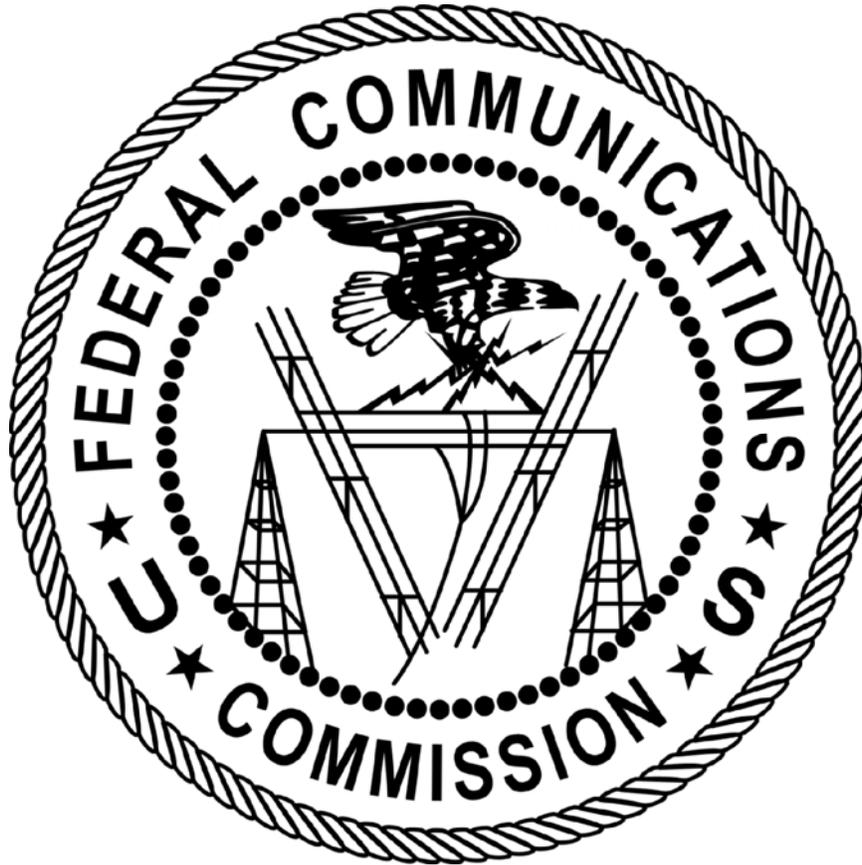


**PUBLIC SAFETY AND HOMELAND SECURITY
BUREAU
Federal Communications Commission**



**Outreach Tour – Public Safety
Cities of Columbia, South Carolina and
Raleigh, North Carolina
May 12 & 13, 2010**

Outreach Mission

The Federal Communication Commission's (FCC's) Public Safety and Homeland Security Bureau (PSHSB) sent an outreach team to Columbia, South Carolina and Raleigh, North Carolina to meet with state and local public safety/health officials to accomplish the following objectives:

- Educate external partners about the FCC current initiatives and the PSHSB's mission
- Gather information
- Assist, support, and build a partnership network
- Demonstrate Project Roll Call

The tours were held on May 12 & 13, 2010 and included:

South Carolina

- **The Office of the Adjutant General, Emergency Management Division**, Hosts – Kim Stenson, Chief of Staff and Joseph Farmer, Public Information Director
- **Lexington County Department of Public Safety**, Hosts – Katherine Hubbard, County Administrator, Bruce Rucker, Director, Thomas Collins, Emergency Manager and T. Brian Hood, EMS Coordinator
- **Lexington Medical Center**, Hosts – Michael Greeley, Vice President, Operations, Joel Huggins, Director, Public Safety & Mike Gordon, Manager, Public Safety

North Carolina

- **Crime Control and Public Safety, Emergency Management Division**, Hosts – H. Douglas Hoell, Jr., Director, Emergency Management Division and Darlene Johnson, EOC Manager/Deputy Operations Chief

The outreach team was comprised of:

- Robert Kenny, Director of Media Relations and Communications
- Todd Mitchell, Outreach Specialist
- Paul Coburn, Field Agent and Project Roll Call Coordinator
- Doug Miller, Field Agent, Enforcement Bureau
- Louis Sigalos, Director, Southwest Region Outreach & Operations

Note: The outreach team met with over 50 public safety officials and healthcare representatives, and conducted five meetings and site visits/tours. FCC follow-up from this outreach trip is currently underway.

Overview

It is an FCC priority to ensure that communications are reliable, redundant and efficient in any emergency situation. PSHSB has instituted a program that sends staff to different areas of the country to gain insight as to how state and local governments operate their emergency communications systems, coordinate with neighboring counties and metropolitan areas, and manage grant information and opportunities. It is also a priority to see how PSHSB can assist with communications requirements and public safety needs in these areas.

Mission Objective Results

- **Educate External Partners**

- The outreach team provided information about PSHSB's mission and ways in which it can assist with public safety communications, highlighting the FCC's Emergency Operations Center and the Commission's coordination with the Federal Emergency Management Agency (FEMA) and other federal and state agencies in response to a disaster or emergency under the National Response Plan framework. Discussion topics included the National Broadband Plan, the Emergency Response Interoperability Center, the Disaster Information Reporting System, licensing issues, emergency alerts, cyber security, priority services, and special temporary authority.
- Discussions also centered on Project Roll Call and the deployment of FCC field office personnel as part of the FEMA emergency response team, including collaborative efforts to process requests with a direct impact on communications. These sessions focused on requests by broadcasters to gain access to storm-impacted areas, debris removal, refueling for industry, special temporary authority to use spectrum and other high priority requests.
- The outreach team shared information about the PSHSB website, calling particular attention to the Clearinghouse information on emergency communications and interoperability plans, best practices in emergency preparedness, lessons learned and federal grant information. The outreach team highlighted the Clearinghouse pages as a valuable resource for the public safety community to utilize, provide feedback on and contribute to on an ongoing basis.

- **Information Gathering**

South Carolina

The Office of the Adjutant General, Emergency Management Division

The Emergency Management Division is a “home rule” managed operation, where county public safety groups work for local jurisdictions not under the direct auspices of the State.

Their mission is to develop, coordinate, and lead the state emergency management program, enabling effective preparation for, and efficient response to, emergencies and disasters in order to save lives, reduce human suffering and reduce property loss. To accomplish this mission, the Division:

- Develops plans and procedures to ensure the highest levels of mitigation, preparedness, response, and recovery;
- Maintains a comprehensive, risk-based, multi-hazard emergency management and training program; and
- Coordinates federal, state, and local resources for mitigation, preparedness, and response and recovery operations.

South Carolina emergency management is prepared and equipped to handle man-made and/or natural disasters; including initiating a program known as SC HEART that enlists hospital workers/HAM operators to provide back-up communications during emergencies.

16 of the 46 counties in the state have Government Emergency Telecommunications Service (GETS) cards and all counties have satellite communications for redundancy.

South Carolina is one of the most vulnerable states in the nation with respect to hurricanes and tropical storms. In 1989, Hurricane Hugo cost the state over \$7 billion in damages. Six counties have coastlines which border the Atlantic Ocean. These counties have over 200 miles of coastline, all of which span more than 200 miles. All inland counties may be directly affected by hurricanes; in particular, low coastal elevations where flooding poses the greatest threat to life and property. More detailed information can be found in the South Carolina Hurricane Plan, Appendix 1 of the South Carolina Emergency Operations Plan (SCEOP).

Other forms of disasters facing South Carolina include nuclear plants, earthquakes, and tornadoes, of which 10 or 15 strike each year. In 2004, South Carolina experienced 89 tornadoes. In addition, on the morning of May 12, during the FCC visit, residents in Charleston, SC experienced an earthquake that registered 2.8 on the Richter scale. The state sits on a fault line, and, unfortunately, projections call for a much larger earthquake to occur in that region at some point.

Lexington County Department of Public Safety

Lexington County has a state-of-the-art Public Service Answering Point (PSAP) or 9-1-1 call center that handles all types of calls, from EMS to police and fire emergencies. The PSAP dispatches those calls to the appropriate first responder organization to speed up on-the-scene help for survivors or those in need of assistance. Emergency vehicles are equipped with location capabilities which find the closest vehicle to the emergency call; time, distance, traffic (time of day), and speed limits, are taken into consideration. The call-takers are trained across disciplines and are capable of handling all types of 9-1-1 calls that come into the center. They also manage their system and ambulance routing based on seasonal trends, upcoming events and potential emergencies or disasters (*i.e.* a hurricane or flood warning). The county positions ambulances in particular areas based on these trends. For example, a higher volume of traffic accidents in a particular area on a particular day would result in more ambulances being placed there. This approach manages resources based on current community needs and past experiences.

Lexington Medical Center

This 384-bed modern complex anchors a comprehensive network of 600-plus affiliated physicians, and over 5,000 employees, including six strategically located community-based medical and urgent care centers, an occupational health center, the largest extended care facility in the state, and an Alzheimer's Care Center. The Lexington Medical Center has a sophisticated communications control and command center and utilizes the Statewide 800 MHz Land-Mobile Radio system for seamless communications with state and local officials during emergencies or large-scale events. It also uses emergency room by-pass when a patient is in cardiac arrest. A 12-wire EKG is performed by paramedics and passed to emergency room physicians, via Bluetooth technology, directly to a cardiac unit for treatment. Using the most up-to-date and advanced equipment and technologies, over 93,000 patients are treated annually.

North Carolina

Crime Control and Public Safety (CCPS), Emergency Management Division

The CCPS has ten divisions whose mission is to improve the quality of life for North Carolinians by reducing crime and enhancing public safety.

The CCPS secretary serves as the sole representative on the Governor's Cabinet for the state's law enforcement and emergency response community.

The department focuses citizen and legislative attention on law enforcement and public safety issues, such as drinking and driving, underage access to alcohol and tobacco, the proper use of child safety seats, crime prevention, and preparation for natural disasters.

CCPS is constantly updating plans and training local officials to respond to emergencies such as terrorism, communicable diseases, nuclear power plant incidents, and civil unrest.

CCPS provides a unified chain of command to quickly mobilize resources during an emergency. CCPS serves as the coordinating agency for North Carolina's homeland security preparedness, and is working to strengthen the state's terrorism defenses and response capabilities.

Much of the discussion centered on information sharing and the FCC outreach staff's efforts to provide information and perspective on the FCC's National Broadband Plan, E 9-1-1 and Next Generation EAS to those in attendance. We also visited the state's Emergency Operations Center and learned that they will be upgrading their facilities and transitioning to a new, state-of-the-art facility within the next year or two.

The CCPS has granted the FCC permission to post several of its emergency operations documents from its website in the Clearinghouse section on the PSHSB website, including the State of North Carolina Emergency Operations and Earthquake Plan, The Continuity of Operations Planning Manual, the North Carolina Operations Center Standard Operating Guide, and the Voice Interoperability Plan for Emergency Responders (VIPER), a statewide 800 MHz, trunked radio system that currently has about 45,000 users and 145 repeater sites with additional sites planned.

Conclusion

The tour provided the outreach team with a useful perspective about the communications capabilities at the state and local levels, including some of the challenges the States of South Carolina and North Carolina face as new technologies continue to evolve in public safety communications.

This outreach trip, and the interaction with state and local officials, gave us the opportunity to build partnerships and share valuable information related to PSHSB's mission and our commitment to assisting states and localities in the area of communications, as well as emergency preparedness and response. We plan to continue our coordination with these public safety officials on a continuing basis with both day-to-day and emergency communications-related issues, as warranted.