

*IMPLEMENTING THE NECP WEBINARS*

# USING DATA TO DRIVE DECISIONS: THE SAFECOM NATIONWIDE SURVEY

JUNE 7, 2023



# Presenters

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Division of Emergency Operations  
Office of Emergency Medical Services  
Virginia Department of Health



# SAFECOM

## Purpose

Established in 2001 following the terrorist attacks of 9/11, SAFECOM collaborates with emergency responders and elected officials across all levels of government to improve multi-jurisdictional and intergovernmental communications interoperability.

## Membership

Consists of more than 60 representatives from state, local, tribal, and territorial emergency responders, appointed and elected officials, and major intergovernmental and national public safety associations.



SAFECOM®



# SAFECOM<sup>®</sup> NATIONWIDE SURVEY

**TAKE THE SURVEY TODAY!**

visit [cisa.gov/safecom/sns](https://cisa.gov/safecom/sns)  
email [sns@cisa.dhs.gov](mailto:sns@cisa.dhs.gov)



**ASSESSING THE  
NATION'S  
EMERGENCY  
COMMUNICATIONS  
CAPABILITIES**

# SAFECOM Nationwide Survey (SNS)

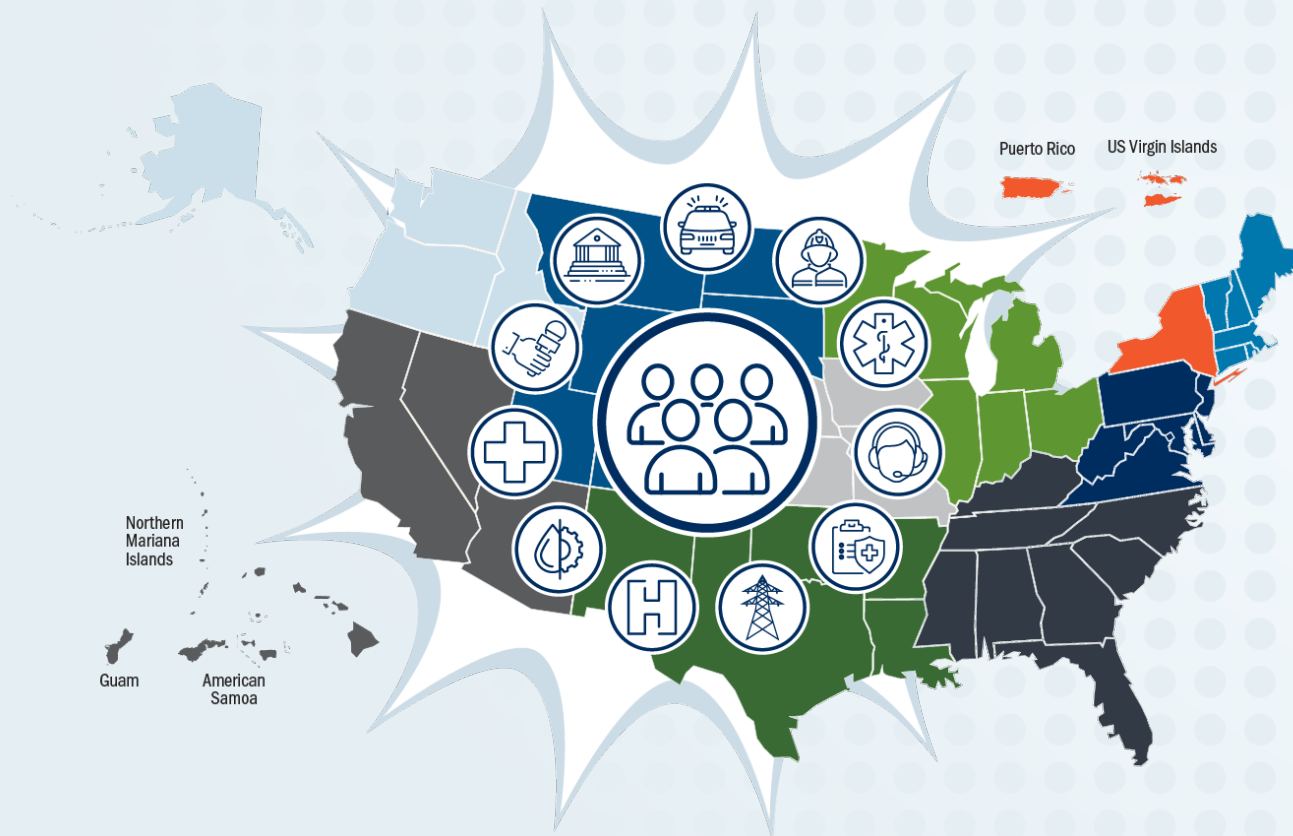
The **SAFECOM Nationwide Survey** is the most **comprehensive emergency communications** data collection effort in the **world**.

The 2018 SNS collected more than **700** unique data points over **6 topic areas**



# 2018 SNS Demographics

The SNS supports data-driven decision making at all levels of government



Respondents represent **state, local, tribal, territorial, and federal** organizations from several disciplines across all **50 states** plus the District of Columbia, Puerto Rico, American Samoa, Guam, and the Northern Mariana Islands





# 2018 SNS Demographics



An **equal** number of public safety organizations from metro, urban, and rural areas responded to the 2018 SNS



More than **60% of respondents** were small agencies with fewer than **50 personnel**



Respondents **serve diverse populations** ranging in size from fewer than 2,500 to **more than 1 million**



# SNS Benefits



**Shape policy  
and funding**



**Tailor programs  
and services**



**Build knowledge and  
awareness of  
capabilities and gaps**





# Uses of SNS Data

HEARINGS

**PRIORITIES**

EQUIPMENT

RESOURCES

**BUDGET**

REPORTS

**TRAINING**

STUDIES

LIFECYCLE PLANNING

**STRATEGIES**



# National Emergency Communications Plan



## NECP Vision

To enable the nation’s emergency response community to communicate and share information securely across communications technologies in real time, including all levels of government, jurisdictions, disciplines, organizations, and citizens impacted by any threats or hazards events



## Mandate

The NECP is mandated by Title XVIII of the Homeland Security Act of 2002 (as amended)



## Nation’s Strategic Plan

The NECP is the nation’s strategic plan to strengthen and enhance emergency communications capabilities



## Mission

To ensure the emergency response community drives toward a commonly defined end-state for communications



# NECP Goals



**Goal 1**  
Governance & Leadership



**Goal 2**  
Planning & Procedures



**Goal 3**  
Training, Exercise, & Evaluation



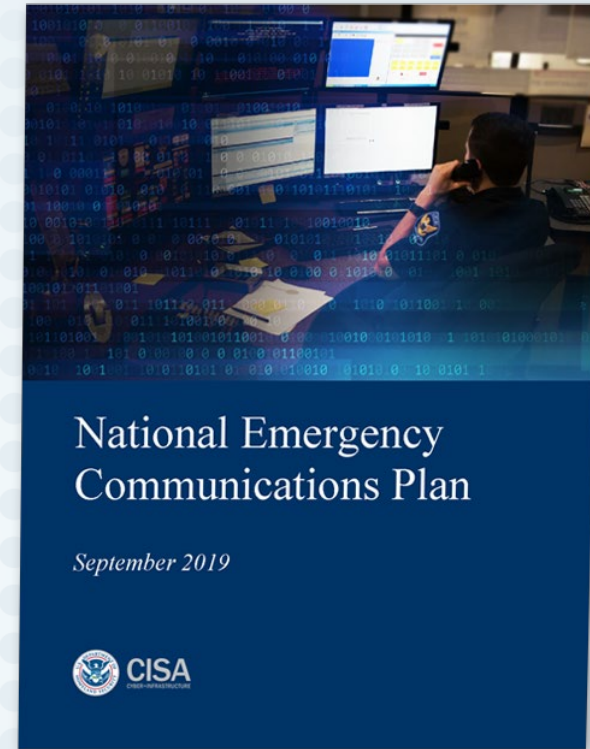
**Goal 4**  
Communications Coordination



**Goal 5**  
Technology & Infrastructure



**Goal 6**  
Cybersecurity





# NG911 Cyber Reality

## Cyber Incidents



47%

Of Public Safety Answering Points (PSAPs)/Public Safety Communications Centers (PSCCs) indicated that cybersecurity incidents impacted their ability to communicate over the past five years

## Cyber Planning



25%

Indicated that they don't have funding for cybersecurity operating or maintenance costs

38%

Indicated their cybersecurity funding is insufficient to meet their needs

63%

Indicated not having incident response plans, policies, and capabilities

65%

Indicated not having a mitigation strategy in place



Data from the [2018 SAFECOM Nationwide Survey \(SNS\) Results](#). The SNS is a nationwide data collection effort to obtain actionable and critical data that drives the nation's emergency communication policies, programs, and funding.

Billy Bob Brown, Jr.  
June 7, 2023

# We must work together



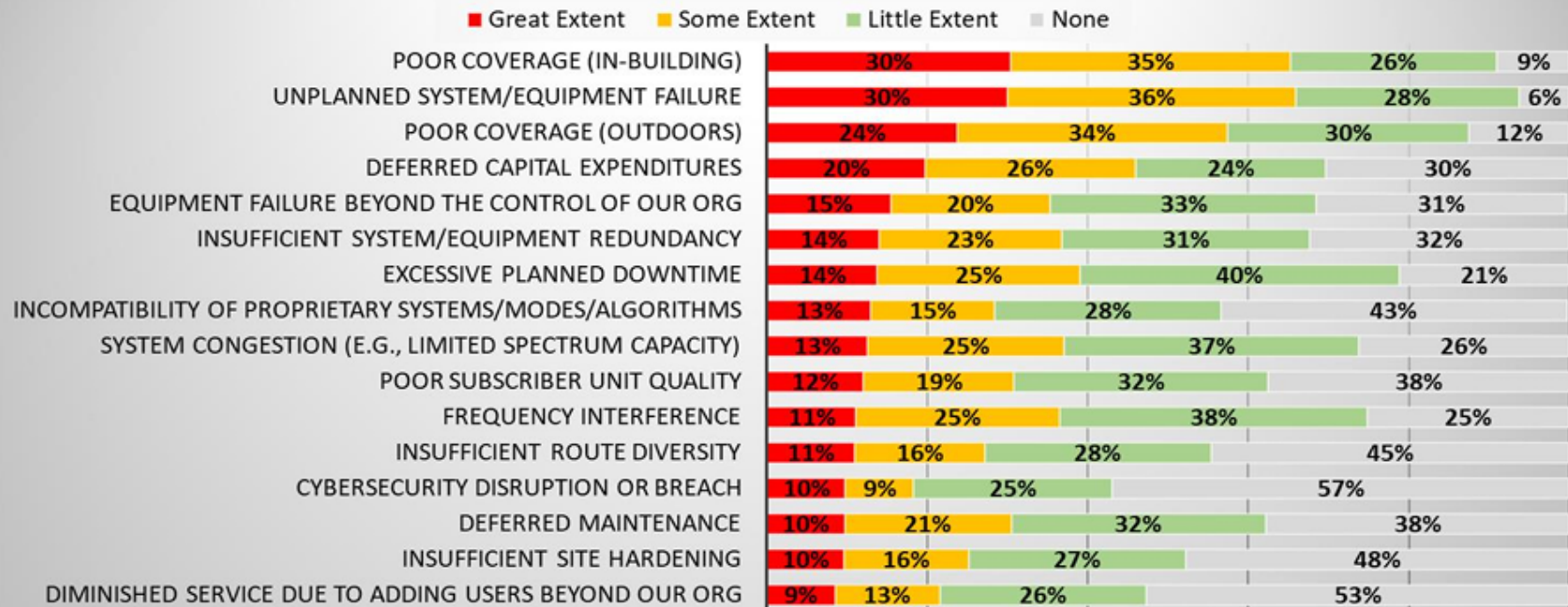
Billy Bob Brown, Jr.  
June 7, 2023

## Poor In-Building and Outdoor Coverage Concerns



# Factors that Affect Ability to Communicate

## Factors that Affect an Organizations Ability to Communicate



### Data Description

- The majority of organizations (91%) report poor in-building coverage impacting to some extent their ability to communicate, and 88% report poor outdoor coverage impacting to some extent their ability to communicate
- 30% of organizations reported unplanned system failures greatly affect their organization's ability to communicate
- 44% of organizations identify a cybersecurity disruption/breach as impacting their ability to communicate





## Chapter 32

### VIRGINIA EMERGENCY MEDICAL SERVICES REGULATIONS

These portable radios shall be able to provide direct, push-to-talk- two-way voice capabilities to communicate with other EMS vehicles of the same agency and the public safety answering point. If the portable radios are unable to meet the communications requirements of this chapter, the DERA, or its jurisdiction, shall install signal enhancing equipment which may include, but not be limited to, vehicular repeaters or a land mobile radio to wireless cellular interface (LMR to LTE interface) to improve communications capabilities of the portable radios. This requirement does not apply to geographic areas without land mobile radio or wireless cellular service availability.



# Interoperability

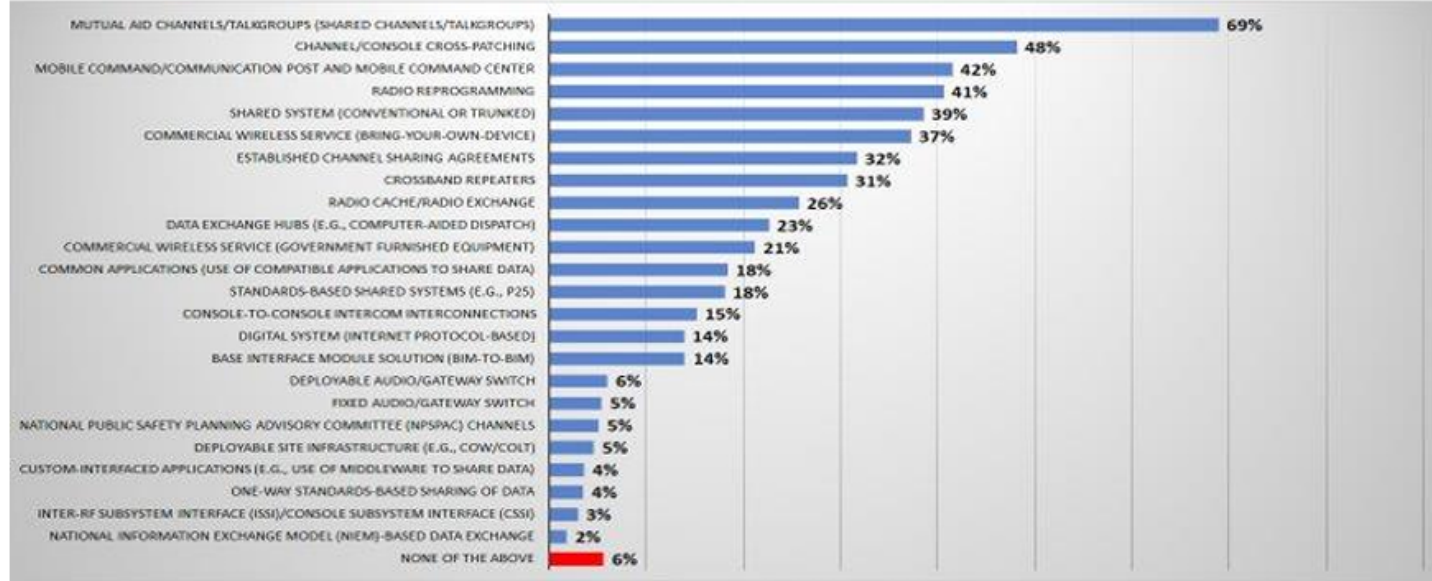
69% mutual aid channels or talkgroups

48% cross-patching



## Interoperability Solutions

Interoperability Solutions in Use by Organizations



### Data Description

- The majority of organizations (94%) indicated they are using at least one communications interoperability solution listed
- Mutual aid channels (69%), cross-patching (48%), and mobile command posts (42%) were most popular
- Organizations indicated an emerging use of data interoperability solutions, such as data exchange hubs (23%) and common applications (18%)

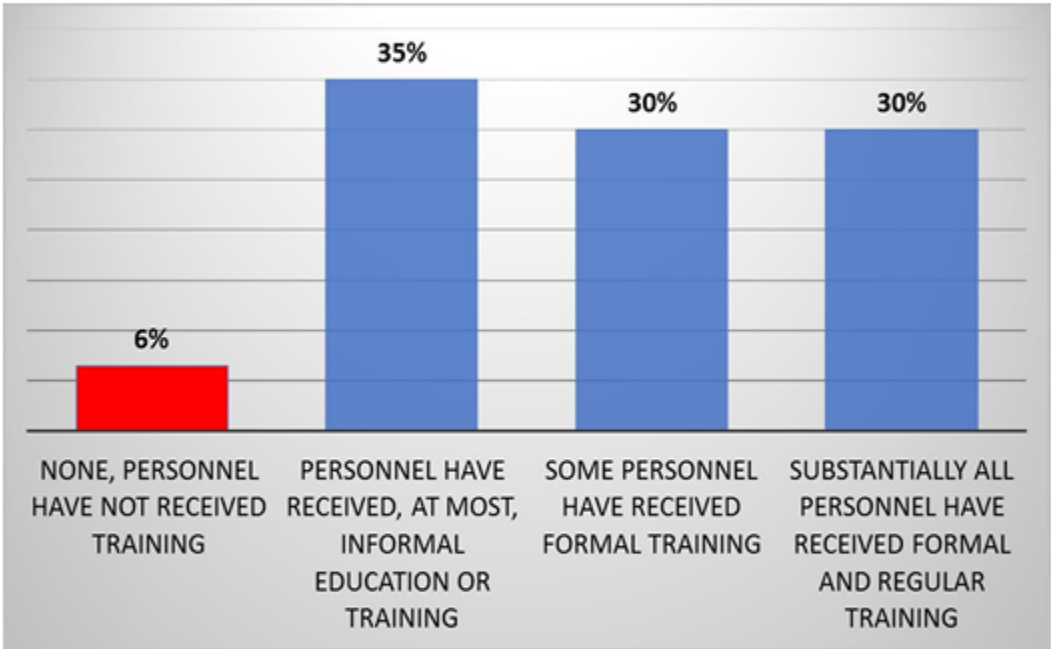


# Training

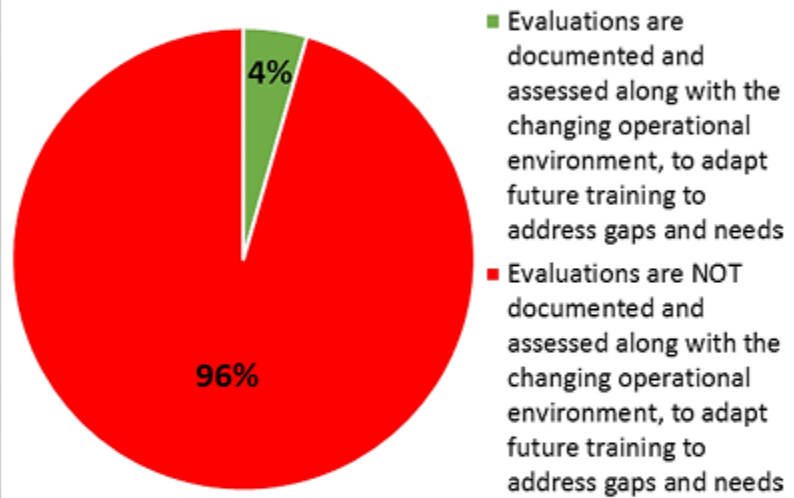
## Training

41% no or only informal training

### Characterization of an Organization's Emergency Communications Training



### Training Evaluations



### Data Description

- The majority of organizations (95%) indicate that their personnel have received formal or informal training
- Very few organizations are using their communications exercise evaluations to adapt future training to address gaps and needs



## Communications Equipment Operations Training

- i. Every attendant-in-charge and EMS vehicle operator shall receive initial and annual refresher training on the operation of the fixed and portable LMR and wireless cellular service communications equipment installed in the type of EMS vehicles to which they may be assigned.
- ii. Initial and refresher training shall include familiarization with the National Interoperability Field Operations Guide and any Virginia specific requirements; the frequency bands covered by the fixed and portable LMR communications equipment; how to change channels, zones, and talkgroups for their Primary and Secondary Service Areas and for all interoperability channels programmed into the equipment. This training requirement shall also apply to any wireless cellular service equipment capable of push-to-talk communications with multiple channels or talkgroups. This training requirement does not apply to standard "cell phone" equipment.





# **Reliable Communications throughout the Entire EMS Continuum of Care**

**Communications Specialist**

**PSAP Specialist**



# Resources Leveraging SNS Data

- [National Emergency Communications Plan](#)
- [SAFECOM Nationwide Survey \(SNS\)](#)
- [2018 SNS Results](#)
- [Nationwide Communications Baseline Assessment Fact Sheet](#)
- [CISA Public Safety Communications and Cyber Resiliency Toolkit](#)
- [SAFECOM and NCSWIC Paging: A Vital Link for Public Safety](#)
- [SAFECOM Best Practices for Governance Structure Membership Analysis](#)





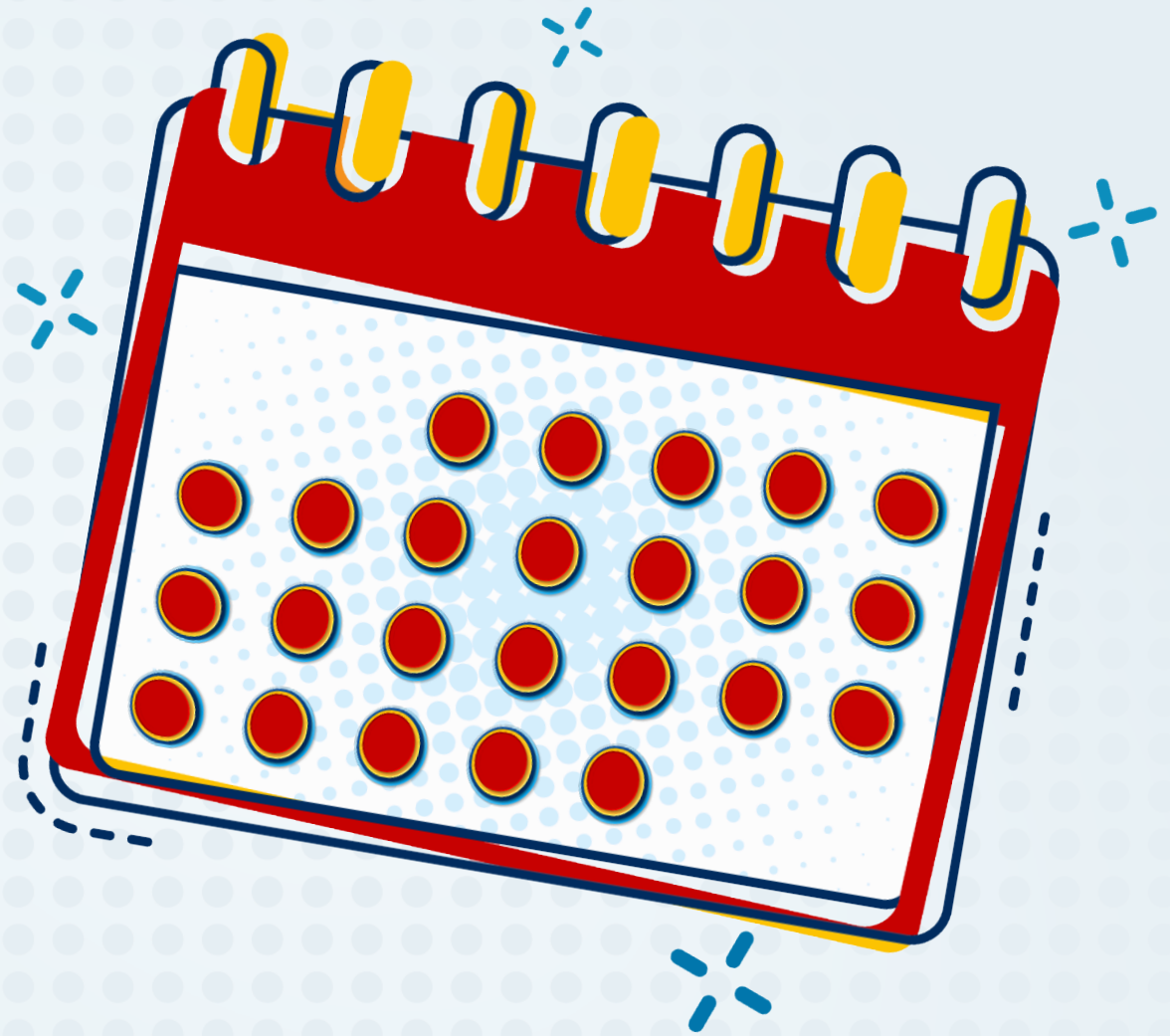
# Additional NECP Resources

- [Emergency Communications by the Numbers: Cybersecurity](#)
- [Emergency Communications by the Numbers: Emerging Communications Technology](#)
- [Emergency Communications by the Numbers: Enhancing Interoperable Communications](#)
- [Emergency Communications by the Numbers: Evaluations for Training and Exercises](#)
- [Emergency Communications by the Numbers: Inclusive Governance](#)
- [Emergency Communications by the Numbers: Strategic Planning for State and Local Public Safety Organizations](#)



# The SNS is OPEN!

Complete the survey by **July 21, 2023**, to influence the future of emergency communications!

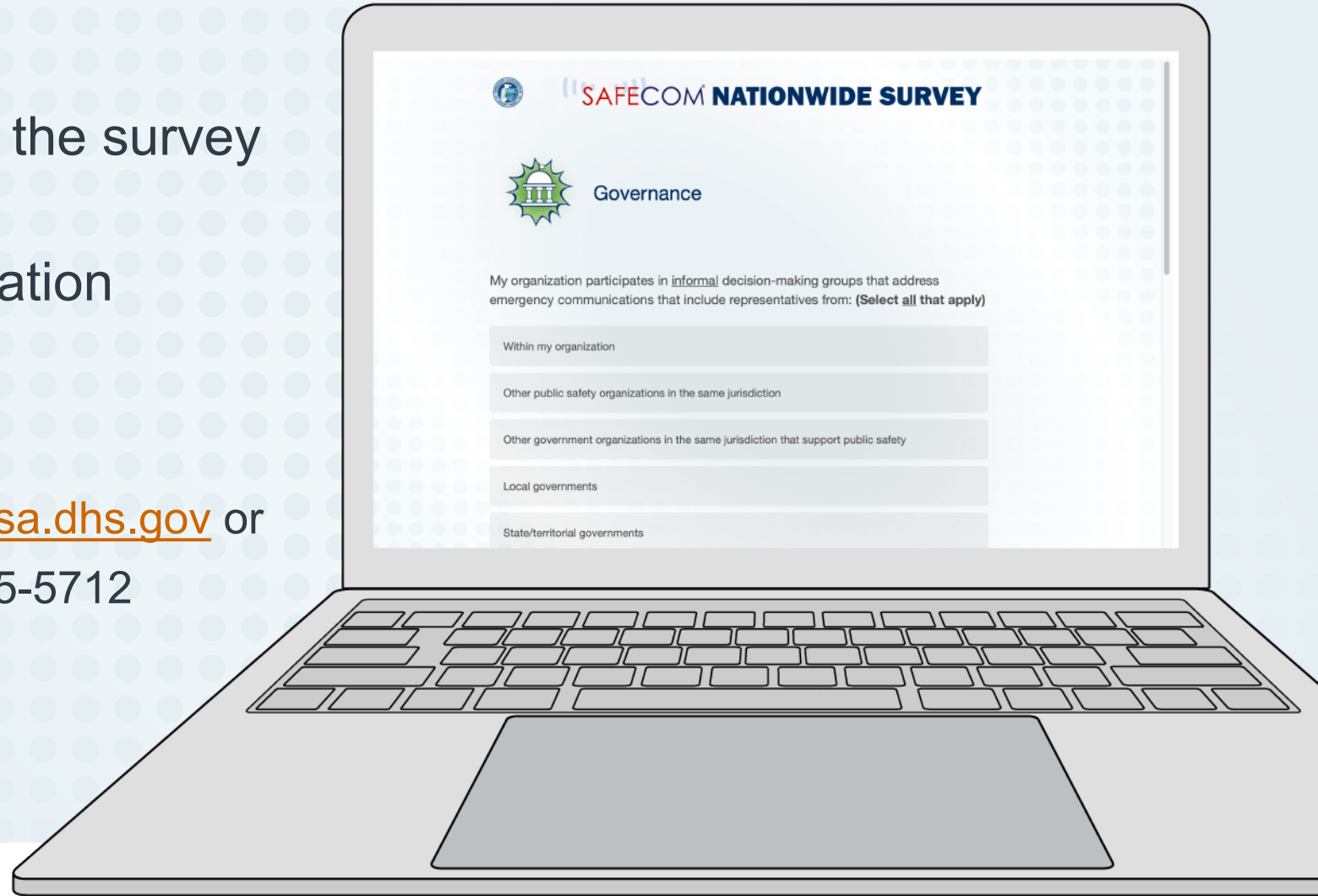


# How to Access the SNS

There are two ways to access the survey online:

- Custom link for your organization
- Public link

For questions, please email [sns@cisa.dhs.gov](mailto:sns@cisa.dhs.gov) or call the SNS Help Desk at 1-800-915-5712





# Make Your Voice Heard!

In order to achieve statistical validity of results, we need respondents from various disciplines, geographies, and levels of government to take the survey – **HELP SPREAD THE WORD!**



# Questions?





# Upcoming Webinars

Join the Cybersecurity and Infrastructure Security Agency for webinars focused on:

## Implementing the National Emergency Communications Plan

WEBINAR LINK (FOR VISUAL)

<https://share.dhs.gov/necpwebinars>

DIAL-IN (FOR AUDIO)

**800-857-6546**

PARTICIPANT PASSCODE

**3442408**







For more information on the NECP:  
[cisa.gov/necp](https://cisa.gov/necp)  
[NECP@cisa.dhs.gov](mailto:NECP@cisa.dhs.gov)

For more information on the SNS:  
[cisa.gov/sns](https://cisa.gov/sns)  
[SNS@cisa.dhs.gov](mailto:SNS@cisa.dhs.gov)

