operations Plan (COOP) Workshop for public safety officials in Guam in November 2013. In the first quarter of 2014, Guam began a $12 million dollar communications upgrade to its public safety land mobile radio (LMR) system. The Territory was specifically looking for public safety communications project management tools and processes to facilitate the most efficient and structured completion of this project. In response, OEC/ICTAP SMEs assisted Guam with the development of a proposed governance structure, project charter, risk management plan and a communications plan. Copies of all these documents were compiled into a "Project Planning Resource Toolkit" for the Territory.

OEC/ICTAP SMEs also presented a COOP Workshop for various Territorial and local agencies. After the workshop, the OEC/ICTAP SMEs met with two senior dispatchers for the Guam's Fire Department and worked with them to prepare a draft COOP for Guam's Fire Dispatch, a longstanding need for the Department.

REGION X

Alaska: Next Generation 9-1-1

Alaska requested OEC/ICTAP support for the development of Geographic Information Systems (GIS) data policies and best practices to support the implementation and coordination of its Next Generation 9-1-1 systems. The purpose of the workshops, held in July and September 2013, was to provide information on Next Generation 9-1-1 and GIS, and provide guidance on how Alaska can best coordinate and manage the implementation of its validated and effective GIS systems given the unique environmental, demographic and operational issues throughout the State. Based on discussions and identified needs from the two previous workshops, the OEC/ICTAP SMEs developed a Next Generation 9-1-1 GIS Strategic Plan for the State and delivered that plan to Alaska in December 2013.

FOR ADDITIONAL INFORMATION

Please contact **OEC@dhs.gov** or visit **www.dhs.gov** (keyword OEC).