



**PUBLIC SAFETY AND HOMELAND SECURITY BUREAU**

# **Public Safety and Homeland Security Bureau Federal Communications Commission**



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**Gulf Coast Tour – Public Safety Communications  
FIVE-STATE, FIVE-CITY TOUR  
June 8 – 12, 2009**



# Agenda

- Introduction
- Overview of Tour
- FCC/PSHSB Priority
- Outreach
- Emergency Operations
- FCC Initiatives
- Facts and Observations
- PSHSB Recommendations
- Broadband-Related Outreach
- Acknowledgments



# Overview of Tour

- Toured 5 states, 5 cities in 5 days
- Covered 900 road miles – Houston, TX to Tallahassee, FL - with stops in Baton Rouge, LA; Biloxi, MS; and Mobile, AL
- Met with more than 350 public safety officials
- Participated in 26 meetings
- Site visits to EOCs, PSAPs, Tower Facilities and Hospitals





# FCC/PSHSB Priority

To ensure that communications at all levels of government and within the public safety community are reliable, redundant and efficient, particularly in any disaster or emergency situation

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# Outreach

- Promote FCC Policies, Rules and Initiatives
  - Build Wealth of Information on PSHSB Web Site
    - Collaborative Research
    - Information Sharing
    - Document Management
  - Resolve, Trouble-Shoot Concerns, Issues related to Public Safety Communications
    - Providing Technical Assistance
    - Lessons Learned
    - Best Practices
  - Partner with Public Safety Community
    - Creating synergies in congruent public safety communities
    - Create sense of partnership with localities
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# Outreach: What We Learned

- Strong need for Information
    - Did not know where to go
    - Unaware of like projects and initiatives available
    - Unaware of grants and funding resources
  - Undocumented operations plans
  - Willingness to create and share plans
  - Willingness to partner to enhance outreach and web services
  - Openness to further interaction with Federal level efforts and initiatives
  - Streamline outreach efforts to directly target public safety contacts in affected regions
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# Emergency Operations

- Emergency Operations
    - EOC, PSAP, Hospitals
    - Technologies Relied On
  - Information Exchange
    - Impact Discussion
    - Infrastructure Needs
    - Priority Services
  - FCC Role in Emergency Response
    - FCC Operations Center
    - FCC Incident Management Team
    - FCC Deployed Personnel
  - Project Roll Call
    - What is it?
    - Capabilities
    - Buy-in by public safety
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# Emergency Operations: What We Learned

- Increased understanding with state and local officials over the importance of broadcaster continuity
  - Heavy healthcare reliance on internet technologies for trauma triage
  - No standard method of dispatch or interoperability among states or local jurisdictions
  - Joint recognition of the FCC's capabilities in all emergency events (declared and undeclared)
  - Request for the FCC to participate in regional, state, and local exercises and planning
  - Request for continued contact and support between the FCC and emergency responder community
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# FCC Initiatives

- National Broadband Strategy
  - PSHSB Web Site/Federal Clearinghouses
  - Interoperable Radio Communications
  - Emergency Alerts and Warnings
  - Enhance 911
  - Next Generation Technologies
  - Telehealth
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# FCC Initiatives: What We Learned

- Issues with broadband technologies and priority services on emerging technologies
  - Clearinghouses: which target audience?
  - Interoperability: 700 MHz & Narrowbanding
  - Commercial Mobile Alerts
    - Broadcasters need to maintain operations and help get messages to vulnerable populations
  - 911 Call Centers E-911 Phase 2 compliant
    - Potential bottlenecks from voice and video inflows in PSAPs
  - Next Generation Technologies: leveraging social networking (i.e. Twitter, Facebook)
  - 800 MHz rebanding concerns
  - Non-Initialized phones: Location detection for legitimate emergency calls and blocking issues for prank calls
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# Facts and Observations

- Local Cooperation and Coordination
  - Traditional Means of Communication
  - Tactical Mobile Command Centers
  - Hurricane Pre-Land Fall Efforts
  - Emergency Response During Disaster
  - 911 Services – Use of Broadband
  - Hospital Preparedness/Communications
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# PSHSB Recommendations

- Conduct outreach tours and site visits
- Provide assistance, guidance and insight
- Optimize PSHSB web site
- Promote Clearinghouse Pages
- Host Summits/Participate in Conferences
- Partner to Promote Public Safety Initiatives – via media
- Project Roll Call Initiatives





# Broadband-Related Outreach

- Consider Public Safety Input on National Broadband Strategy
- Ensure that public safety and healthcare sector are involved in 700 MHz regional planning committees
- Create Dedicated Broadband Web Page
- Host Post-Broadband Strategy Summit





# Acknowledgments

The dedication and commitment of these state, county and local officials to protecting the public is both profound and remarkable

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