IMPLEMENTING THE NECP WEBINARS

LEVERAGING SURVEY DATA FOR COLLABORATIVE INITIATIVES AND NATIONAL PLANNING

JULY 24, 2024

Agenda

- **National Emergency Communications Plan (NECP) and SAFECOM Nationwide Survey (SNS)**

- **Speaker Presentations**

- **Resources and Actions**

- **Question and Answer Session**

Speakers

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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 hazardous 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

National Emergency Communications Plan

NECP Goals
Organize stakeholder driven inputs, identify national emergency communications gaps and priorities, and articulate shared responsibilities for federal, state, local, Tribal, and territorial emergency communications partners

Goal 1
Governance & Leadership

Goal 2
Planning & Procedures

Goal 3
Training, Exercises, & Evaluation

Goal 4
Communications Coordination

Goal 5
Technology & Infrastructure

Goal 6
Cybersecurity

Stakeholder-Driven Process

The Emergency Communications Division (ECD) updates the NECP every 5 years based on extensive research, analysis, and coordination with public safety stakeholders

Stakeholder Engagement

For the 2025 update, CISA has collaborated with more than 5,300 organizations representing more than 500,000 emergency communications stakeholders from federal, state, local, tribal, and territorial public safety agencies

What is the SNS?

A data collection initiative that helps CISA assess nationwide emergency communications capabilities and identify and close gaps.

SNS Data Supports CISA's Mission

Data-driven decision making

Tailored programs and services

Awareness of capabilities and gaps

Stronger Together

Persistent challenges require collaborative sol

There is an adversary infiltrating our critical infrastructure

Strategic Team Building

65,000 public safety organizations nationwide

- Public safety organizations with an operation emergency communications
  - Law enforcement
  - Fire and rescue
  - Emergency Management
  - Emergency Medical Services
  - Emergency Communications Centers

SNS Results: Strategic Teambuilding

Operationalizing Strategic Team Building

"ENGAGED"

Engaged organizations include **all** of the following in their strategic planning process:

- ✅ Other public safety disciplines in the same jurisdiction
- ✅ Other government organizations in the same jurisdiction that support public safety
- ✅ Other local governments

"ISOLATED"

Isolated organizations include **none** of the following in their strategic planning process:

- ❌ Other public safety disciplines in the same jurisdiction
- ❌ Other government organizations in the same jurisdiction that support public safety
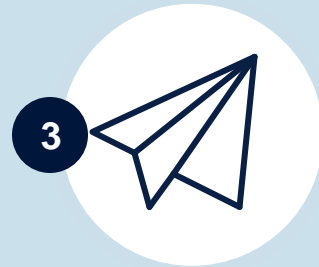- ❌ Other local governments

Why Strategic Planning?

Necessary Elements for Effective Communication

1 A sender

2 A receiver

3 A means of sending the message

4 A means of receiving the message

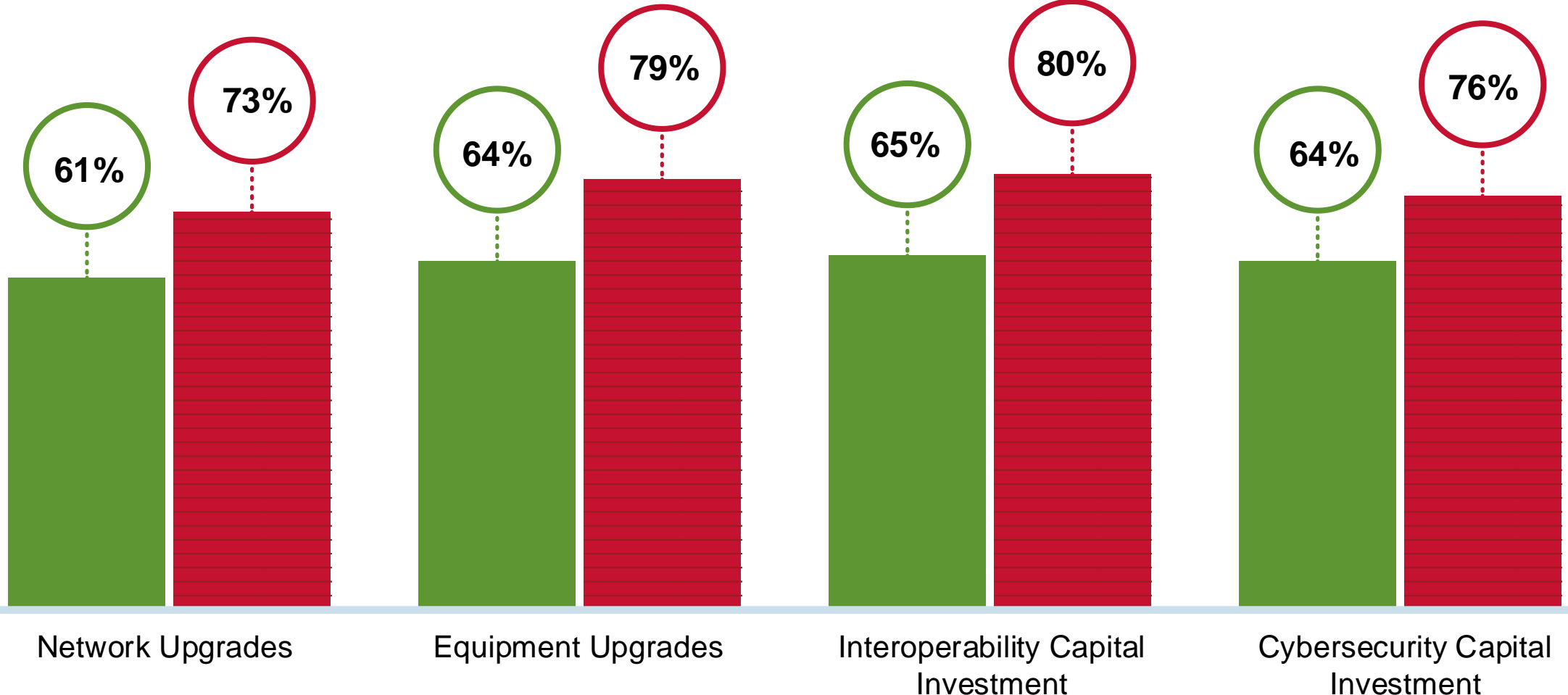**5** An understanding of the message sent

6 An acknowledgement that the message was received and understood

Funding Challenges: Engaged vs Isolated

Proportion of local public safety organizations with no or insufficient funding for emergency communications

Network Upgrades: 61% (Engaged), 73% (Isolated)
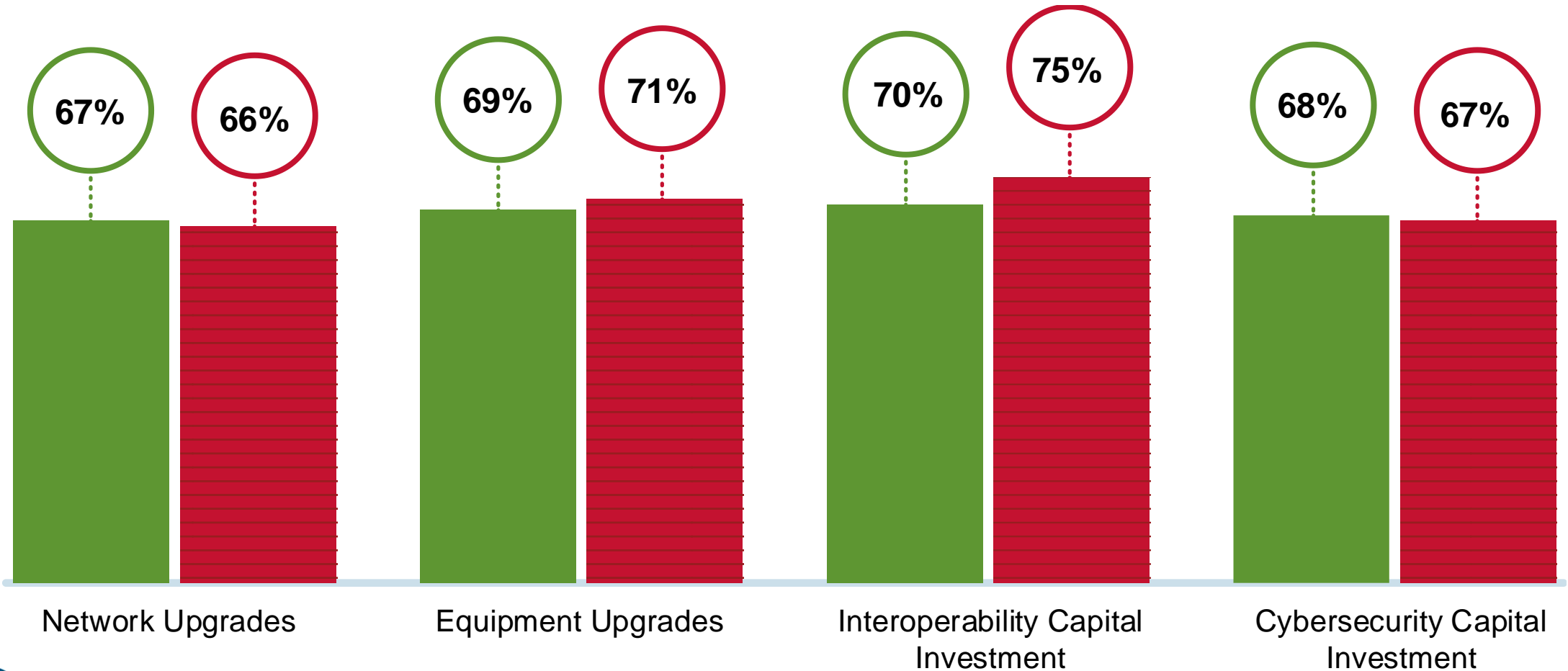Equipment Upgrades: 64% (Engaged), 79% (Isolated)
Interoperability Capital Investment: 65% (Engaged), 80% (Isolated)
Cybersecurity Capital Investment: 64% (Engaged), 76% (Isolated)

✓ Engaged Agencies   ✗ Isolated Agencies

Governance Effectiveness

ENGAGED

ISOLATED

94% Yes ....> Decision-making groups support interoperability needs <........ **80% Yes**

92% Yes ....> Governance agreements support interoperability needs <........ **80% Yes**

87% Yes ....> Strategic plans support interoperability needs <........ **57% Yes**

Cybersecurity Confidence

ENGAGED

ISOLATED

42% Yes ·····> Alert organizations with interconnected networks in the event of a cyber incident <····· **17% Yes**

15% Yes ·····> Are *not confident* in their ability to detect and respond to cybersecurity incidents <····· **43% Yes**

Personnel Proficiency

ENGAGED		ISOLATED
72% Yes ┈┈▶	Include non-traditional communications partners in training	◀┈┈ **35% Yes**
91% Yes ┈┈▶	Participate in or conduct exercises	◀┈┈ **66% Yes**
87% Yes ┈┈▶	Personnel are proficient at establishing interoperable communications	◀┈┈ **63% Yes**

Equipment Systems

ENGAGED

ISOLATED

73% Yes ·····> Sufficient interoperable voice capability resource capacity <····· **39% Yes**

47% Yes ·····> Primary LMR system does not require intervention for out-of-the-ordinary events <····· **28% Yes**

73% Yes ·····> Systems, networks, and equipment are appropriate for interoperability <····· **53% Yes**

Mission Support

Engaged organizations are twice as likely as isolated organizations to report that their **communications systems meet mission requirements** in both day-to-day and out-of-the-ordinary situations

Stronger Together

ENGAGED   **ISOLATED**

74% Yes ·········▶   Overall emergency communications interoperability is stronger than it was 5 years ago   ◀········· **45% Yes**

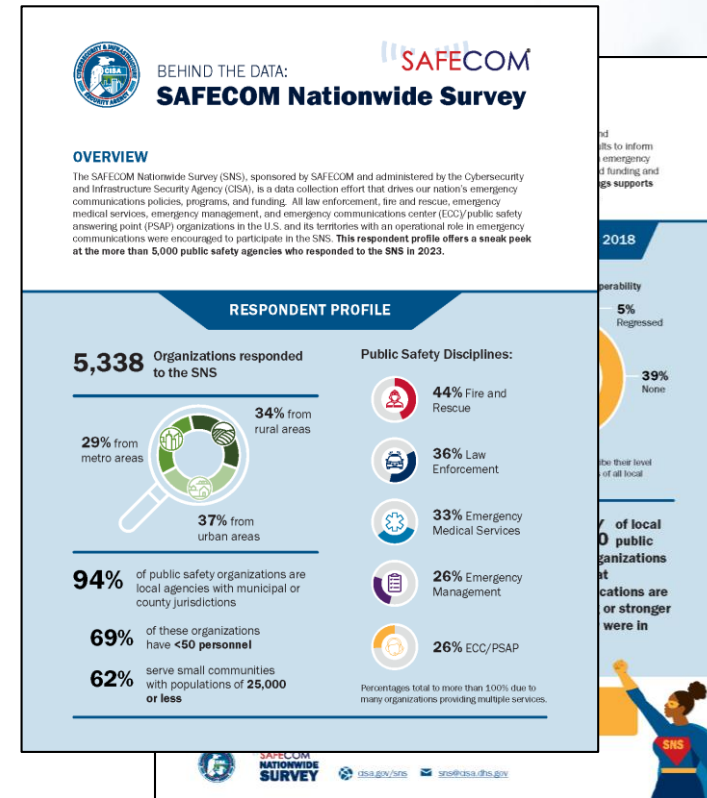**20% Yes** ·········▶   That strengthening is "significant"   ◀········· **11% Yes**

Additional Resources

- National Emergency Communications Plan
- SAFECOM Interoperability Continuum

SNS Respondent Profile

How You Can Take Action

- **Take steps** for your organization or jurisdiction to participate in SNS and NECP initiatives

- **Leverage** resources to improve your organization's or jurisdiction's emergency communications strategic planning

- **Engage** diverse partners and stakeholders to build strategic partnerships to achieve resilient, secure, and interoperable emergency communications

Anais Azoulay
July 24, 2024

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Questions?

Upcoming Webinars

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

Implementing the National Emergency Communications Plan

Bookmark our webpage to check back for future webinars:
https://www.cisa.gov/necp-webinars

For more information on the SNS:
cisa.gov/sns
sns@cisa.dhs.gov

For more information on the NECP:
www.cisa.gov/necp

necp@cisa.dhs.gov

Question and Answer

Question: Are the SNS results consistent across all public safety disciplines?
Answer: The results discussed today are consistent across all public safety disciplines, meaning that we see all of these benefits of robust strategic planning for all five disciplines. However, the exact size of these benefits might differ across disciplines. To understand those differences will require some additional investigation and analysis.

Question: How was the survey designed, and what methodologies were used to ensure the sample is representative of the target population?
Answer: We believe the SNS distribution list provided complete coverage of public safety organizations in the targeted disciplines across the U.S. and its territories. Lists were compiled and validated by market research firms, state governments, and professional associations like SAFECOM. This process took two years to complete. Thanks to the distribution list's comprehensiveness, we can be confident that SNS responses are representative of the target population because they were representative of the distribution list.

Question: I was wondering about amateur radio - probably similar in the AUXCOMM or Ham side also?
Answer: AUXCOMM itself was not included as a target population, but other agencies such as police or fire and rescue may coordinate with amateur radio operators or have AUXCOMM capabilities of their own, which would mean that at least some of the benefits of partnering with amateur radio are included in the results discussed today. Depending on your community, you might find amateur radio clubs hosted by a lot of organizations that weren't included in the analysis, like community colleges or private associations. We haven't explored the benefits of strategic partnerships with these other types of organizations, but we suspect they would follow similar trends.

Question: There are some EMS providers that are for-profit and contracted for responding to 9-1-1 calls, did the data reveal any differences between such providers over non-profit or governmental providers (or was the business nature of the organizations not captured)?
Answer: The SNS did collect some information about the business structure of EMS providers. For this analysis we did not differentiate between government providers, for-profit providers, and non-profit NGO providers. This is an excellent topic for future analysis.

Question and Answer (Continued)

Question: The message seems to be loud and clear: We should be collaborating with peer agencies and across public safety disciplines. Does CISA offer any guidance to help us get started or help us form partnerships?
Answer: Partnering with other local agencies is an important part of the NECP and is emphasized in particular in Goal 4. We would recommend beginning with following the best practices and the implementable objectives found in the NECP to help support first steps with developing productive strategic partnerships.

Question: Was there a trend in improvement since the last SNS or notable change?
Answer: It is difficult to characterize change from 2018 to 2023 because the SNS is a cross-sectional analysis. It presents a snapshot in time and doesn't track organizations longitudinally from one iteration to the next. The SNS does invite respondents to describe their overall strengthening of emergency communications since 2018. Despite the enormous challenges that the country has faced over the past 5 years, almost all public service agencies reported overall that strengthening happened. However, it's hard to quantify "how much" improvement we've seen, because the cross-sectional design of the survey doesn't allow a question-by-question analysis of change in 2018 compared to 2023 because the respondents are different across the two iterations of the survey.

Question: Now that the most recent SNS has concluded, given the results and findings, where do we go from here?
Answer: We recommend that agencies think about which partners are needed to communicate with during an incident. Who do you have interoperability channels with? Take an inventory of partners and think about the partners with whom you will need to communicate with during an incident. Then, begin to think about how you can engage with them through a strategic planning process.