



# Welcome

## **NASCIO's Disaster Recovery Webinar Series**

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Issues Coordinator**



## Asking Questions

- Please use the Question & Answer feature to ask questions at any time
- All questions will be addressed at the end of the presentation
- Responses to any questions not answered on the call will be distributed to all participants via email after the event



## Technical Support

**If you need technical assistance at any time:**

- **Dial \*0 (if you have joined by phone)**
- **Call Raindance Tech Support at 1-888-966-8686 (if you have selected the webcasting option)**

# You Can't Recover if You Can't Communicate

## Emergency Alerting & Interoperable Communications

AT&T Government, Education and Medical  
Homeland Security Division - Southwest Region  
June 26, 2007



# Agenda

## Introduction

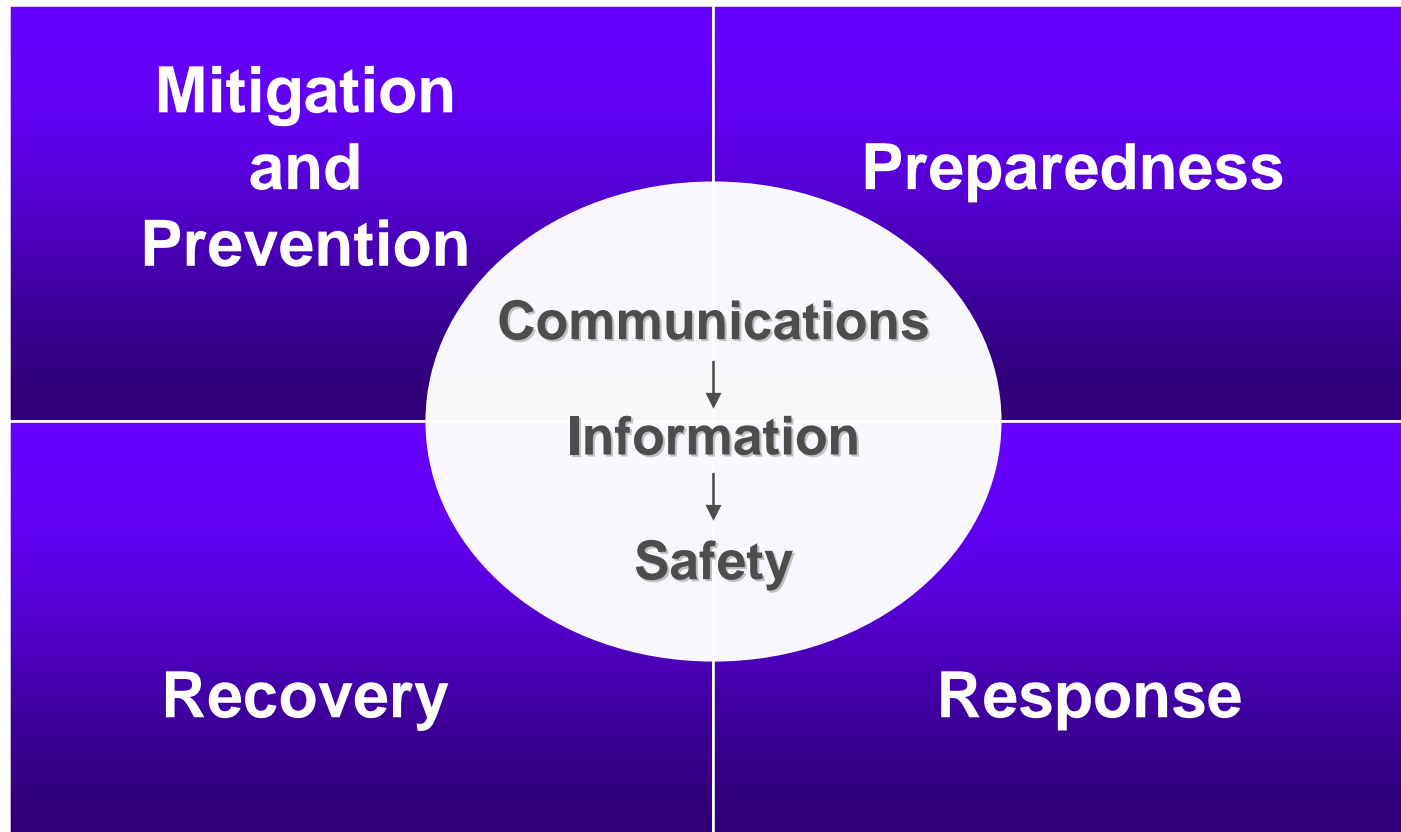
Technology Overview

GEM Applications

Industry Overview

Funding Opportunities

# How Can Technology Help With Business Continuity or Crisis Management Planning?



# Agenda

Introduction

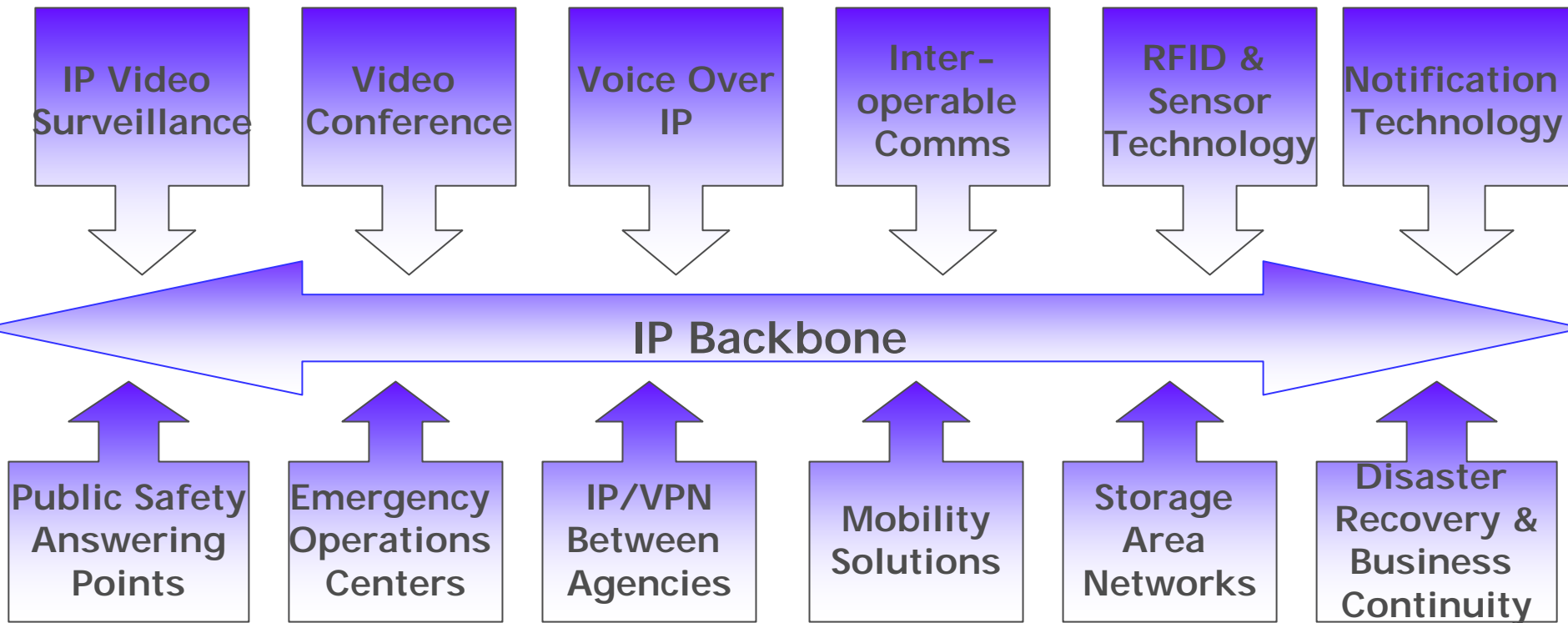
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# Business Continuity & Information Infrastructure



# Emergency Alerting & Interoperable Communications Defined

## 1 Emergency Notification System or Mass Notification

The ability to quickly and efficiently communicate a high priority message to a targeted group of recipients - anytime, anywhere and to any device.

- 1<sup>st</sup> Responder Applications
- Citizen Applications

## 2 Interoperable Communications

Any to any electronic means of communications, voice, radio and data. Section I.C.5 of the 2006 Homeland Security Grant Program requires all states to develop and adopt statewide *communications interoperability plans* by *December 2007*.

**Wireless Interoperability has been, and continues to be, the highest priority in the first responder community**

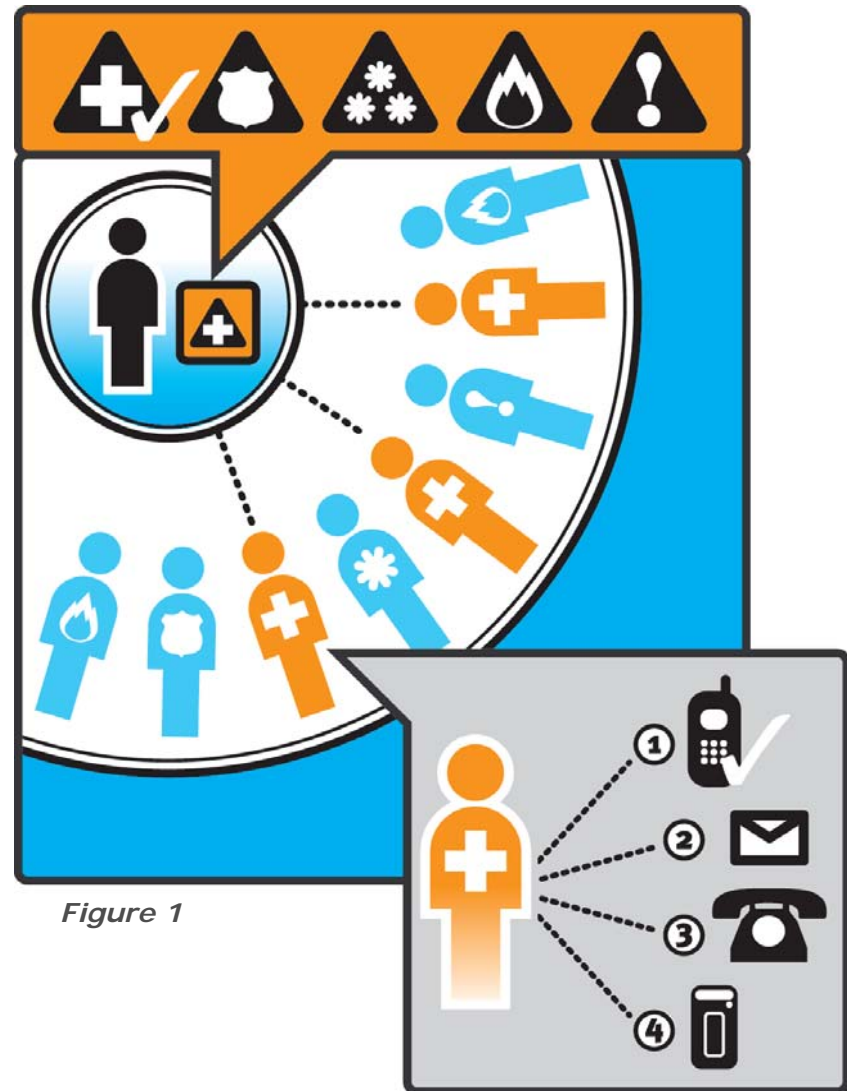
# Emergency Alerting

The system administrator creates and sends an alert, immediately notifying the appropriate individuals.

*(Figure 1)*

The individuals receive the alert via their preferred method of contact, or via multiple devices including cell phones, email, PDAs, laptops, handhelds, text pagers, VoIP, etc.

*(Figure 2)*



*Figure 1*

*Figure 2*

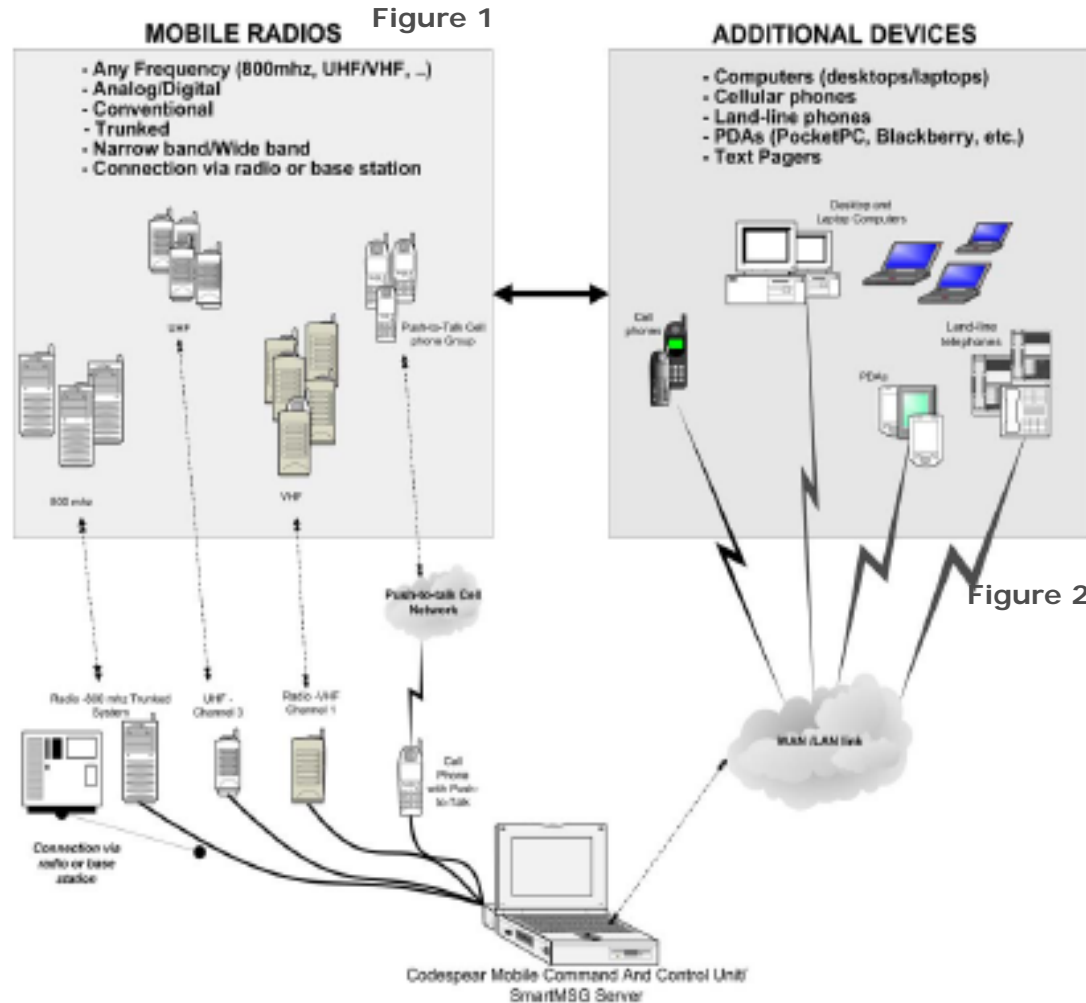
# Interoperable Communications

Disparate radio systems (including different brands/models and different frequencies) can be bridged by simply docking radios into the Mobile Command a Control Unit or stationary unit.

(Figure 1)

Live communication across multiple devices, including: 2-way radios, phones, computers, pagers, hybrid cell phone/radio devices (Push-to-Talk), and more.

(Figure 2)



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# Alerting & Interoperable Communications

## Government Applications



Information

Safety

- Emergency management – Mobilize emergency response teams and public safety employees: EOCs, police, fire, EMS, SAR, Red Cross, and more
- Resident evacuation – Vacate buildings, campuses, or specific geographic areas rapidly when emergencies occur
- Employee mobilization – Call in additional workers to meet emergency demand; shut down facilities; reschedule or cancel shifts
- Terror response – Alert emergency managers and citizens to changing terrorist threat levels or DHS warnings
- Weather alerts and power outages – Relay critical communications to residents related to power outages or severe weather conditions
- Geographic targeting – Target notifications according to geography (e.g. by zip code, street segment, radius around an accident)
- Radiological events – Give residents immediate warning of hazardous toxins or other airborne threats
- Local government – Disseminate information on missing persons, deliver public meeting announcements, newsletters, bulletins, and other event information

# Alerting & Interoperable Communications

## Education Applications



Information

Safety

- School evacuation or Lock Down – Notify specific floors, buildings, or entire campuses when major disasters hit.
- Parent/guardian notifications – Relay vital information related to a variety of school-related issues and activities, such as special events, severe weather alerts, school closures, and sick children.
- Attendance monitoring – Track and get timely feedback on absent or truant students; send truancy notices to parents.
- Substitute/transportation staffing – Assemble substitute teachers and bus drivers with minimal effort to meet daily needs.
- PTA communications – Deliver meeting announcements, newsletters, bulletins, fundraiser and other event information.
- Team/club updates – Communicate game times, practice reschedules, meetings, cancellations and more.

# Alerting & Interoperable Communications

## Medical Applications



Information

Safety

- Safety and security – Monitor, verify, and distribute information related to any threat to continuity of patient care (Code Blue, Code Red, Code Adam); keep police and safety personnel fully informed
- Emergency operations – Mobilize emergency staff; rapidly and continuously coordinate with other hospitals/agencies; report ongoing status to key administrators
- Staffing administration – Schedule doctors and medical staff and automatically poll them for their expected response time; manage emergency staffing, training, and family support
- Community alerts – Broadcast bioterrorism or threat warnings to the public according to geography (by postal codes, streets, or a radius around a specific point, such as an accident) using geographic targeting capabilities
- Logistics – Announce the availability of buildings and on/offsite space during incidents; order and issue needed equipment and supplies
- Business continuity – Prevent communication disruptions and disseminate critical information about vital supplies, facility relocation, or staffing issues

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# Emergency Alerting Solutions

## Features

## Hosted Systems

## VoIP-Based Systems

## Other Systems

- Can deliver text or voice messages to cell phones, PDAs, landlines, email addresses
- Can be used to distribute alerts as well as general information
- Application database of contact info
- Replaces phone-trees and backpack notes

**Honeywell**

**US Netcom**  
Corporation

**3n**

**Omvox Telecom**

**VIYYA**  
Technologies

**LiteScape**

**Cisterra Networks**

**IPCELERATE**

**US Netcom**  
Corporation

**CODESPEAR**

**Does your organization have the dialing infrastructure to support?**

# Interoperable Communications Solutions

## **Hardware-Based Systems**

- Offers Interoperability between Radio and: Radio, Push to Talk
- Secure Voice Messaging
- NO VoIP Support
- Deployed on customer sites, installed in Operation Centers

## **VoIP-Based Systems**

- Offers Interoperability between Radio and: Radio, Push to Talk, Cell Phone, SAT Phone, IP Phone, Landline, Computer
- Secure Text/Data and Voice Messaging
- Deployed on customer sites, installed in Operation Centers

## **Open Systems Software**

- Secure Communications Interoperability for all radio systems
- VoIP based Convergence of Multiple Voice capable Devices including Radios, Phones (Cell, SAT, IP & PBX) & Computers
- Integrated Device Alert Notification

***Interoperable communications may improve first responder coordination.***

# Enhanced 911 Compliance Solutions

## *Situation*

- In an analog PBX environment, the local PSAP (Public Safety Answering Point) identifies a 911 call by the trunk telephone number and the associated main billing address
- This information may not be accurate enough to locate a victim caller in a campus or a multiple floor environment
- Updating the Central Office ALI database for MACD's can be labor-intensive

## *E911 Solutions*

- Call is sent to the appropriate local PSAP with the corrected ANI information
- ANI translates to an exact location within the grounds enabling emergency service personnel to respond to the exact location
- Automates the process of updating the ALI database at the Central Office
- Inbound 911 call can be recorded and it can be along with a notification to safety officials

***In some states, there is legislation requiring PBX user's compliance with E911***

# Other Safety Solutions

## *Malicious Call Tracing/Recording*

- For PSTN-based systems, press \*57 to trace the call
- For PSTN phones connected to Cisco Call Manager Gateway, users press \*39 (this may be configurable)
- Some vendors offer products that allow inbound call recording with the press of a code on the handset aka Malicious Call Recording

## *PSAP-Like Capabilities*

- Automatic Notification to Security Team of any 911 call
- Automatic Recording of all 911 calls

## *Instant Conferencing*

- Emergency On-Demand Audio Conferencing
- Ad-Hoc/Meet Me Instant Conferencing
- Unified Messaging

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# Public Safety Interoperable Communications Grant Program (PSIC) \$1 Billion in Funding to States & Local Governments

The PSIC Grant Program will provide funding to States and Territories starting in Fiscal Year 2007 to enable and enhance public safety agencies' interoperable communications capabilities. The PSIC Grant Program is a one-time grant opportunity to enhance interoperable capabilities with respect to voice, data, and/or video and encourage the use of innovative cost- and spectrum-efficient technology solutions.

*Can grants be used to fund the purchase of interim interoperability solutions, such as gateways and backbone technologies to connect radio systems together?*

**Yes, fund requests should not be limited to the purchase of new radios. Grant applicants are also encouraged to pursue current and next generation interoperability solutions, such as gateways and backbone technologies that connect existing radio systems. These technologies may include, but are not limited to, Internet Protocol (IP) based solutions.**

***Applicants that include details on how they will coordinate with law enforcement, public safety, public health, mental health, and the head of the applicant's local government, will have a better chance of being awarded this grant.***

# Local Educational Agencies Funding Opportunities

## Competitive Grants

Department of Education, Office of Safe and Drug-Free Schools

Readiness and Emergency Management for Schools Grant Program

- Catalog of Federal Domestic Assistance (CFDA) Number: 84.184E
- Typically reauthorized annually with application deadlines in the Spring
- 2007 available funds were set at \$24M, with individual awards in the range of \$100k - \$500k, depending on school district size

### **Purpose of the Grant:**

Supports efforts by LEAs to improve and strengthen their school emergency management plans, including training school personnel and students in emergency response procedures; communicating emergency plans and procedures with parents; and coordinating with local law enforcement, public safety, public health, and mental health agencies.

For more information visit <http://www.ed.gov/fund/landing.jhtml>

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# Metropolitan Medical Response System – Department of Homeland Security Competitive Grants

Total Funding Available in FY 2007: \$32,010,000

**Purpose:** MMRS funds support local preparedness efforts to respond to all-hazards mass casualty incidents, including CBRNE terrorism, epidemic disease outbreaks, natural disasters and large-scale hazardous materials incidents.

**Eligible Applicants:** As in past years, 124 cities are eligible for MMRS funding. For a complete list of all eligible jurisdictions see

<http://www.dhs.gov/xlibrary/assets/grants-2007-program-overview-010507.pdf>

Each of the 124 MMRS jurisdictions will receive \$258,145 to establish and sustain local capabilities.

*Applicants that include details on how they will coordinate with law enforcement, public safety, public health, mental health, and the head of the applicant's local government will have a better chance of being awarded this grant.*

# Question & Answer

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