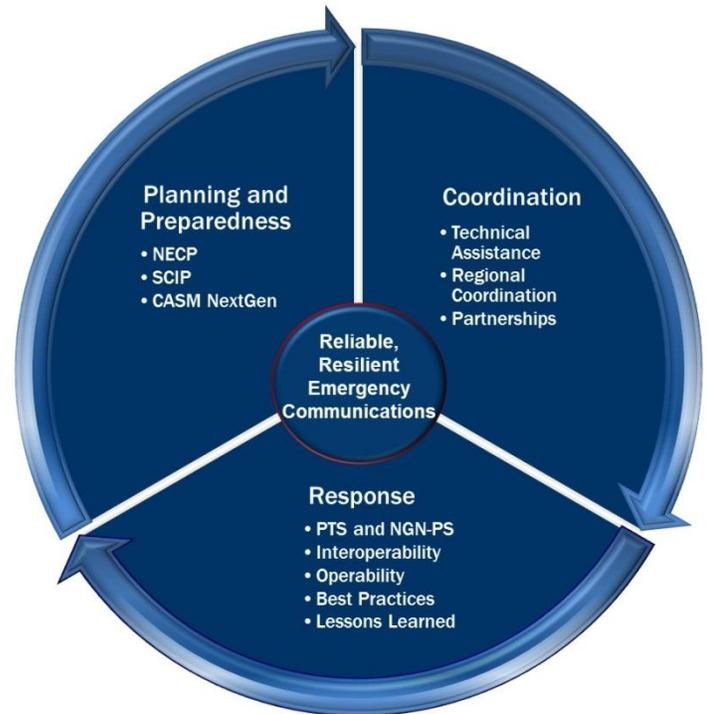




ABOUT THE OFFICE OF EMERGENCY COMMUNICATIONS

Established in 2007, the Department of Homeland Security (DHS) Office of Emergency Communications (OEC) supports and promotes communications used by emergency responders and government officials to keep America safe, secure, and resilient. The office leads the Nation's operable and interoperable public safety and national security and emergency preparedness (NS/EP) communications efforts. OEC provides training, coordination, tools, and guidance to help its Federal, State, Local, Tribal, Territorial (FSLTT) and industry partners enhance their emergency communications capabilities. OEC's programs and services coordinate emergency communications planning, preparation and evaluation, to ensure safer, better-prepared communities nationwide.



Planning and Preparedness Support

OEC plays a key role in ensuring FSLTT agencies have the necessary plans, resources, and training needed to support operable and advanced interoperable emergency communications.

National Emergency Communications Plan (NECP)

The NECP is the Nation's first strategic plan to drive measurable improvements in emergency communications across all levels of government and disciplines. First released in 2008, it has enhanced governance, planning, technology, training and exercises, and disaster communications capabilities nationwide. In 2014, OEC updated the NECP to account for emerging technologies, including the National Public Safety Broadband Network (NPSBN) and Next Generation 9-1-1, and the convergence of people, processes, and technologies that are transforming the emergency communications landscape.

Statewide Communication Interoperability Plans (SCIPs)

OEC provides statewide planning workshops to support States in updating and implementing their SCIPs. SCIPs are locally driven, multi-jurisdictional, and multi-disciplinary statewide plans designed to enhance communications interoperability. All 56 States and Territories have approved SCIPs. State and Local agencies collaborate internally to implement initiatives in the SCIP to improve emergency communications and are encouraged to align their plans with the NECP.



Communication Assets Survey and Mapping Next Generation (CASM NextGen) Tool

OEC provides tools to help jurisdictions inventory their public safety emergency communication capabilities and assets. For example, the CASM tool stores data from approximately 50,000 agencies nationwide on a secure server with multiple levels of access. In 2013, OEC unveiled CASM NextGen, which is a major upgrade to the tool and serves as a single, integrated online database to manage information about communications assets, and Technical Assistance history. CASM NextGen provides enhanced information on cross border usage; data and functions to support coordination with FirstNet assessments; and, integrates information from multiple sources and systems to provide a more accurate inventory of equipment and users. With CASM NextGen, authorized users may search for various communications resources, such as radio systems, shared radio channels/talkgroups, mobile communications vehicles, radio caches and other mobile equipment. Once located, the user may view detailed information about each resource, including the managing agency, resource locations and points of contact. CASM NextGen and several other tools for public safety users are available on the Public Safety Tools website at <http://www.publicsafetytools.info>.



Coordination Support

OEC supports emergency communications interoperability by offering training, tools, and workshops; regional support; and, providing guidance documents and templates. These services assist OEC's stakeholders in ensuring they have communications support during steady state and emergency operations.

Regional Coordination

OEC established its regional coordination program to strengthen emergency communications and response capabilities across FSLTT governments through trusted relationships, collaboration, knowledge sharing, and program development. OEC's regional coordination program includes subject matter experts assigned across the nation who coordinate at regional and local levels across the country. They support stakeholders by assisting with regional operable and interoperable communications planning for day-to-day operations; special event and crisis communications coordination; and providing subject matter expertise and liaison for the communications and information technology industries and Information Sharing and Analysis Centers. OEC also provides support to Federal response and recovery of commercial communications, wireline, wireless, satellite and broadcast infrastructures; and provide emergency response and recovery assistance supporting communications coordination for FSLTT authorities.



OEC provided regional support for emergency communications planning and coordination for Super Bowl XLVIII at MetLife Stadium



Stakeholder Collaborative Efforts and Support

OEC supports the work of stakeholder groups operating at all levels of government, including the following:

- **SAFECOM:** SAFECOM works to improve multi-jurisdictional and intergovernmental communications interoperability through collaboration with emergency responders and policymakers across all levels of government. SAFECOM is a consortium of national public safety association members, State and Local emergency responders, and representatives within Federal agencies. OEC supports SAFECOM in developing training courses, grant guidance, the NECP and SCIPs, and shaping policy to reflect the needs of emergency responders nationwide.
- **National Council of Statewide Interoperability Coordinators (NCSWIC):** Statewide Interoperability Coordinators (SWIC) serve as the central coordination point for developing and strengthening their State or Territories' interoperability capabilities. The SWIC works with emergency response leaders across all levels of government to implement a statewide strategic vision for interoperability. In 2010, the SWICs formed the NCSWIC, which meets semiannually to share best practices, lessons learned, and successes and challenges related to SCIP implementation. OEC partners with SWICs to provide statewide plan program management, outreach, grants coordination, policy development and metrics.
- **Emergency Communications Preparedness Center (ECPC):** The ECPC is comprised of 14 Federal departments and agencies and serves as the Federal interagency focal point for interoperable and operable emergency communications coordination. OEC provides support for the ECPC to enhance the coordination of emergency communications at the Federal level.
- **NPSBN:** The NPSBN will be the first nationwide network dedicated exclusively to supporting public safety broadband communications. The NPSBN is currently in development and OEC is working with FSLTT partners to ensure that the network is built to meet the needs of its users as well as supporting development efforts through its technical assistance and statewide workshops. OEC is also supporting FirstNet's Public Safety Advisory Committee, which provides consultation on State and Local user needs. At the Federal level, OEC supports the ECPC in its role on coordinating Federal user needs.

Technical Assistance (TA)

OEC's TA program supports NECP and SCIP implementation, broadband planning, and offers modeling, analysis, and continuity support by providing FSLTT partners with training, tools, online and onsite assistance. OEC provides these services at no cost to its partners and the services include assistance with the planning, governance, operational, and technical aspects of developing and implementing interoperable communications, and advanced technologies. To access these tools, visit <http://www.publicsafetytools.info>.

Guidance Documents and Publications

OEC develops guidance documents, templates, case studies and fact sheets to educate stakeholders on numerous topics related to emergency communications. Publications include: SAFECOM Guidance on Emergency Communications Grants; Public Safety Communications Evolution Brochure; Interoperability Planning for Wireless Broadband; Nationwide Public Safety Broadband Network: First Steps; National Interoperability Field Operations Guide; and, Regional Intrastate Governance Guide. To access OEC guidance documents and other publications, use the QR code or visit

<http://www.dhs.gov/emergency-communications-guidance-documents-and-publications>





Response Support

OEC plays a role in supporting response efforts by ensuring that its stakeholders have the tools needed to communicate during steady state and emergency operations. OEC manages priority telecommunications services that support emergency communications and restoration. Following response efforts, OEC works with its stakeholders and regional personnel to document best practices and lessons learned to promote improvements in emergency communications during future events.

Priority Telecommunications Services

OEC collaborates with the public and private sectors to ensure the NS/EP communications community has access to priority telecommunications and restoration services to communicate under all circumstances. OEC provides the following programs:

- **Government Emergency Telecommunications Service (GETS):** GETS is a priority service that enables users to have end-to-end priority on the landline, historically offering users more than a 95 percentile call completion rate during higher call volumes.
- **Wireless Priority Service (WPS):** WPS is the wireless complement to GETS, providing users with priority communication over the wireless networks and historically offering users more than a 90-percentile call completion rate during higher call volumes.
- **Next Generation Networks Priority Services (NGN-PS):** NGN-PS is a DHS acquisition program that will enable users to have priority voice, data, and video communications as the communications networks evolve. OEC is leading the development of priority services for voice, data, and video on Internet Protocol networks during future budget years.
- **Telecommunications Service Priority (TSP):** TSP is a program that authorizes NS/EP organizations to receive priority repair and installation of vital voice and data circuits or other telecommunications services. TSP enables telecommunications carriers to prioritize the restoration, recovery, and installation of critical circuits and voice capabilities in the event of a disaster.

		Government Emergency Telecommunications Service	
		Office of Emergency Communications	
Name:	Ira Anslow	Organization:	PTS Program
Dial GETS Access Number	1-710-627-4387		
After Tone, Enter Your PIN	<input type="text" value="0000 0000 0000"/>		
When Prompted, Dial Destination Number	Area Code + Number		

Lessons Learned

Following events, exercises and disasters, OEC works with its stakeholders and subject matter experts to report on emergency communications best practices and opportunities for improvement. OEC develops after action reports and case studies to highlight lessons learned and share this information with stakeholders.

FOR ADDITIONAL INFORMATION

PLEASE CONTACT OEC@DHS.GOV OR VISIT WWW.DHS.GOV (KEYWORD "OEC")