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and Emergency Preparedness**



# “Lunch and Learn” Webinar: Communications

I. Intro

II. Infrastructure 101

a. Telecom

b. Radio

III. Emergency

Communications Planning

a. 1-2-3

IV. Contact Info

V. Questions

30  
Min



# II. Infrastructure 101

## Telecom

- POTS
- PBX

## Radio

- LWIN
- AUXCOMM





## GOVERNOR'S OFFICE OF HOMELAND SECURITY & EMERGENCY PREPAREDNESS

Prepare

Prevent

Respond

Recover

Mitigate

# Telecom



GOVERNOR'S OFFICE OF HOMELAND SECURITY & EMERGENCY PREPAREDNESS

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# P.O.T.S.

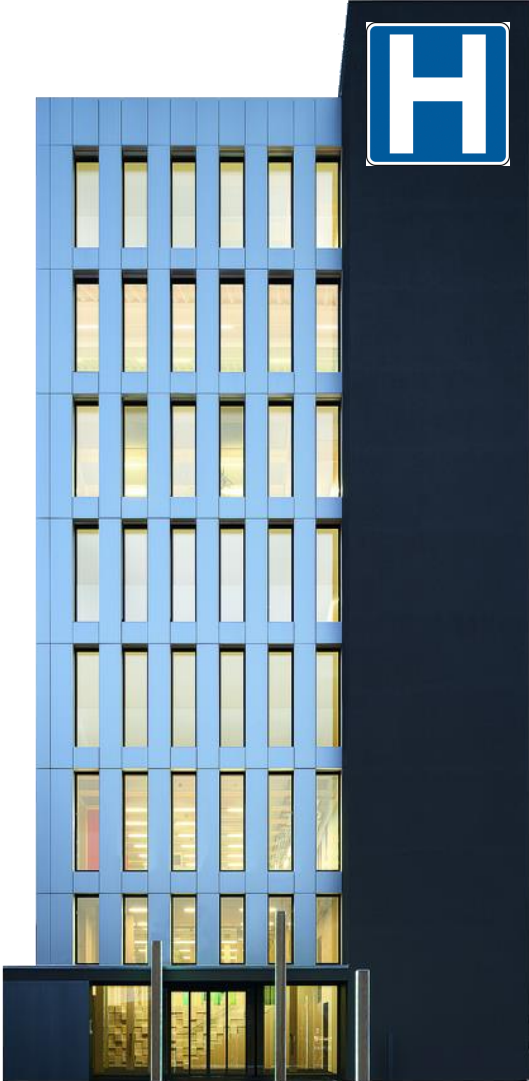
## (Plain Old Telephone System)

VS

# PBX



## (Private Branch Exchange)





# GOVERNOR'S OFFICE OF HOMELAND SECURITY & EMERGENCY PREPAREDNESS

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# POTS



1212

2323

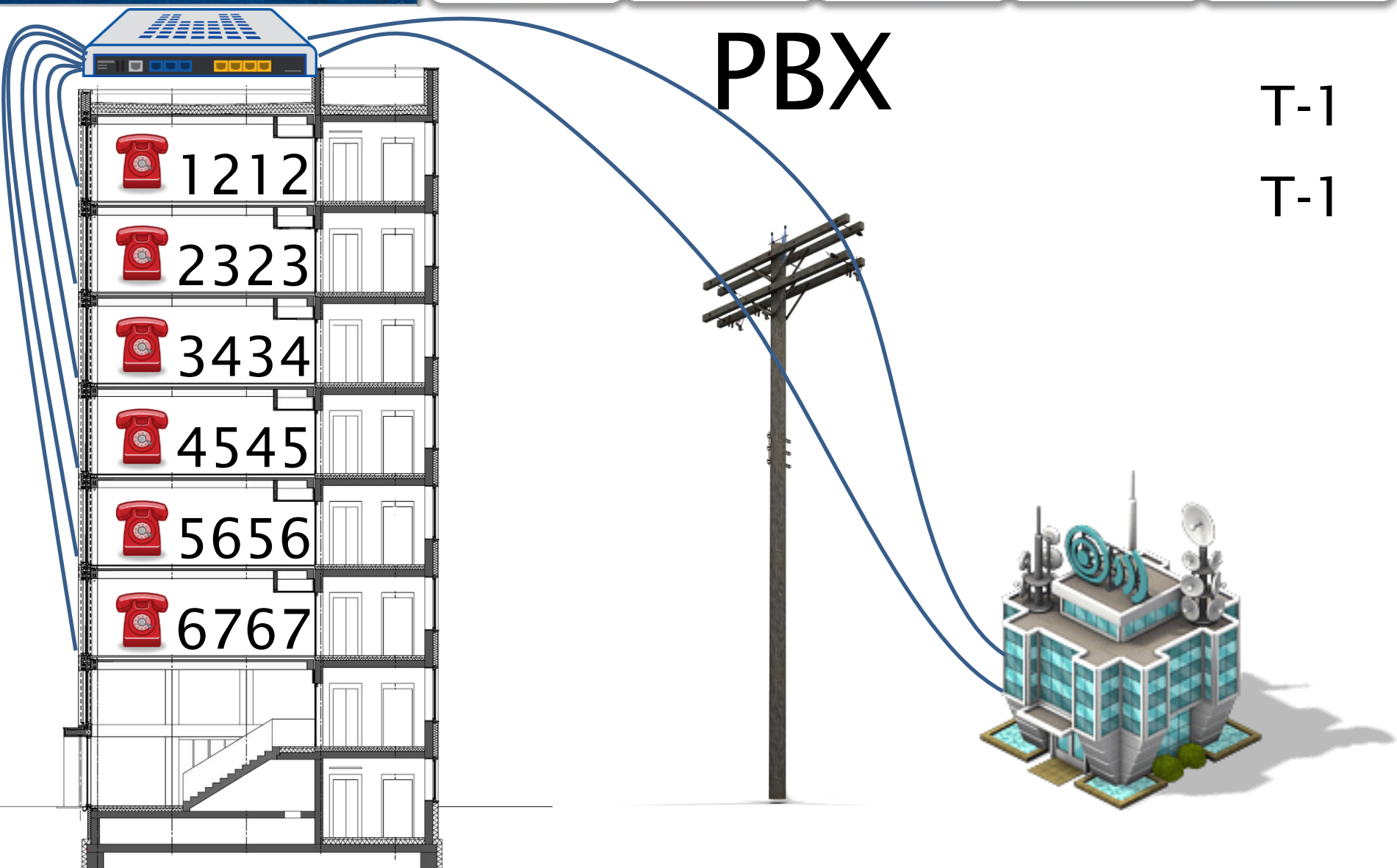
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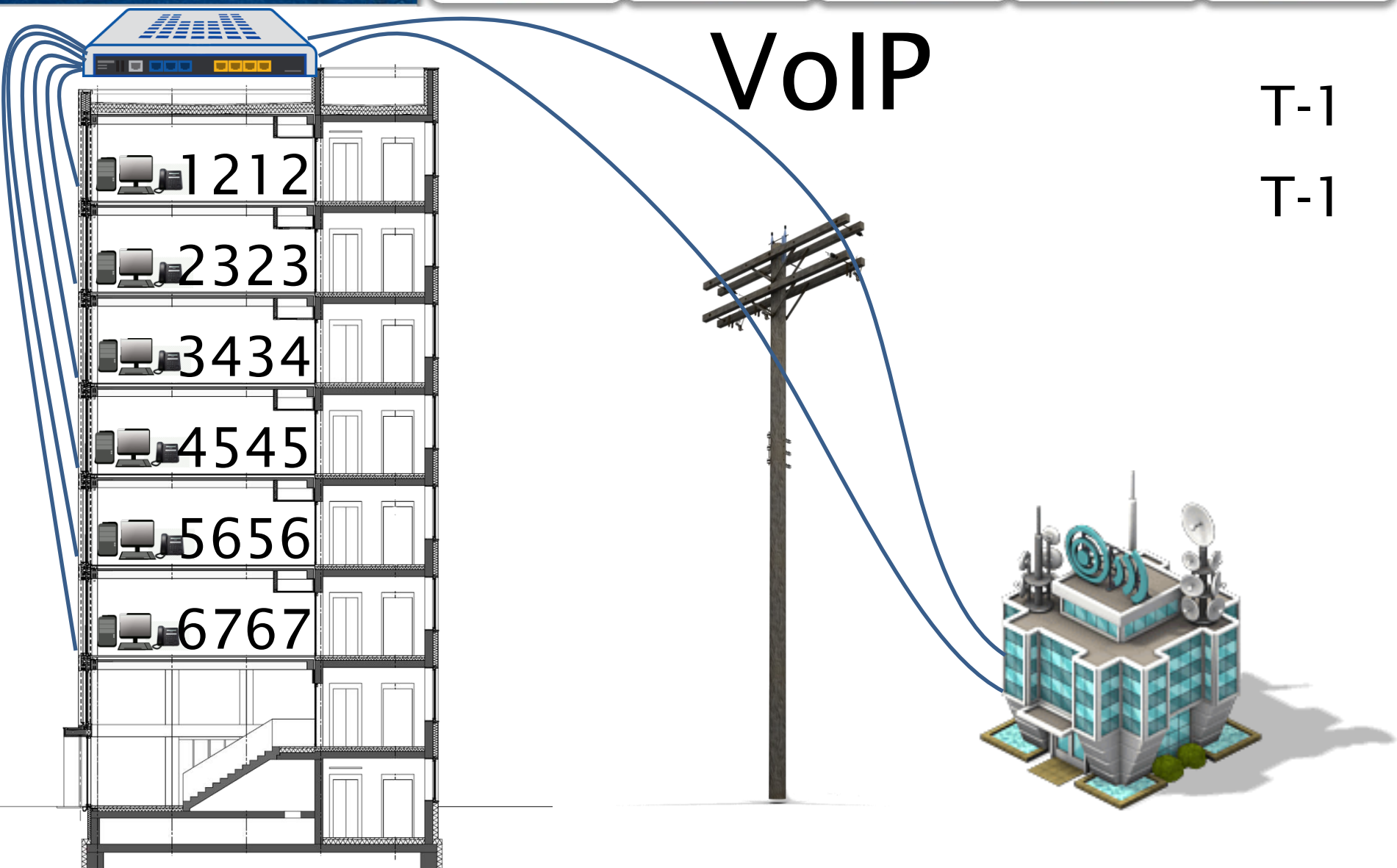
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# Radio

95% **Portable** On-Street + 95% In-Building Coverage in the (9) Metropolitan Areas of the State

# LWIN

**142** tower sites

**4** masters sites

**11M** PTT/mo.

**110,000** user devices

③

④①

②

Aug 2020





# LWIN Interoperability Talkgroups

- \*Parish 1 - \*Parish 4
  - \*State 1 - \*State 4
  - \*GCI 1 LA – \*GCI 16 LA
  - \*Interop 1 - \*Interop 10
- \*R(#) COORDCALL
  - \*R(#) COORDTK1
  - \*R(#) COORDTK2
  - \*R(#) BOLO
  - \*R(#) TACTICAL
  - \*R(#) OHSEP



## GOVERNOR'S OFFICE OF HOMELAND SECURITY & EMERGENCY PREPAREDNESS

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# LOUISIANA EMERGENCY RESPONSE NETWORK



### TALKGROUP ALIAS

LERN HAIL  
LERN-AIR EMS  
LERN-R1  
LERN-TAC-R1  
LERN-R2  
LERN-TAC-R2  
LERN-R3  
LERN-TAC-R3  
LERN-R4  
LERN-TAC-R4  
LERN-R5  
LERN-TAC-R5  
LERN-R6  
LERN-TAC-R6  
LERN-R7  
LERN-TAC-R7  
LERN-R8  
LERN-TAC-R8  
LERN-R9  
LERN-TAC-R9

### COMMENTS

HAIL  
Air Medical  
REGION 1  
REGION 1-Tactical  
REGION 2  
REGION 2-Tactical  
REGION 3  
REGION 3-Tactical  
REGION 4  
REGION 4-Tactical  
REGION 5  
REGION 5-Tactical  
REGION 6  
REGION 6-Tactical  
REGION 7  
REGION 7-Tactical  
REGION 8  
REGION 8-Tactical  
REGION 9  
REGION 9-Tactical



# GOVERNOR'S OFFICE OF HOMELAND SECURITY & EMERGENCY PREPAREDNESS

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# III. Emergency Communications Planning



# GOVERNOR'S OFFICE OF HOMELAND SECURITY & EMERGENCY PREPAREDNESS

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## Code of Federal Regulations

### Title 42 - Public Health

#### *§ 482.15 - Condition of participation: Emergency preparedness*

(c) Communication plan. The hospital must develop and maintain an emergency preparedness communication plan that complies with Federal, State, and local laws and must be reviewed and updated at least annually. The communication plan must include all of the following:

(1) Names and contact information for the following:

- (i) Staff.
- (ii) Entities providing services under arrangement.
- (iii) Patients' physicians.
- (iv) Other hospitals and CAHs
- (v) Volunteers.

(2) Contact information for the following:

- (i) Federal, State, tribal, regional, and local emergency preparedness staff.
- (ii) Other sources of assistance.

(3) Primary and alternate means for communicating with the following:

- (i) Hospital's staff.
- (ii) Federal, State, tribal, regional, and local emergency management agencies.

(4) A method for sharing information and medical documentation for patients under the hospital's care, as necessary, with other health care providers to maintain the continuity of care.

(5) A means, in the event of an evacuation, to release patient information as permitted under 45 CFR 164.510(b)(1)(ii).

(6) A means of providing information about the general condition and location of patients under the facility's care as permitted under 45 CFR 164.510(b)(4).

(7) A means of providing information about the hospital's occupancy, needs, and its ability to provide assistance, to the authority having jurisdiction, the Incident Command Center, or designee.

<https://insights.samsung.com/2021/05/26/5-steps-to-modernizing-hospital-communications-3/>



1. IDENTIFY PATH



2. PROTECT PATH



3. ALTERNATE PATH



# 1. IDENTIFY PATH





## GOVERNOR'S OFFICE OF HOMELAND SECURITY & EMERGENCY PREPAREDNESS

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1

- a) What **Essential functions** do we have to perform to continue operating?
- b) What information do these functions require to do their job? -
- c) How does that information get to them now?



# GOVERNOR'S OFFICE OF HOMELAND SECURITY & EMERGENCY PREPAREDNESS

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1, a

1, b

1

## Essential Function Info Required Primary Path

Patient Care

EHR

Wired Internet

TELEM - Vitals

TELEM - Alarms

Wi-Fi

Housekeeping

Discharge

Internet

Laundry

n/a

Internal Paging

Specialty Calls

Pager





## GOVERNOR'S OFFICE OF HOMELAND SECURITY & EMERGENCY PREPAREDNESS

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# 1. IDENTIFY PATH 2. PROTECT PATH





# Threat Assessment

2

1. Internal
2. External



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2

## Essential Function Info Required Primary Path Vulnerabilities Mitigating Action

Patient Care	EHR	Wired Internet		
	TELEM - Vitals	Wi-Fi		
	TELEM - Alarms			
Housekeeping	Discharge	Internet		
Laundry	n/a			
Internal Paging	Specialty Calls	Pager		





# INTERNAL

- ✓ Backup Power
  - ✓ Generator
  - ✓ UPS
- ✓ Infrastructure off ground\*
- ✓ BDA/Signal Boosters



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# EXTERNAL

## CISA Priority Telecommunications Services (PTS)

PTS is a constellation of carrier partners working together to deliver interoperable, prioritized communications across network boundaries.





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## GETS



### Government Emergency Telecommunications Service (GETS)

- End-to-end priority over **landline commercial networks**
- **PIN card** allows you to utilize service from any landline phone
- **98%** call completion rate
- **No cost**

## WPS



### Wireless Priority Service (WPS)

- Priority between your **cellular device** and the cell tower
- Available on **all nationwide cellular carriers**
- **98%** call completion rate
- **No cost**

## TSP



### Telecommunications Services Priority (TSP)

- Priority **repair** of damaged circuits
- Expedited **installation** of new circuits
- Directs service providers to give **preferential treatment** to users
- **No cost** to enroll

# 2





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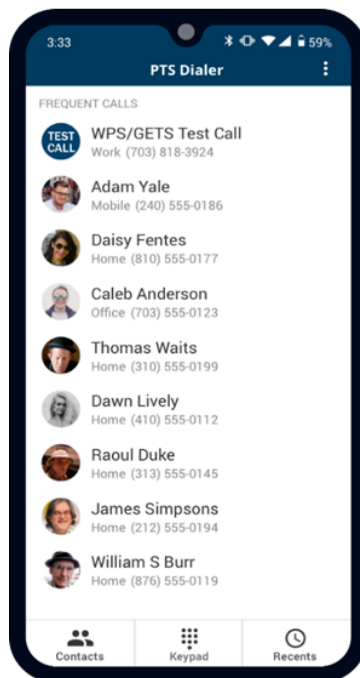
Recover

Mitigate

GETS  
WPS

The **PTS Dialer App** enables users to place priority calls utilizing both **GETS** and **WPS** functions. Utilizing priority routing from both services allows the user to achieve the greatest likelihood of success in completing a call.

# PTS Dialer App



Available in the Apple & Google Play store



App Store



Google Play



App icon

App user interface on a mobile phone



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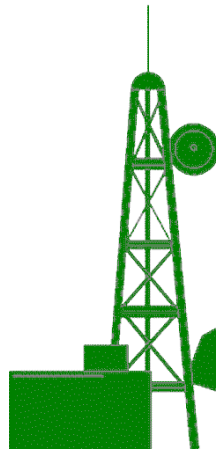
Respond

Recover

Mitigate

# I'm on FirstNet, do I need WPS?

# 2





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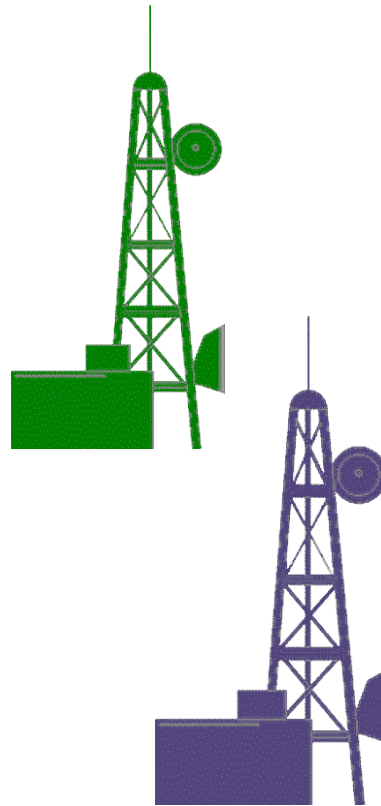
Respond

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# I'm on FirstNet, do I need WPS?

# 2







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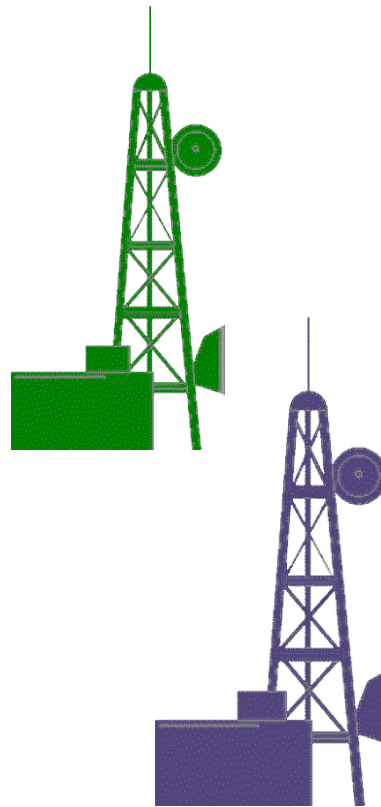
Respond

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# I have WPS, do I need GETS?

# 2





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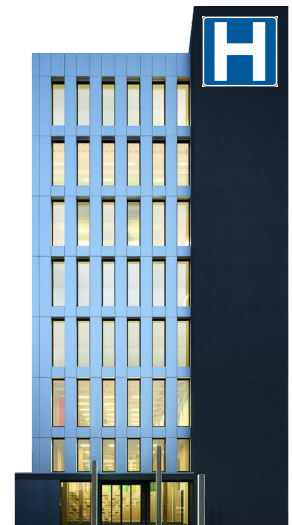
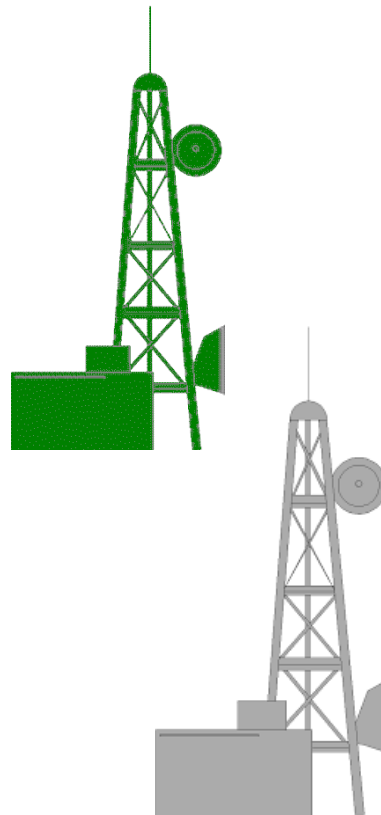
Respond

Recover

Mitigate

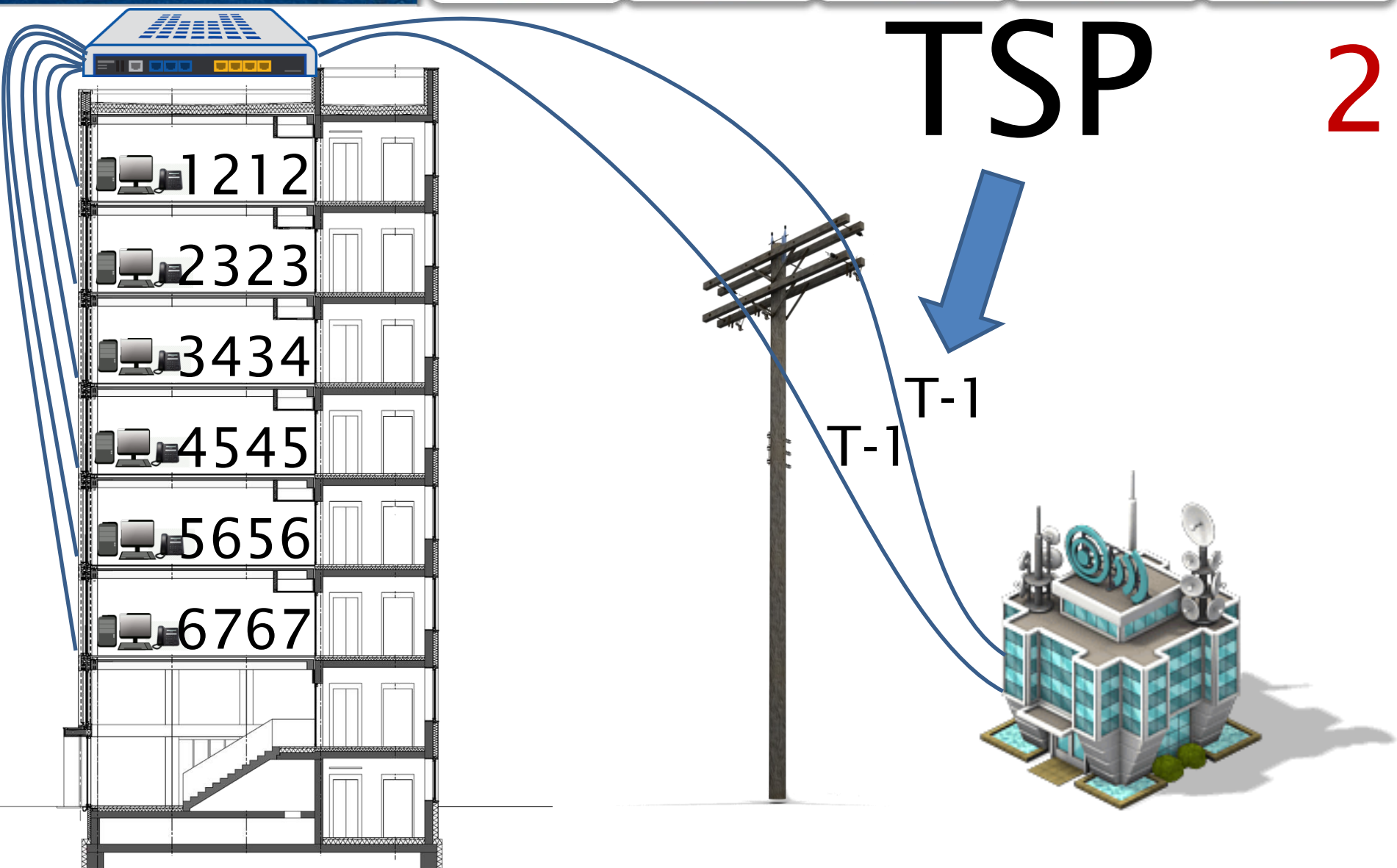
# I have WPS, do I need GETS?

# 2



# TSP 2







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# PTS ENROLLMENT <sup>2</sup>

The first step in the GETS/WPS/TSP enrollment process is to establish a Point of Contact (POC) for your organization. Many organizations already have established POCs who facilitate the enrollment process. To determine or establish a POC and enroll in PTS, please contact the CISA Priority Telecommunications Service Center at (866) 627-2255, email [support@priority-info.com](mailto:support@priority-info.com), or visit <https://www.cisa.gov/tsp>.  
<https://www.cisa.gov/wps>.  
<https://www.cisa.gov/gets>.



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2

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1

2

## Essential Function Info Required Primary Path Vulnerabilities Mitigating Action

Patient Care	EHR	Wired Internet	Power	Local UPS, Facility Generator
			Service Interruption	TSP
	TELEM - Vitals	Wi-Fi	Power	Local UPS, Facility Generator
	TELEM - Alarms		Service Interruption	TSP
Housekeeping	Discharge	Internet	Power	Local UPS, Facility Generator
Laundry	n/a			
Internal Paging	Specialty Calls	Pager	Service Interruption	GETS/WPS





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1. IDENTIFY PATH
2. PROTECT PATH
3. ALERNATE PATH





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# P.A.C.E



Program of  
All-inclusive  
Care for the  
Elderly



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# P.A.C.E

Primary  
Alternate  
Contingency  
Emergency







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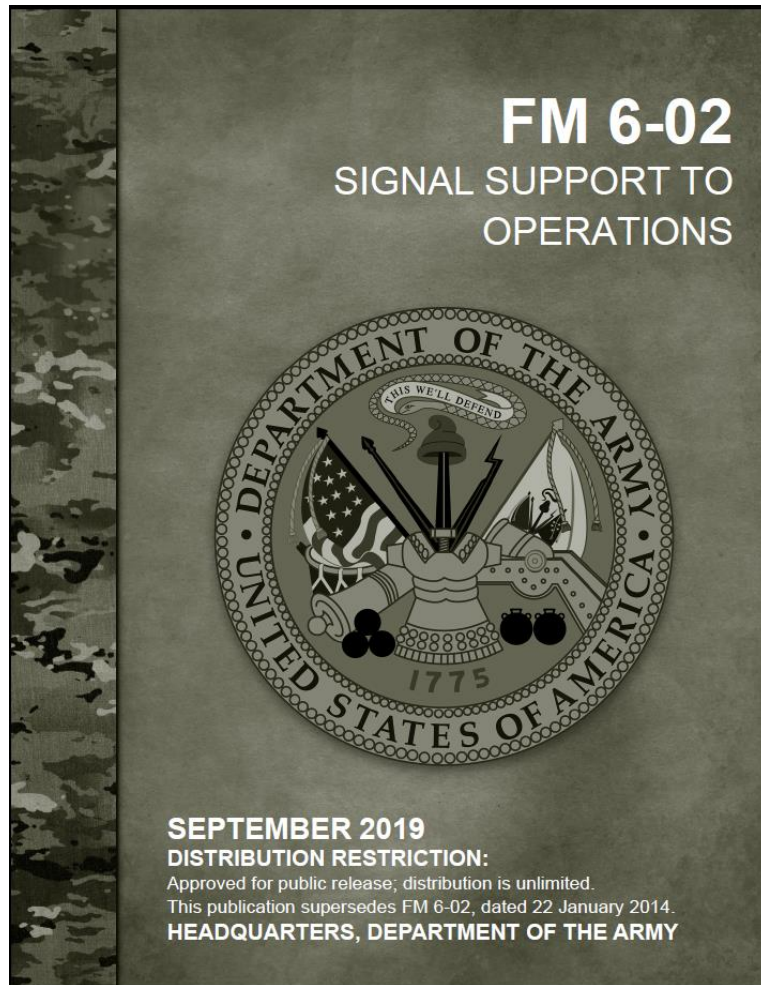
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3  
“Building an effective  
PACE plan may be  
simultaneously the  
most useful and  
challenging practice  
for communications  
planners.”



## GOVERNOR'S OFFICE OF HOMELAND SECURITY & EMERGENCY PREPAREDNESS

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**Primary**—the best, and intended, method of communications.

**Alternate**—another common, but perhaps less optimal method.

**Contingency**—method may not be as fast, convenient, or reliable, but it can still accomplish the task.

**Emergency**—communications method of last resort. Emergency methods may cause delays or otherwise affect operations.

***“Graceful Degradation”***



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3

**Primary**—the best, and intended, method of communications.

**INMIC**

**Alternate**—other communications that perform less optimal method.

**Contingency**—method may be as convenient, or reliable, but it cannot accomplish the same purpose.

**Emergency**—communications method that is the most reliable emergency method because delay or otherwise affect operations.

***“Graceful Degradation”***





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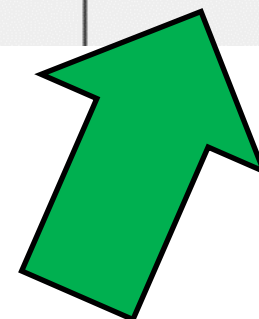
Mitigate

## *National Training Center Update: Company & Platoon Observations & Best Practices*

3

*November 2019*

	Mission Command	Movement and Maneuver	Fires	Sustainment	Intelligence	Protection
P	FM (CMD Net)	FM (O&I Net)	FM (Fires (V) Net)	FM (A&L Net)	FM (O&I Net)	FM (O&I Net)
A	JC-R (Z)	JC-R (Z)	JC-R (Z)	JC-R (Z)	JC-R (Z)	JC-R (Z)
C	TACSAT (X)	HF (Y)	HF (Y)	HF (Y)	HF (Y)	LMR
E	HF (Y)	TACSAT (X)	TACSAT (X)	RUNNER	TACSAT (X)	*







## EXAMPLE EHR PACE Plan

Primary: **Cloud-based EHR system** via normal internet vendor

Alternate: **Cloud-based EHR system** via Alternate Vendor (fed into existing CAT5 hardline or Wi-Fi?)

Contingency: **Cloud-based EHR system** via LTE (cradelpoint modem) (fed into existing CAT5 hardline or Wi-Fi?)

Emergency: Paper Charts via Runner



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# EXAMPLE

## Internal Paging PACE Plan

Primary: Pager

Alternate: Smartphone APP

Contingency: Text Message

Emergency: PA System



# SAMPLE Housekeeping PACE Plan

Primary: Workflow Program via LAN

Alternate: PBX

Contingency: Text messaging

Emergency: (NEF Staff) - Runner

1, a	1, b	1		2	3			
Essential Function	Info Required	Primary Path	Vulnerabilities	Mitigating Action	Alternate	Contingency	Emergency	NOTES
Patient Care	EHR	Wired Internet	Power Service Interruption	Local UPS, Facility Generator TSP	Backup Vendor	LTE Router	Paper Charts	Need blank chart forms, printers, pens, and printing supplies.
	TELEM - Vitals		Power Service Interruption	Local UPS, Facility Generator TSP	Internal Wi-Fi LAN	LTE Mesh Hotspots w/WPS	*	Charge and test LTE Hotspots monthly
	TELEM - Alarms	Wi-Fi	Power Service Interruption	Local UPS, Facility Generator TSP				
Housekeeping	Discharge	Internet	Power	Local UPS, Facility Generator	PBX	Text Messaging	Runner	
Laundry	n/a							
Internal Paging	Specialty Calls	Pager	Service Interruption	GETS/WPS	Smartphone App	Facility PA		



# 1. IDENTIFY PATH

What infrastructure does the information required to perform our essential functions utilize?



# 2. PROTECT PATH

What can I do to harden that infrastructure?

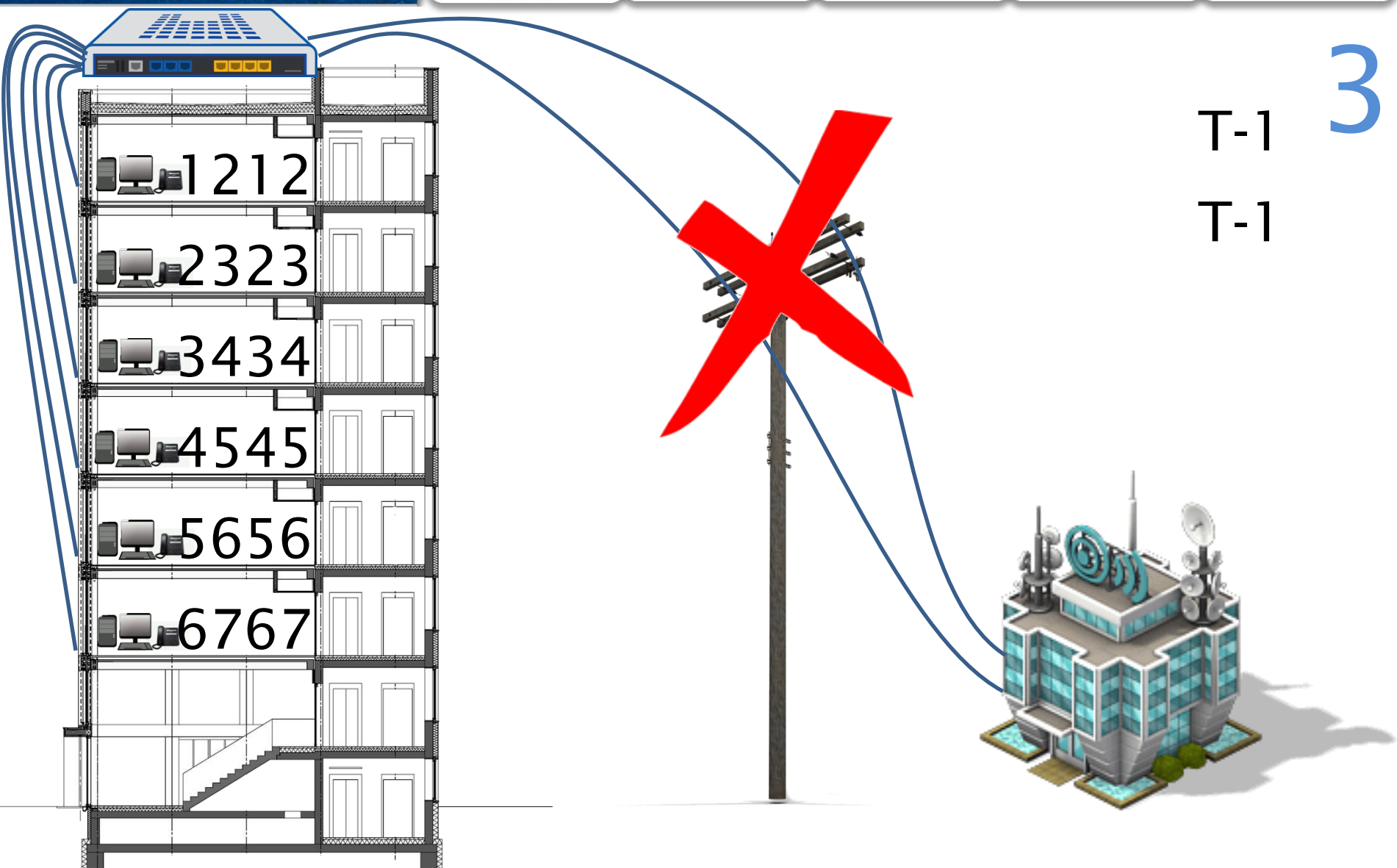


# 3. ALTERNATE PATH

What else can I use if that fails?



# TRIAGE -





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