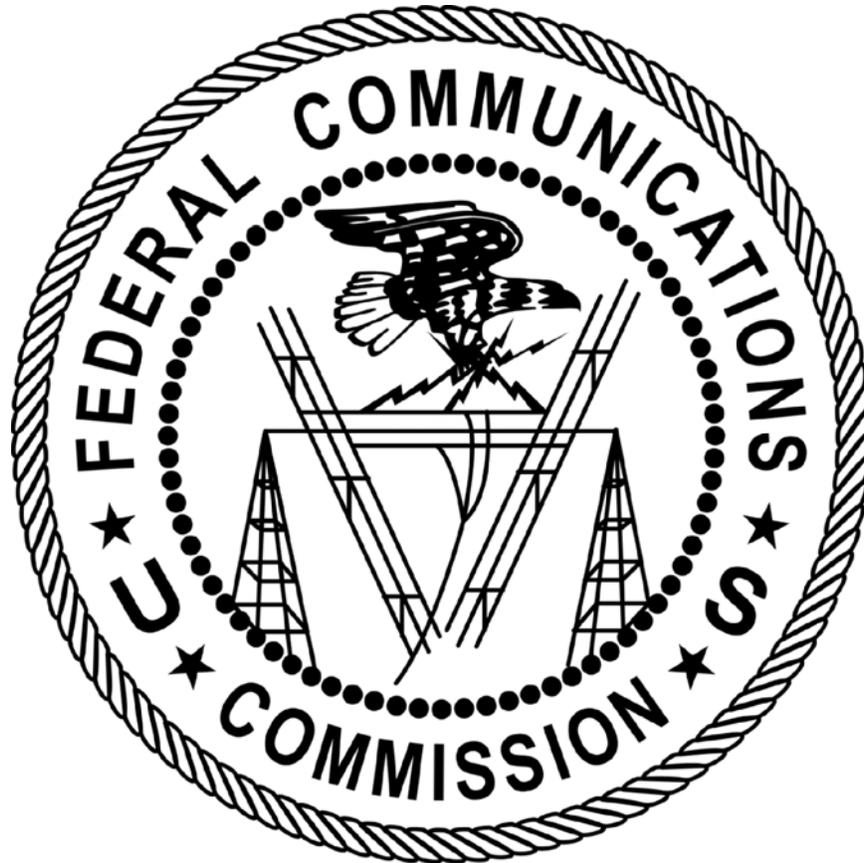


**PUBLIC SAFETY AND HOMELAND SECURITY BUREAU
Federal Communications Commission**



**Outreach Tour – Public Safety
Cities of Harrisburg and Hershey, and Cumberland County,
Pennsylvania
February 24, 2010**

Outreach Mission

The Federal Communication Commission's (FCC's) Public Safety and Homeland Security Bureau (PSHSB) sent an education and outreach team to Harrisburg, Hershey, and Cumberland County, Pennsylvania to meet with state and local public safety/health officials to accomplish the following objectives:

- Educate External Partners
- Gather Information
- Assist, Support, and Build a Partnership Network
- Demonstrate Project Roll Call

The tour was held on February 24, 2010 and included:

- **The Governor's Office of Administration, Office of Public Safety Radio Services.** Host - Charles Brennan, Deputy Secretary, Pennsylvania Office of Administration, Public Safety Radio Services
- **Emergency Medical Staff of the Penn State Milton S. Hershey Medical Center.** Hosts - Nancy Flint, Registered Nurse and Program Coordinator, and Dr. Thomas E. Terndrup, Emergency Medicine
- **Directors of the Cumberland County 9-1-1 Communications Center.** Hosts - J. Theodore Wise and Douglass Glass, Director of Public Safety and Deputy Director of Public Safety, Communications, Cumberland County.

The outreach team was comprised of:

- Robert Kenny, Director of Media Relations
- Todd Mitchell, Outreach Specialist
- Michael Caiafa, Emergency Management Specialists
- Louis Sigalos, Director, Southwest Region Outreach & Operations

Note: In total, the outreach team met with 15 public safety officials and healthcare representatives, and conducted three 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, particularly in rural areas, operate their emergency communications systems, coordinate with neighboring counties and metropolitan areas, and manage grant information and opportunities. We also are interested in how PSHSB can assist with public safety needs and requirements in these areas.

Mission Objective Results

- **Educate External Partners**
 - The outreach team provided information about PSHSB's mission and ways in which we 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. Discussions also included the National Broadband Plan, licensing issues, priority services, special temporary authority, and grant information.

- Discussions also centered on the deployment of FCC field office personnel and their tactical response efforts as part of the FEMA emergency response team, including collaborative efforts to process requests with a direct impact on communications that require state government approval. 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**

- **Pennsylvania Statewide Radio Network (PA-STARNet) is one of the largest public safety communications systems in North America, and is built-out using 800 MHz channels, with a private microwave network.** PA-STARNET is a communications and information infrastructure, including approximately 200 sites located throughout the commonwealth for transmission of voice and data communications connected by a digital microwave system to form a statewide mobile radio network. It's used by state and local government agencies and business partners for agency dispatch and mobile voice and data communication for public safety and emergency response. This network is currently used by approximately 20 agencies of the commonwealth's government, organizations under agency sponsorship such as county or municipal agencies, and business partners serving primarily agency dispatch and mobile voice and data communication for public safety and emergency response. Examples of system use by commonwealth agencies include:
 - State Police—an average of approximately one million data sessions per month, including messaging and vehicle and criminal inquiries using data terminals installed in trooper vehicles.
 - Pennsylvania Department of Health (PADOH) — PADOH Radio Subsystems are part of Pennsylvania's Health Emergency Preparedness and Response Program with mobile vehicular tactical network (V-TAC) radios and portables strategically situated throughout Pennsylvania. This enables hospital personnel to send and retrieve data and text messages over PA-STARNet during health or medical emergencies.
 - Pennsylvania Emergency Management Agency (PEMA)—More than 600 mobile, V-TAC, hand-held, and fixed-location radios for county 9-1-1 center and RTF communication and for emergency response coordination; and
 - Department of Transportation—6,700 mobile, hand-held, and fixed-location radios for routine use including highway

maintenance and snow removal operations, relying on PA-STARNet exclusively in over half of the state.

Note: The outreach team was able to collect public documents for the PSHSB Clearinghouse relating to PA-STARNet, which others in the public safety community may be able to use as a resource when developing or upgrading a communications network.

- **Key highlights related to public safety communications in Pennsylvania include:**
 - Voice and data traffic freely mixed in an Internet Protocol (IP)-based statewide intranet;
 - 800 megahertz (MHz) trunked digital technology, with use of radio frequencies highly optimized by interweaving multiple voice and data streams over a single channel through sophisticated computer control; allows for efficient communications among 16 different talk groups arranged by the state;
 - Over-the-air update of subscriber device software and configurations, relieving the need for physical access to radios for individual update through cable connections;
 - V-TAC, with a mobile radio functioning as a repeater for extended system coverage, or in Scene of Incident mode as a mobile base station—for example, in support of operations at an emergency scene;
 - A full-featured mobile microcell and communication tower for use at the scene of an emergency or some other event requiring additional local short-term system coverage;
 - Interoperability gateway technology.
- **Penn State Milton S. Hershey Medical Center.** Hershey Medical Center is a 454-bed hospital with 74 nursing units (inpatient and outpatient) and 2,100 nurses on staff. This state-of-the-art healthcare facility is one of only four Level I trauma centers accredited to treat both adults and children, and the only academic health center between Pittsburgh, Philadelphia and Baltimore.
 - The medical center is the only hospital in Pennsylvania with an on-site communications command center that has land-mobile radio and web-based communications capabilities. This command center is used in coordination with the 9-1-1 system and to coordinate with air transport of trauma patients to the hospital.
 - The Hospital also owns a mobile 53-foot, state-of-the art educational and training classroom facility, known as LionReach. The mobile unit was purchased with funds from a Pennsylvania State Health Department grant and, although primarily for training, it can be deployed in a medical or public health emergency to assist in response efforts. The mobile unit is fully equipped with land-mobile radio communications and wireless broadband capabilities and can serve as a 13-bed alternative care setting for patients in emergencies. The patient care areas include inline oxygen for up to 13 patients at one time.
 - Penn State Hershey took delivery of the vehicle this past summer after working in partnership with 17 regional hospitals to

determine how the funds could best be used and what the vehicle would require.

- “LionReach has the capacity to provide important services to our region by improving resources for emergency training and hospital preparedness,” said Dr. Thomas Terndrup, chair of emergency medicine at Hershey Medical Center and Principal investigator for the Healthcare Facilities Partnership grant used, in part, to fund LionReach. Dr. James Leaming, Co-principal Investigator for the project describes LionReach as "designed and equipped to provide flexibility for education, training and simulated experiences in a variety of areas.”
- The LionReach mobile unit could be also be deployed in local or regional emergencies and FEMA has coordinated with Hershey Medical Center in advance to move the unit quickly and assign medical teams if necessary.
- **9-1-1 Communication Center, Cumberland County.** The Cumberland County 9-1-1 Communications Center has six call in-take and dispatch stations to respond to emergency calls. This county-run PSAP handles more than 340,000 9-1-1 calls annually, with approximately two-third of all calls related to law enforcement and emergency medical matters.
 - The emergency communications mobile command center has wireless land mobile radio and Internet capabilities and has satellite communications as a back-up communications feature.
 - The PSAP reported no significant E9-1-1 issues and noted no significant issues related to caller-location-accuracy information.
- **Liaison, Assist/Support, and Build a Partnership Network.** In total, the outreach team met with 15 public safety officials and healthcare representatives, and conducted three meetings and site visits/tours. Below is a list of the sites visited during this outreach tour.
 - Penn State Milton S. Hershey Medical Center.
 - 9-1-1 Communication Center, Cumberland County.
 - The Governor’s Office of Administration, Office of Public Safety Radio Services.
- **Project Roll Call demonstration.**
 - Project Roll Call is a joint effort by the FCC and FEMA which examines the radio spectrum and identifies disaster-related communications outages. Project Roll Call provides situational awareness to the FCC, who then shares this information with FEMA, to assist with rescue and restoration efforts. A demonstration of Project Roll Call was conducted in the parking lot of the Office of Public Safety Radio Services. Additionally, a two-hour scan was completed and the data has been catalogued.

Conclusion:

The tour provided the outreach team with useful perspective about the communications capabilities at the state and local levels, including some of the challenges the State of Pennsylvania faces 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.