Disaster Communications

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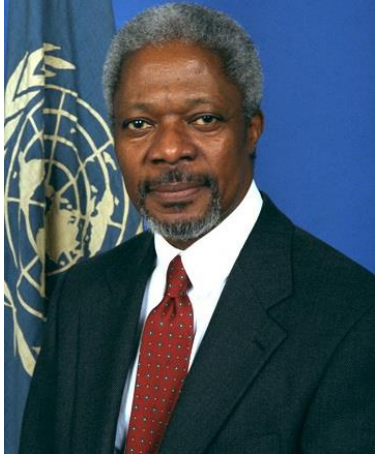
Highlighting the role of Telecommunications for humanitarian assistance, United Nations Secretary General, Kofi Annan said:



Humanitarian work is one of the most important, but also one of the most difficult tasks of the United Nations. Human suffering cannot be measured in figures.....An appropriate response depends upon the timely availability of accurate data from the often remote and inaccessible sites of crises. From the mobilization of assistance to the logistics chain, which will carry assistance to the intended beneficiaries, reliable telecommunication links are indispensable (ICET-98).


KEY
Emergency or Disaster
Media Focus
Risk Assessment
Mitigation/Prevention
Preparedness
Warning/Evacuation
Saving People
Providing Immediate Assistance
Assessing Damage
Ongoing Assistance
Restoration of Infrastructural Services
Reconstruction (Resettlement/Relocation)
Economic & Social Recovery
Ongoing Development Activities
Risk Assesment Mitigation/Prevention
PRE-DISASTER
RESPONSE
POST-DISASTER

Communications Requirements

First 1-24 hours

Rescue
Command & Control
Disaster Inventory

24-48 hours

Rescue
Humanitarian Calling
Recovery
News

3-30+ Days

Recovery Operations
Restoration

Bandwidth requirements increase as response extends over time

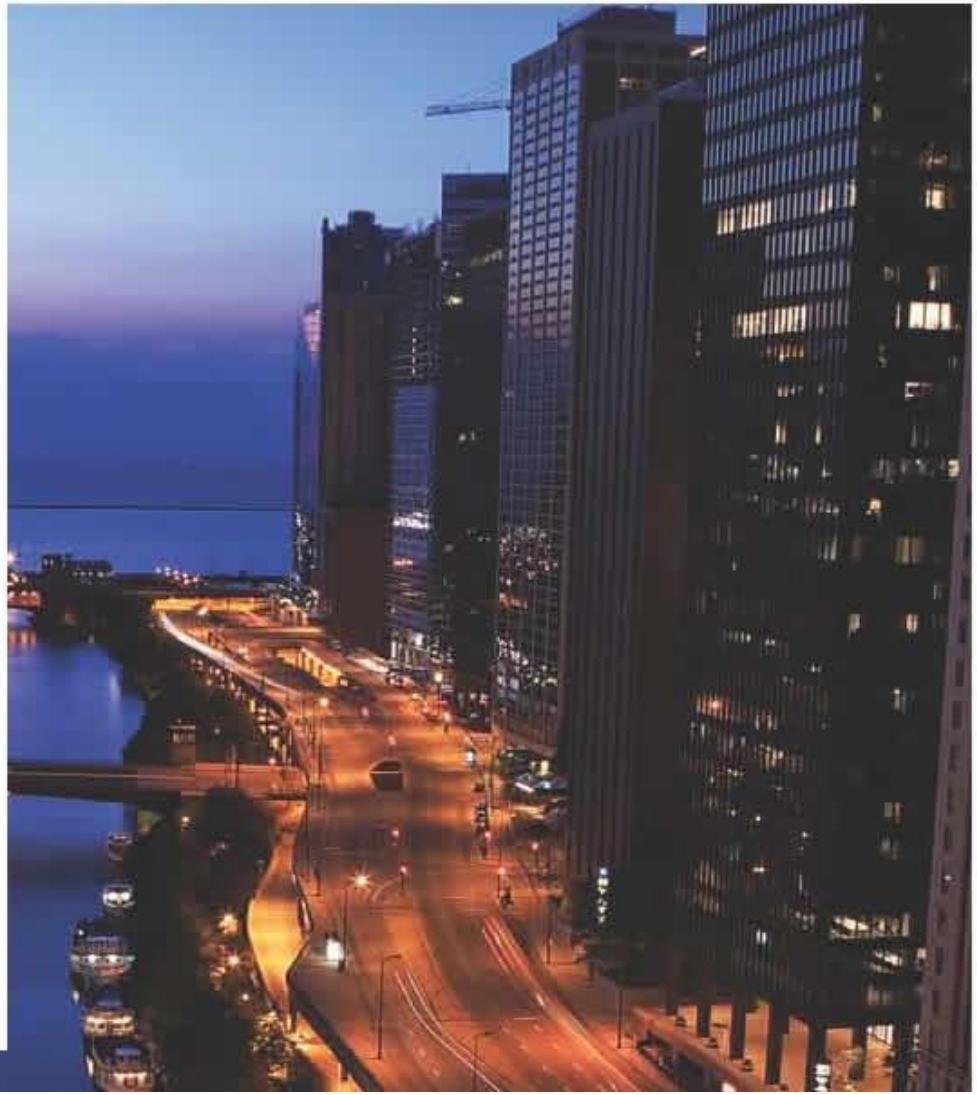
Emergency Communicators' Motto

PICON ---

Plan It Carefully Or Nothing

5 TRENDS TRANSFORMING PUBLIC SAFETY COMMUNICATIONS

MOTOROLA



Trends

1. **INCREASING LEVEL OF COMMUNITY ENGAGEMENT**
2. **ACCESSING REAL-TIME DATA IN THE FIELD**
3. **INCREASING COMMUNICATION WITH NEIGHBORING AGENCIES**
4. **USING COLLABORATIVE TECHNOLOGIES TO EXPAND CAPABILITIES**
5. **MANAGING THE TECHNOLOGY SKILLS GAP**

A Tornado and Lessons Learned by a Communications Manager

- Tornado came through my jusirdiction. While I was unharmed and under no serious threat, trees were down; Power, Cable TV, and the Internet off
- Tried my iPhone - No luck: *Data services not available*. The voice telephone of the iPhone worked, but sporadically
- Lesson: *Cell phones are not reliable, even "smart" phones.*

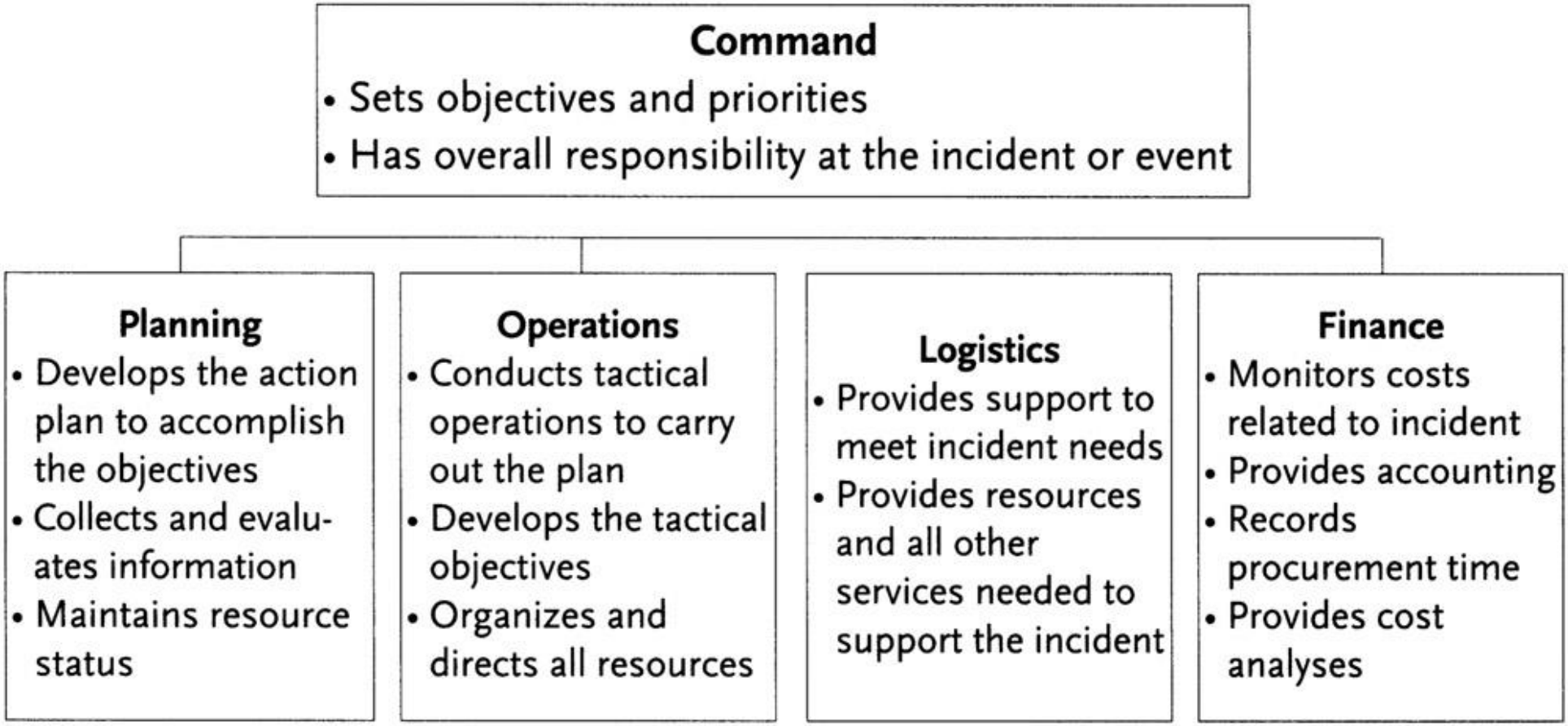
Bottom Lines

- I failed to fully test the station under exact conditions that would be encountered without the Internet.
- I failed to program the emergency communications e-mail software with important e-mail addresses.
- I failed to have a hard copy of important e-mail addresses.
- I failed to realize that important information in a Gmail account (or other Web-based services) is not available when the Internet is down.
- I failed to perform critical software updates in a timely manner.
- I failed to write out communications plans. Such a plan would not have caused me to forget two other methods that I could have easily used.

Outline

- Technology for Communications
- Internal Communications
- Communications with other agencies/stakeholders
- External Communication

Incident Command System



POTS

Plain Old Telephone Service

Has great security.

In developed countries, it is almost universally available.

Slow, but efficient.

However, it is

- Dependent on wires being connected.
- Dependent on Central Office operation.
- Subject to restrictions from host country

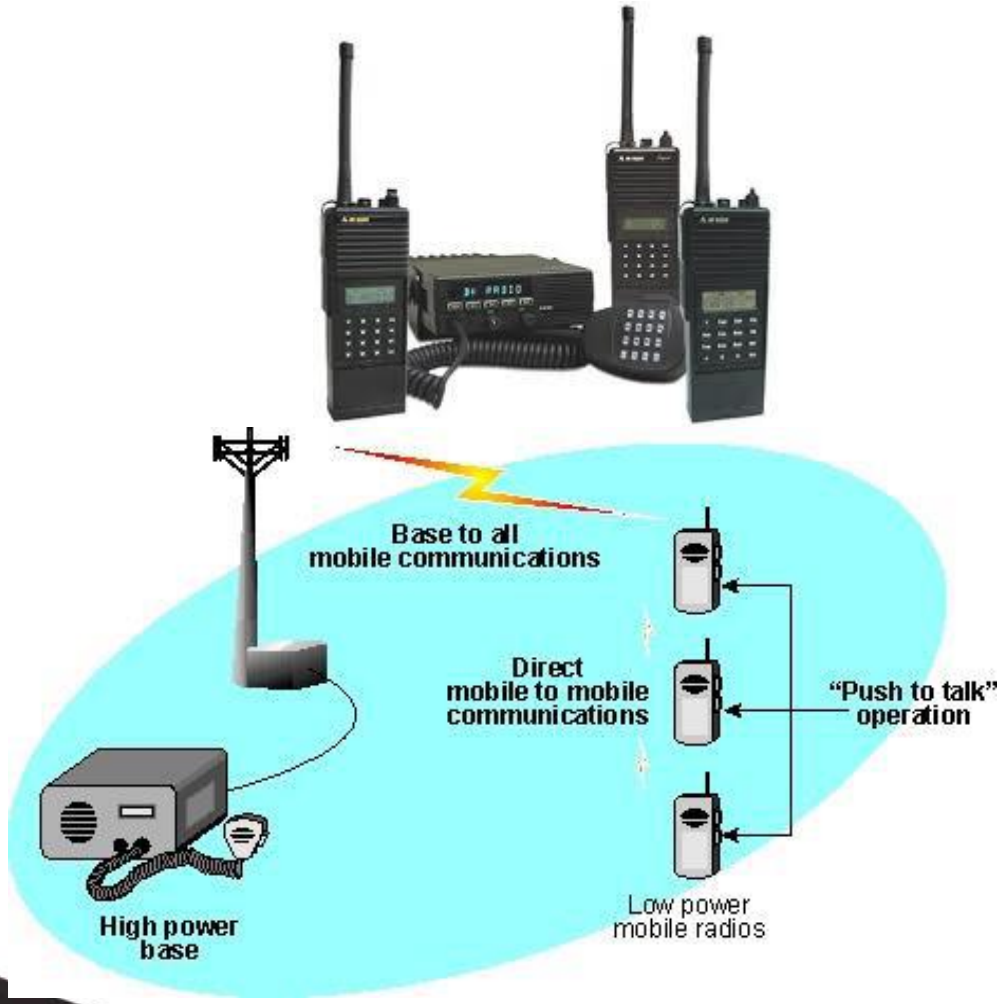
IP (VoIP) phones work differently.

2-Way Radio – Conventional - LMR

Simplex

Repeated

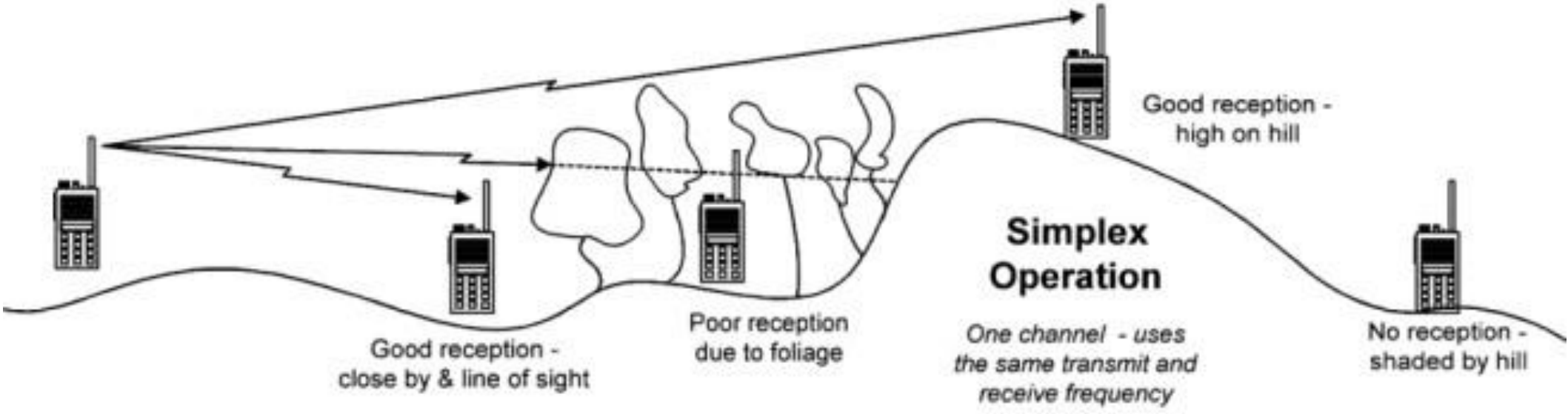
Trunked



Simplex Radio Systems

One radio talks to another with no intermediaries.

In general, requires Line-of-Sight between radios.

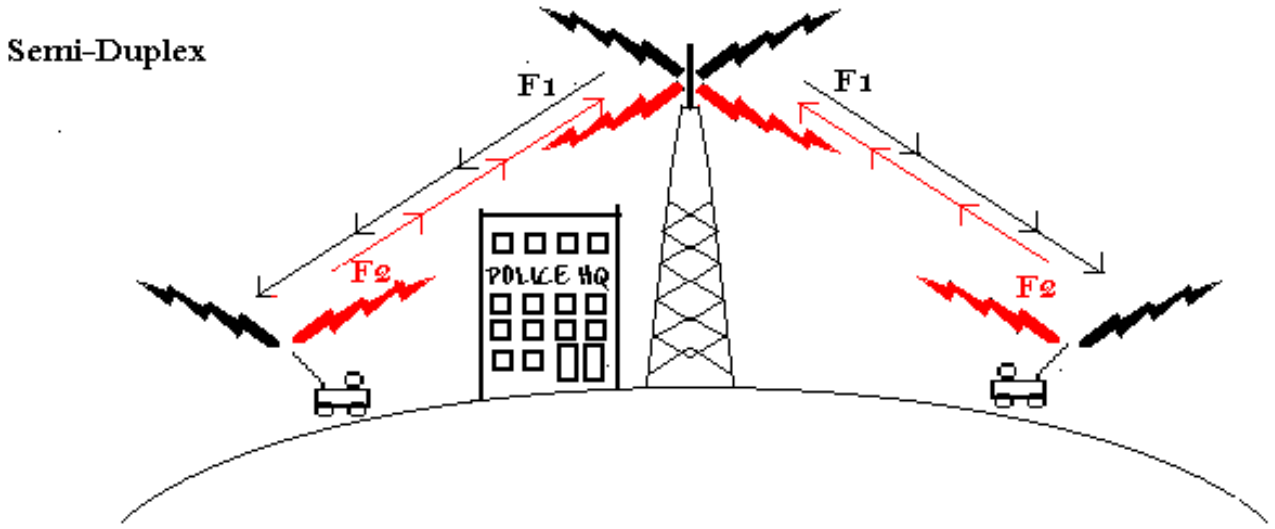


Repeater Radio Systems

All radios receive on frequency F1

All radios transmit on frequency F2

A repeater at a high location, received the transmission on frequency F2 and retransmits it (repeats) on frequency F1



Repeater Radio Systems

Advantages

All Users hear all transmissions

Line-of-sight problem is almost eliminated

Portable radios may use lower power

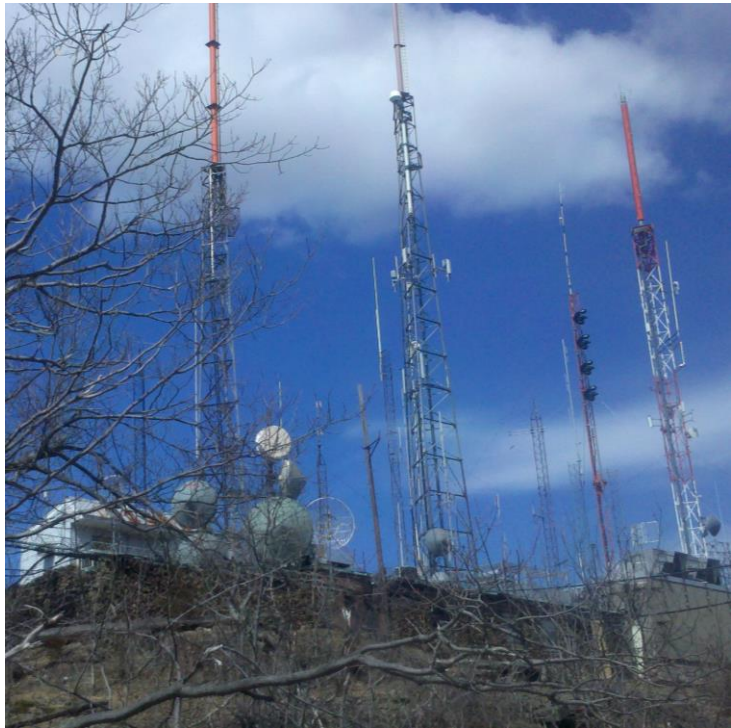
(= longer battery life)

Disadvantages

Repeater must be operational.

If repeater fails, radios cannot communicate with each other.

Solution: Talkaround

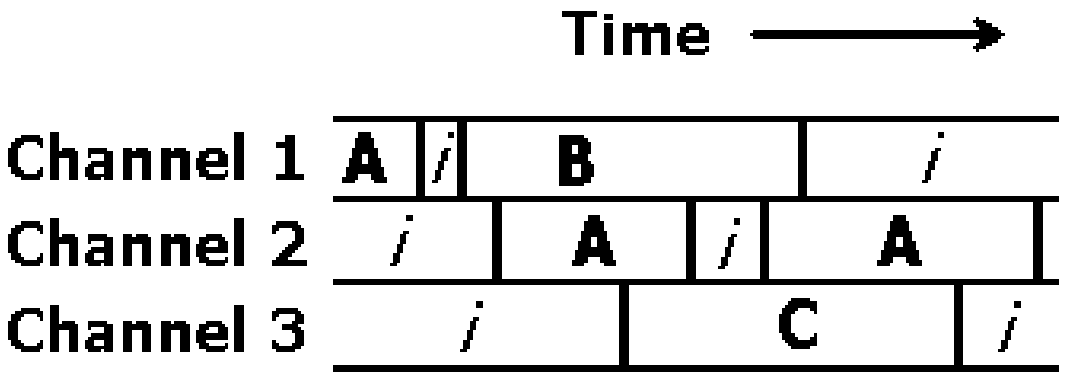


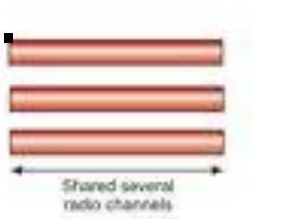
Trunked Radio Systems

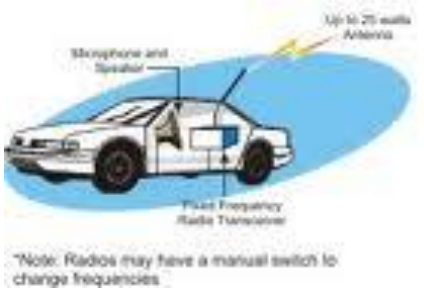
Since every group of users does not need continuous use of a channel, using a intelligent controller, a pool of several channels can be used by many users.

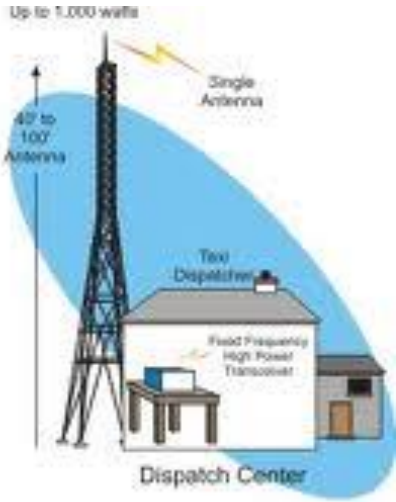
Requires sophisticated hardware at the repeater site.

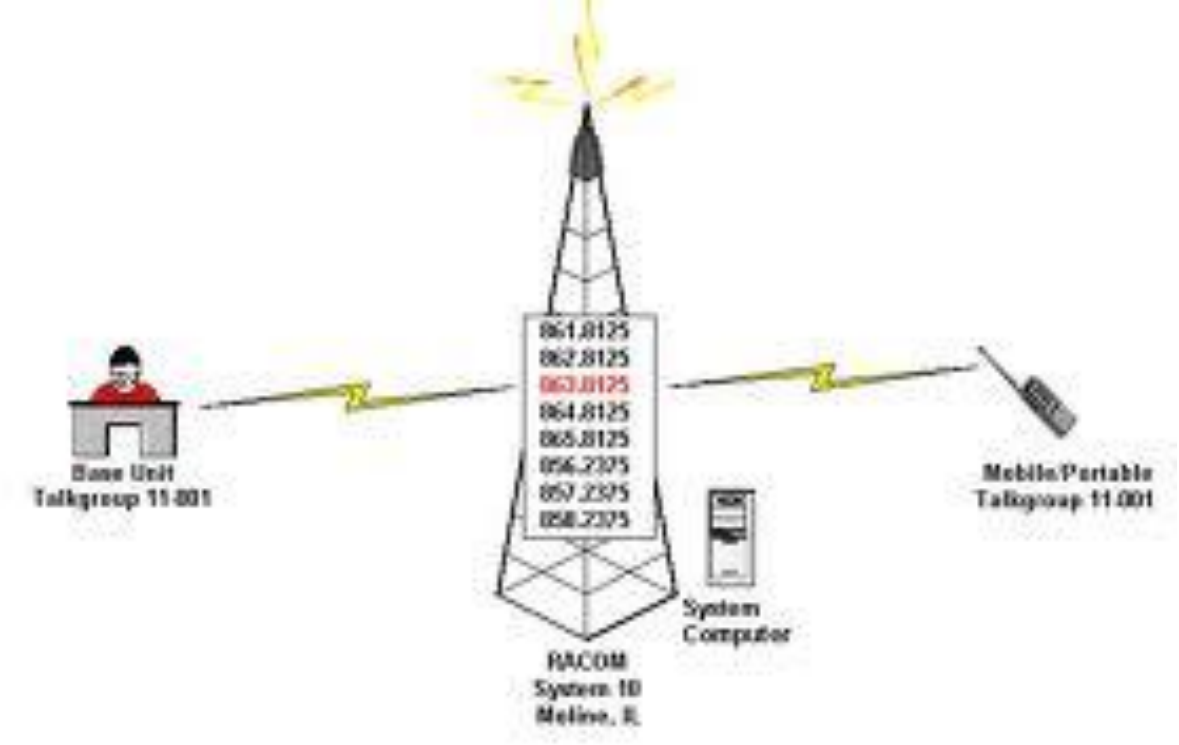
Unless the system is designed properly, it will not work if the repeater is inoperable.





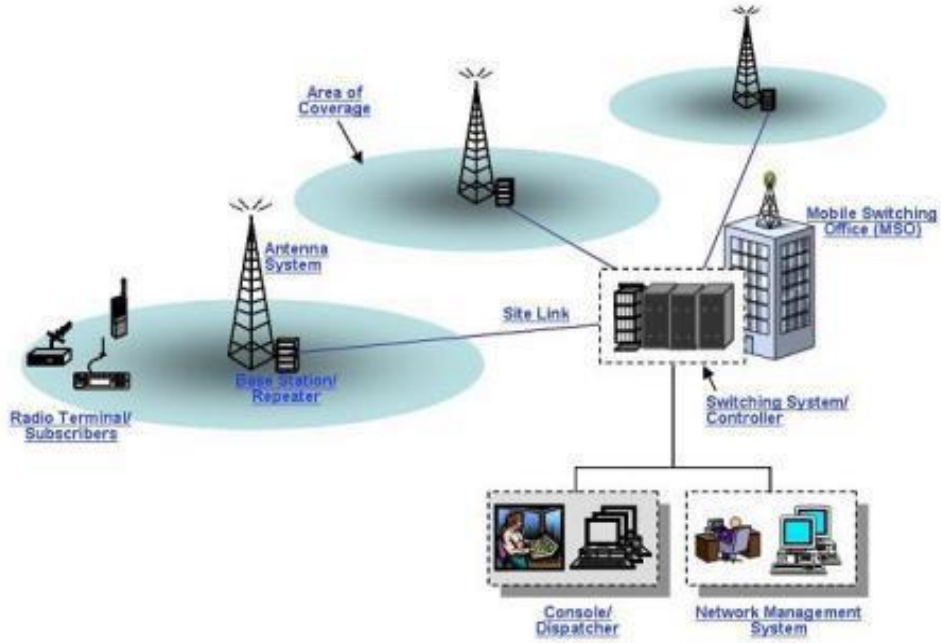




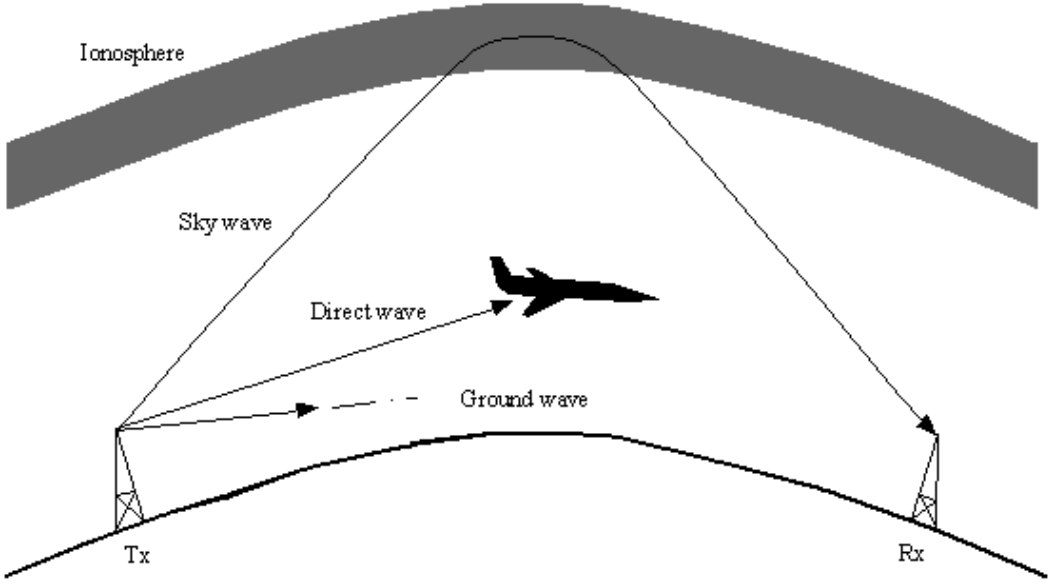


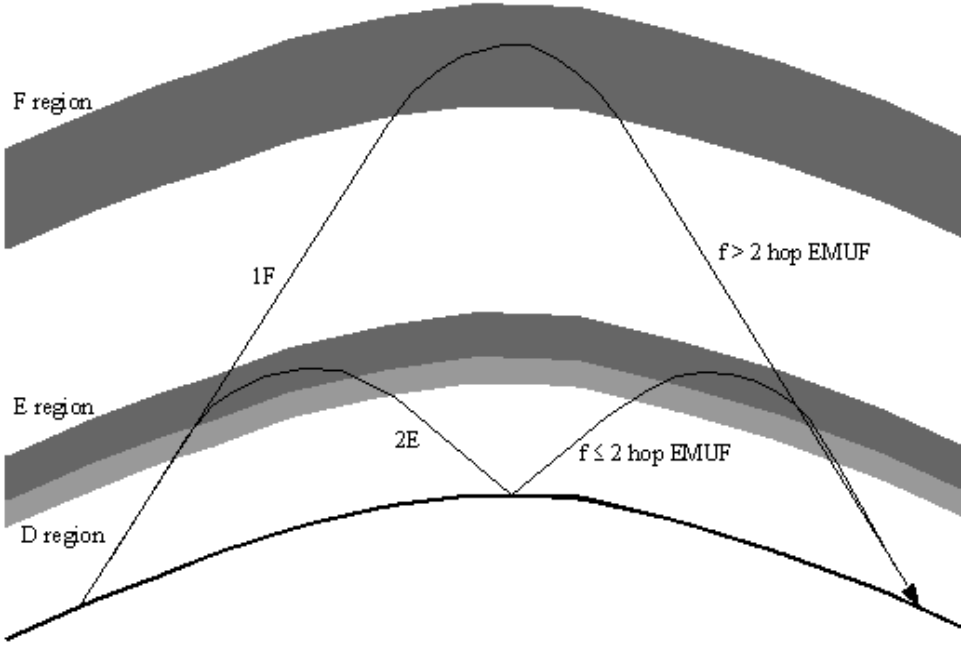
Shares up to 30 channels with a large number of users

* Note: Private IP Network or VPN Tunnels through the Internet with Static endpoints.

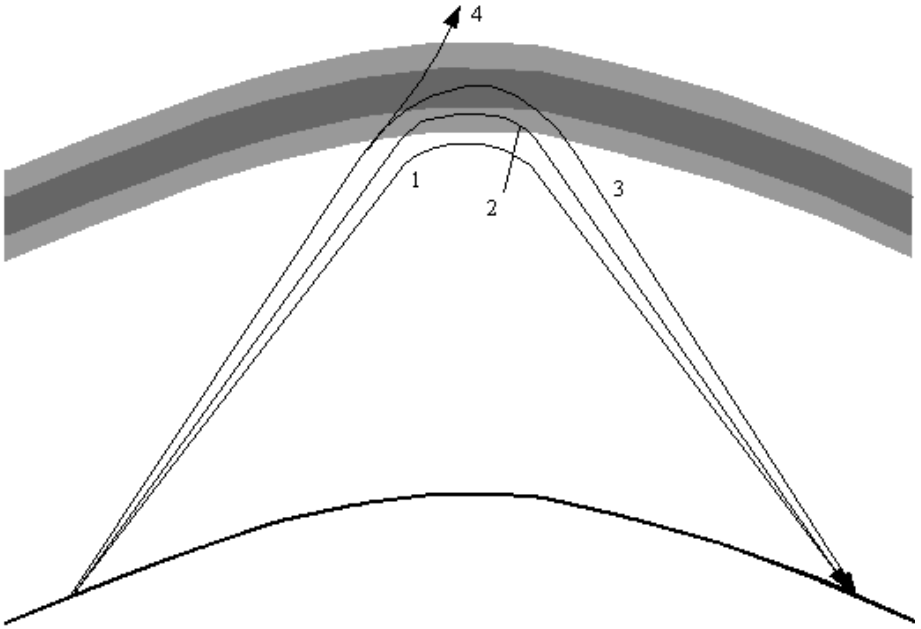


Beyond the Horizon
Non Line-of-Sight Communications



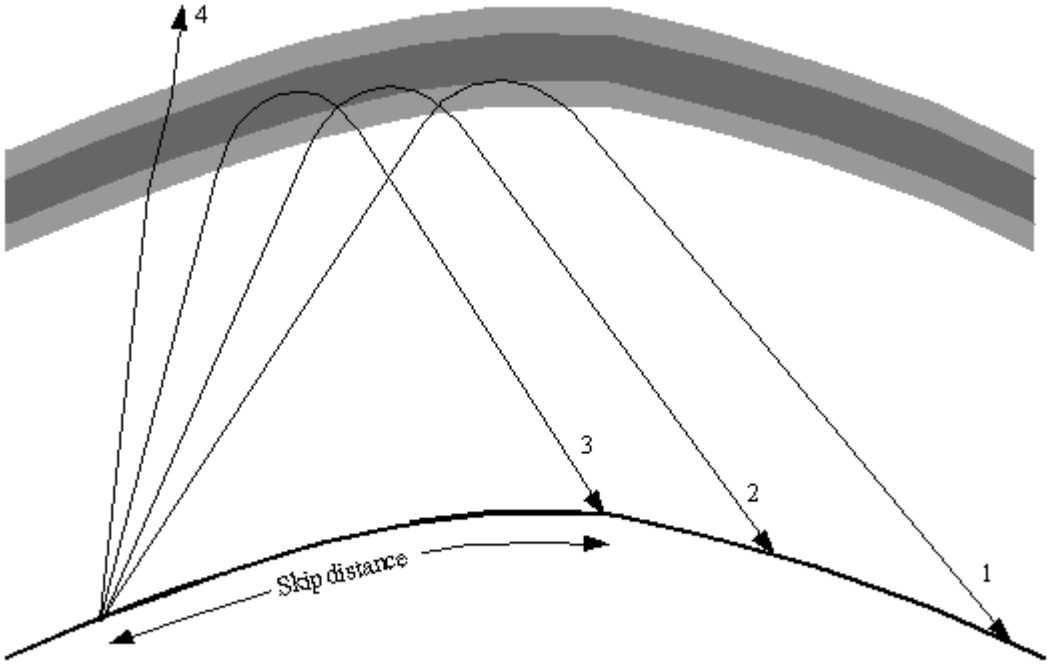


High Frequency Radio



Radio Waves are reflected by waves in the atmosphere.

By appropriate choice of frequencies, reliable communications can be made over ranges from 50 to 10000 miles.



HF Radio in Action

HF Radio at
Yalokole Conservatuion Center

HF Radio

Normal Uses ----- Voice and Data

Aviation – LDOC

Maritime

Point-to-Point

Amateur

Advantages of HF Radio for Emergency Communications

Except for electricity, HF radios do not depend upon infrastructure.

In most cases, simple antennas, such as wire dipoles can be used. (Even if antennas are destroyed during the emergency, new ones can be easily installed.)

Simple to use, however operators must be trained.

Disadvantages of HF Radio for Emergency Communications

Trained operators needed at each end.

Usually no automatic connection to networks.

Data rates are slow. (At best dial-up internet at 9600 baud.)

Security is minimal, although that can be an advantage.

Humanitarian Logistics in a Nutshell – Part 2: Communications Equipment

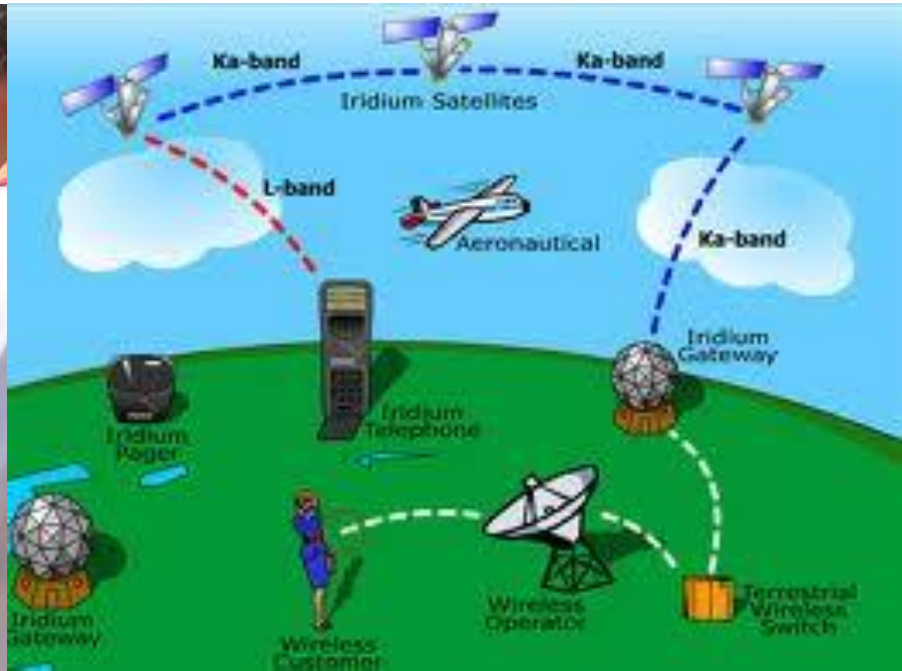
Democratic Republic of Congo - 2010

http://photodiarist.com/tag/satellite-phones/

Satellite Communications

Low Earth Orbit (LEO)

Geosynchronous Earth Orbit (GEO)



Low Earth Orbit (LEO) Satellites

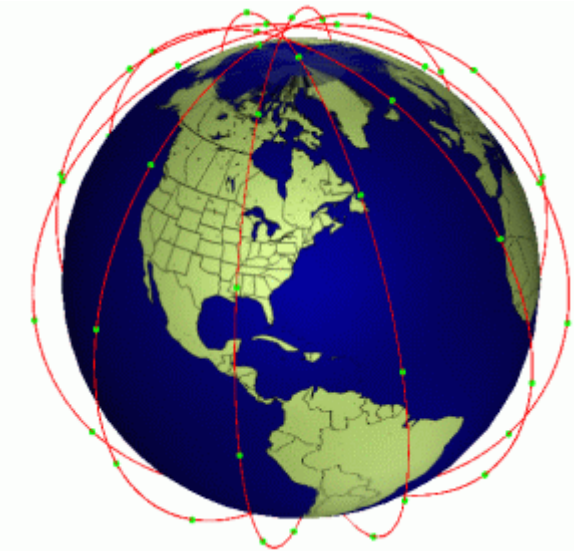
Can be accessed with relatively simple equipment.

Handsets look like Cell Phones with Antennas on Steroids.

LEO Satellites orbit at roughly 100-200 miles above the earth.

Require sophisticated networking technology.

Can be used as an Internet Hotspot.

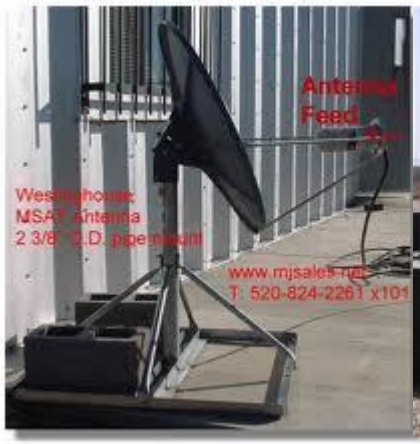


Geosynchronous Earth Orbit (GEO) Satellites

Satellites are 22,000 miles above the equator and orbit the earth in 24 hours appearing to be stationary to the user.

Require small (or large) dishes to access the satellite.

High bandwidth – Can be used for audio/video/data.



Cell Phones
Voice and Text Messaging

Almost ubiquitous!

Text messages will often get through when voice calls will not.

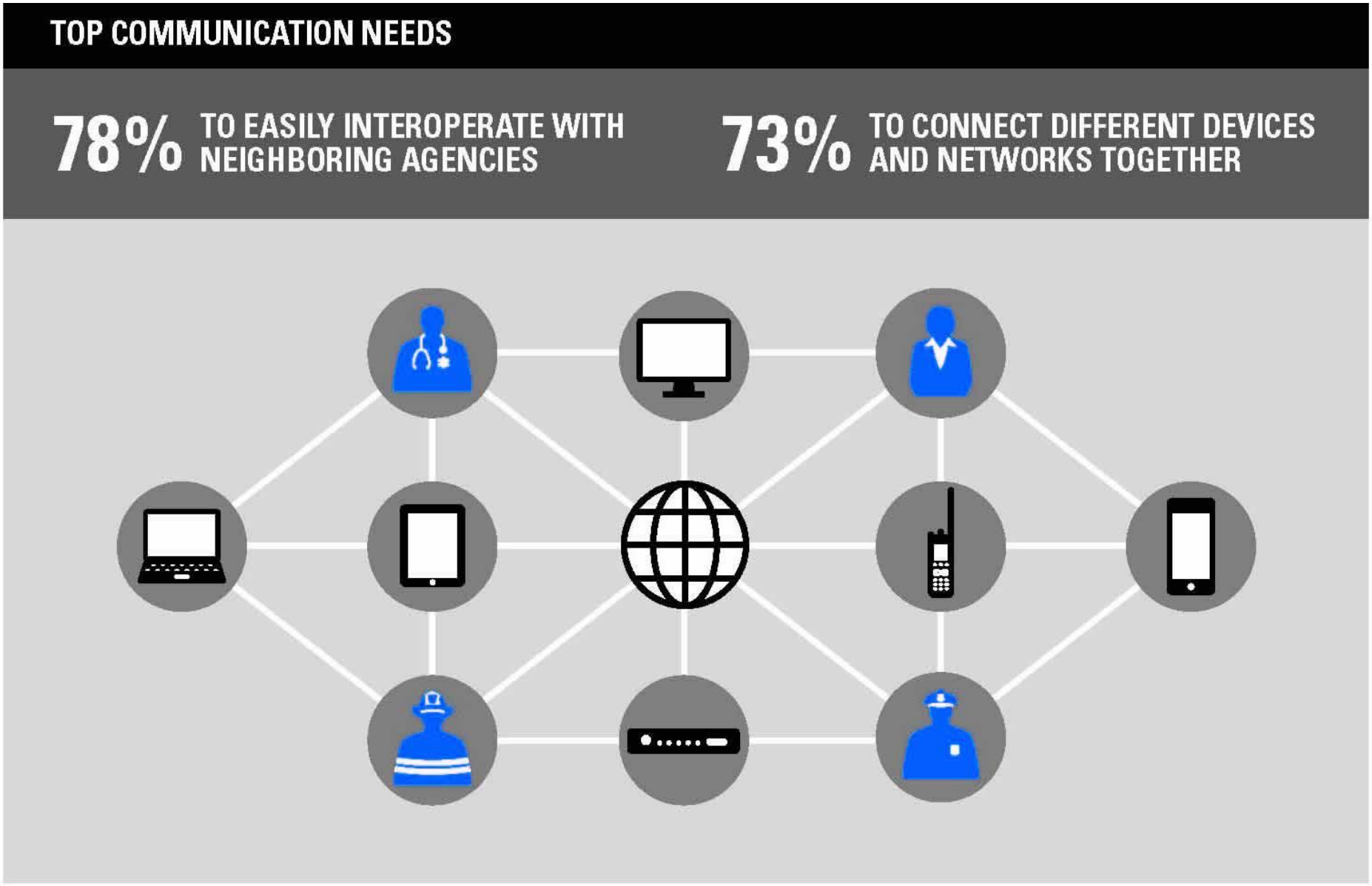
Data services at cell sites are often disabled during an emergency.

Cell sites and associated hardware must survive the disaster.

Commercial Broadband for our Smartphones has similar problems!

Rapidly Deployable Cell Sites

Interoperability



Interoperability

Adjoining agencies and stakeholders cannot communicate with another in real-time.

First came to the forefront after 9/11, although it was identified as a problem a decade or more earlier.

Problem stems from the fact the different agencies use different frequency bands and are licensed separately.

Territorial boundaries limited local government agencies, federal agencies, and non-governmental agencies from having joint radio/communications facilities.

Massachusetts Mobile Emergency Operations Center

Post 9/11 in the US there are a series of interoperability frequencies allocated that anyone with a license for a primary service can use for inter-agency operations.

There is also more collaboration between the 3 licensing agencies.

FCC – State and local government, business, non-profit organizations

NTIA - IRAC (Intergovernmental Radio Advisory Committee)

DoD – Military Agencies

Key Problems

- Seven frequency bands allocated for public safety.
- Multiple radios cost over $10K per vehicle

Public Safety Broadband using 700 MHz LTE

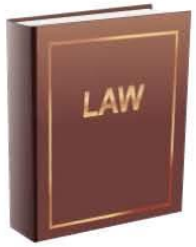
Fully interoperable on a nationwide basis

Bandwidth will not be an issue for normal operation

Bandwidth might become an issue when a large incident occurs in a confined area, however, only one or two cell sectors will be used

Real-time network management will be required with Public Safety having *pre-emptive priority*.

FirstNet Beginnings



THE LAW

2.22.12

FirstNet becomes law
PL 112-96

FUNDING

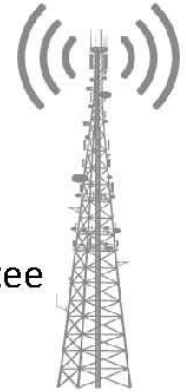
$7B authorized to build the FirstNet network. Funded by spectrum auctions through 2022.

GOVERNANCE

The FirstNet Board has **15** members, including those with telecommunications and public safety backgrounds

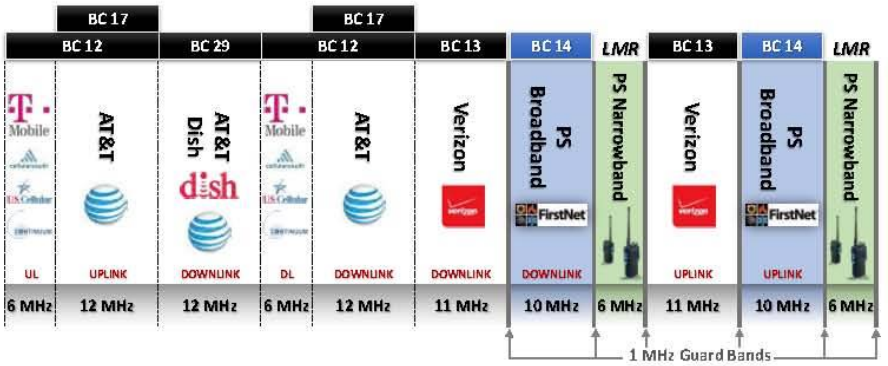
Each Governor appoints **1** Single Point of Contact (SPOC) and governing body to represent the state's interests to FirstNet.

40 member Public Safety Advisory Committee (PSAC) advises FirstNet on public safety intergovernmental matters.

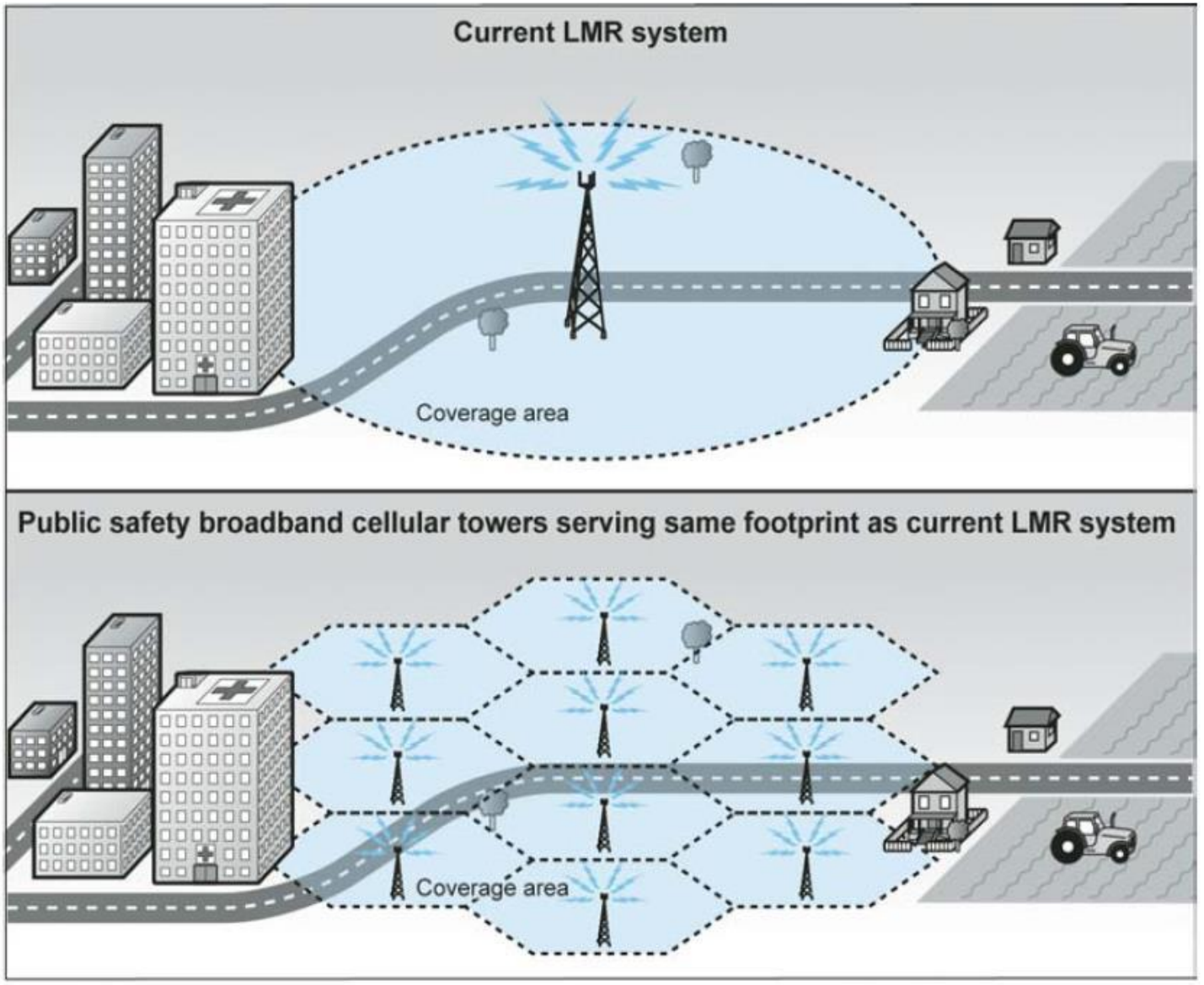


BAND CLASS (BC) 14

20MHz of bandwidth has been dedicated to public safety in the prime upper **700MHz** frequency range.



Differences between LMR and LTE systems



Source: GAO.

LMR vs. LTE

LMR

- Channels pre-configured per site
- Overlapping coverage using different frequency
- Fixed bandwidth / throughput per channel
- Users on one channel don't impact others

Each channel supports a conversation

LTE

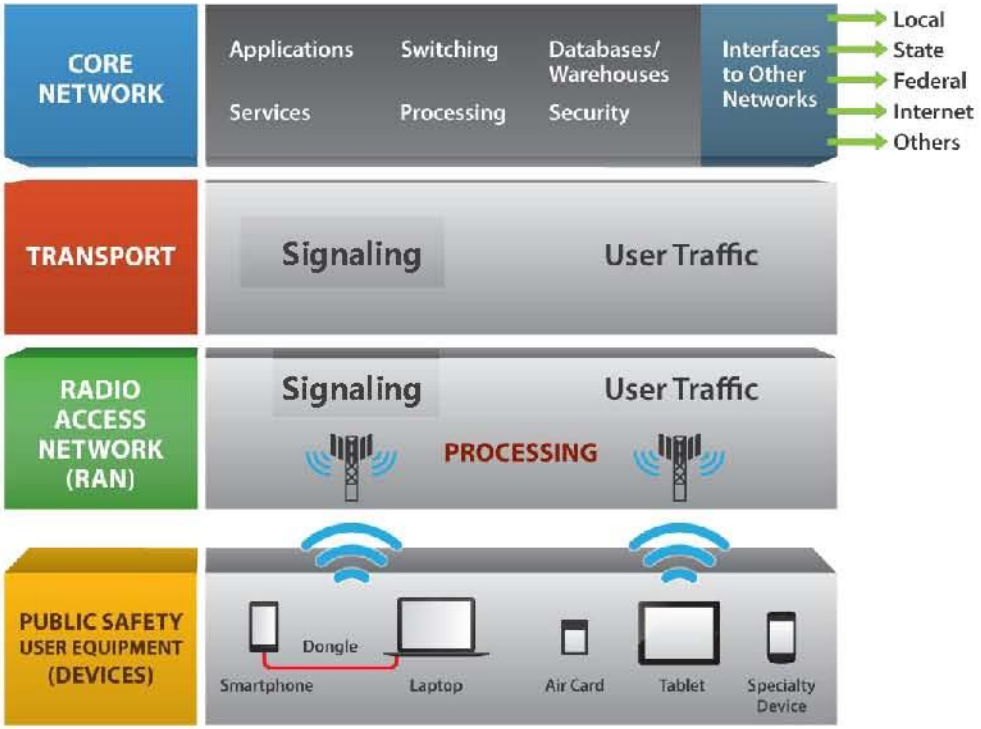
- All sites operate on same frequency thus overlapping coverage needs to be minimized
- "Channels" managed dynamically at each site
- Bandwidth determined by need and availability *minimizing congestion concerns*
- One large data "pipe"
  - *Up to* 74 Mbps capacity near cell tower
  - Capacity reduces as you move away from tower
  - Can handle many users with differing data demands (e.g. field reporting, dispatching)

Variable Data Rate per User – 1 to 100(s) Simultaneous Users

Basic LTE Network Components

At a very high level, the network has 4 basic components:

- Core Network Evolved Packet Core (EPC) or "Core"
- Transport "Backhaul"
- Radio Access Network or "Radio Sites"
- User Equipment (UE) or "User Device"



Devices – The Most Important Element to Public Safety

FirstNet™

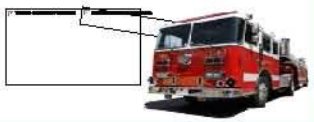
	Portables	In-Vehicle Routers	Specialized	Accessories
Device Types				
Category Driver	• Build up to an economy of scale		• Special operational needs e.g. in-building, rural	• Unique uses
Function	• Smartphone • Tablets • Modems	• Routers • Hotspots • Consoles	• Drones • Portable repeaters • Rovers	• Ruggedized cases • Battery packs • Chargers, mics.
Connectivity	• LTE, CDMA, HSPA • LMR/ P25 • Wi-Fi, Bluetooth • Direct mode	• LTE, CDMA, HSPA • Wi-Fi • Ethernet • USB	• LTE, CDMA, HSPA • LMR/ P25 • Satellite	• Bluetooth
Location Enabled	Yes	Yes	Some	n/a
Band 14 Support	2H14	1H14	2015+	n/a

The RAN will be a Combination of Terrestrial, Satellite, and 'Deployables'

FirstNet™

Hybrid approach enables public safety users to take their wireless coverage, services, and capacity with them

Off-net mode, no satellite or Core – comms among incident personnel 750-1000 sq. ft.



Mobile Communications units (mobile comms) on PS vehicles – become a mobile cell site/system mounted with an LTE Picocell:
Incident Area Network (IAN)
750-1000 sq. ft.

Public Safety Towers (boomers) 10-25 miles

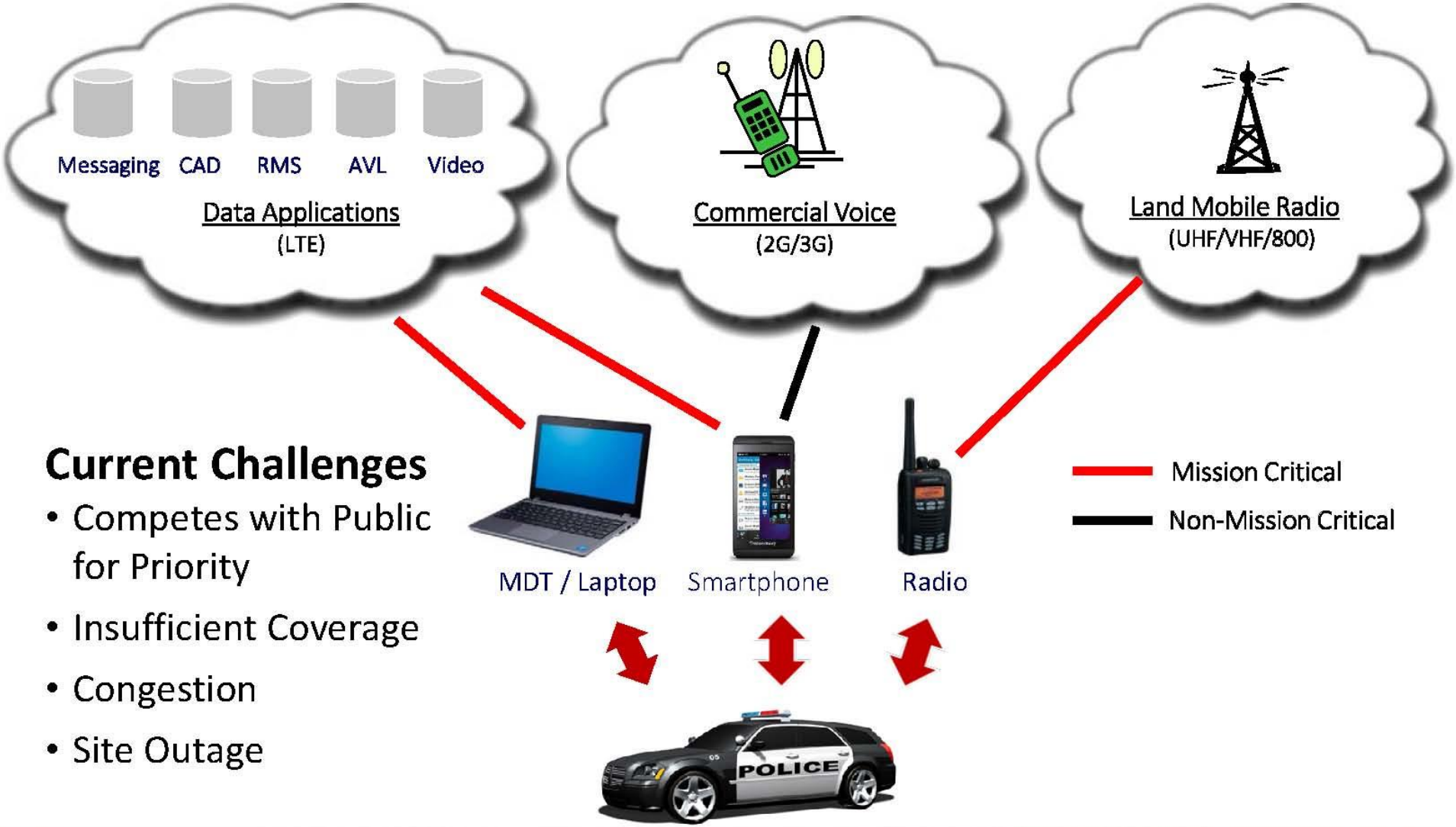
Macrocell LTE up to 1-10 miles

Microcell LTE up to 1 mile

FirstNet Will Have Advanced Capabilities

- **Key FirstNet Characteristics**
  - Quality of Service Priority and Preemption
  - Local Control
  - Hardening
    - Security - Physical and Cyber
    - Structural Hardening
    - Resiliency

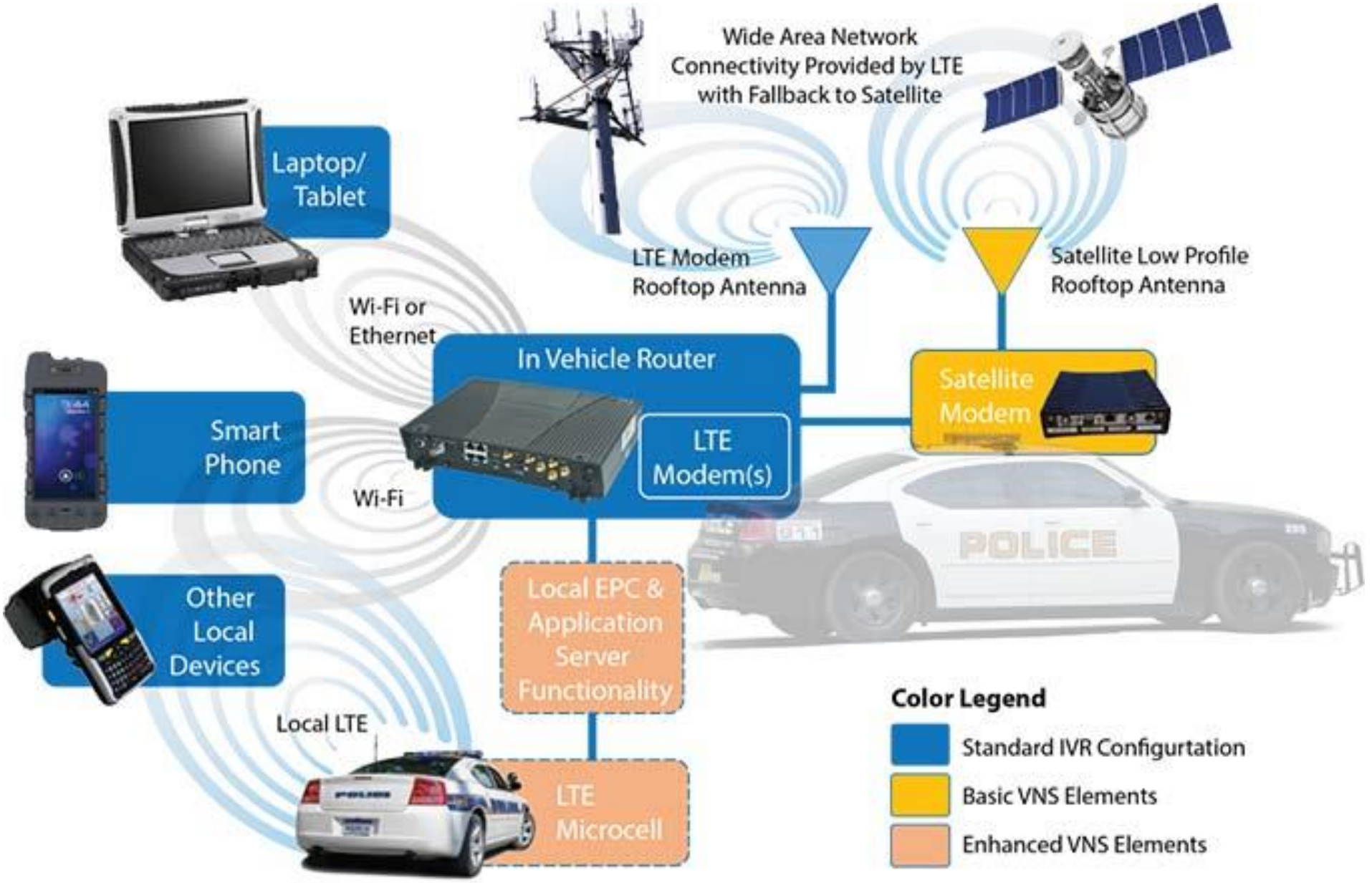
Short Term Goal: Make Data Mission Critical For Public Safety



Current Challenges

- Competes with Public for Priority
- Insufficient Coverage
- Congestion
- Site Outage

FirstNet System Vision



Where FirstNet is now

RFP has been issued. Responses due May 31st.

The selected contractor will gain access to 20 MHz of spectrum and receive as much as $6.5 billion to support the buildout and operation of the proposed public-safety broadband network

Contractor must build a network in all 56 states (and territories).

The contractor must pay FirstNet a minimum of $5.625 billion over the life of the 25-year deal.

Needed – PTT over LTE

Standard first responder radios are Push-To-Talk

Because of Latency, PTT over LTE is still in it's infancy.

AT IWCE 3 firms demonstrated LMR-LTE full-featured interoperability. – Latency tolerable (almost not-noticeable)

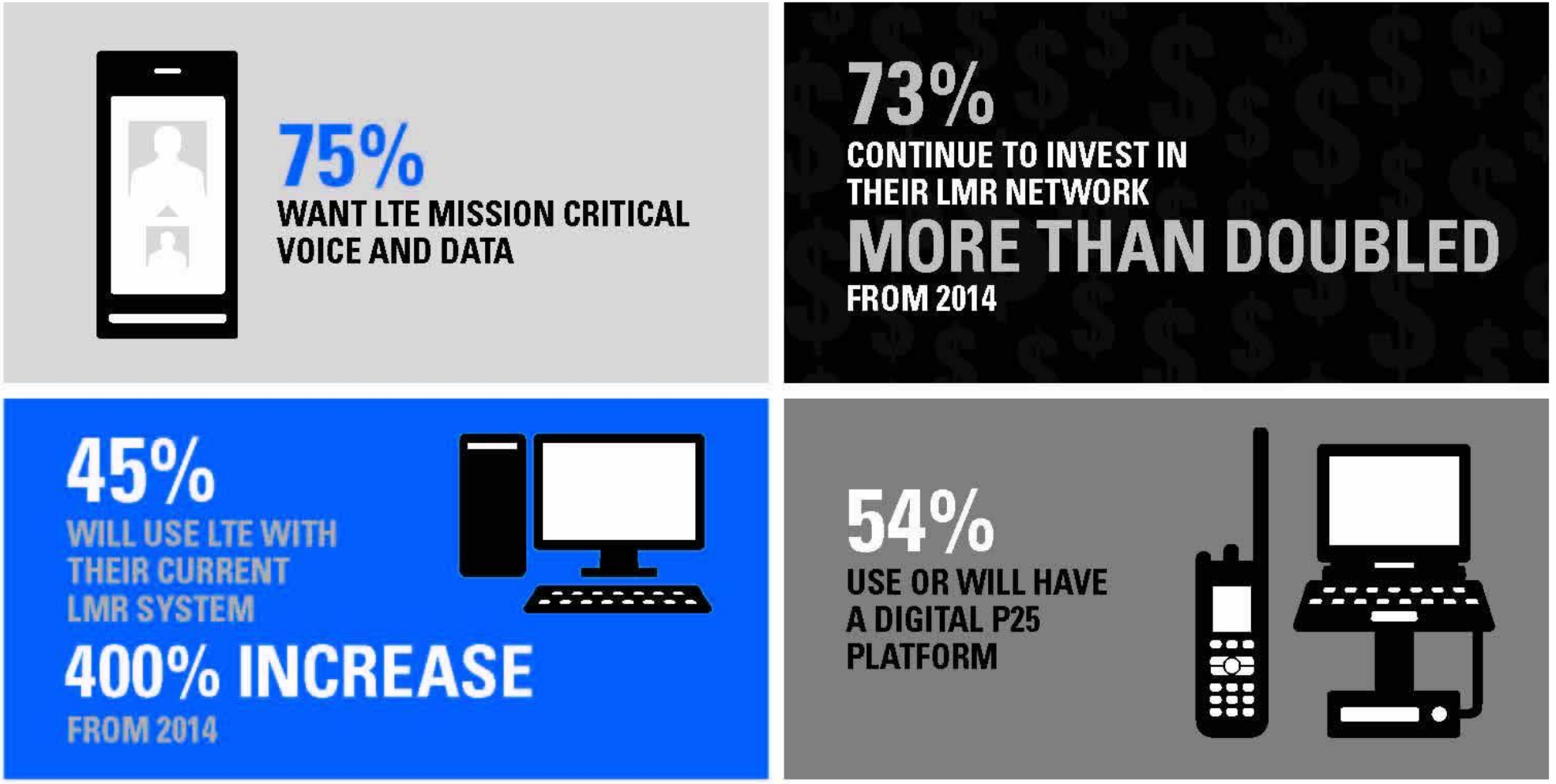
Earlier non-mission critical demo - Los Angeles Regional Interoperable Communications System 700 MHz Band 14 public-safety LTE system during the Rose Parade on Jan 1st.

Complications

- Today’s smartphones (smartdevices) are not one-handed devices
  - Require two hands to operate
  - Most use touchscreen
  - Not a problem when first responder is patrolling or sitting in a vehicle BUT it is a problem when on an incident
  - Today’s smartphones not designed for harsh environments
  - Touchscreens not conducive to use when wearing gloves

Public Safety usually cannot use both hands on a device!

How Agencies Plan to use Data Networks



Next Generation 911

In 2014 more than 170 million emergency calls were made to 911

76% of 911 calls come from cellular devices

21% are made from landline phones.

In General location of Cable-based phones cannot be determined by 911 center

In 2014 there were only 1,121 text-to-911 communications. This number is expected to skyrocket in the future.


27%
OF AGENCIES ARE ABLE TO RECEIVE TEXT-TO-9-1-1
ALMOST 300% INCREASE
FROM 2014
9-1-1
9-1-1
9-1-1
9-1-1

Internationally Interoperability is limited by Licensing and Equipment Shipment

Each country licenses and regulates communications with guidance from the International Telecommunications Union (ITU), a UN agency.

Except for Shipboard and Aircraft radios that are governed by International agreements, all other communications transmitters are regulated country by country.

Certain classes of equipment may be licensed by rule in one country, but not another.

By international regulation, all equipment requires an station license.

If the equipment is tuned by frequency, then the operator is required to hold an operators license.

Tampere Convention


The "Tampere Hall" in Tampere, Finland, where the treaty on Telecommunication for Disaster Mitigation and Relief was signed on 18 June 1998.

- The Tampere Convention treaty simplifies the use of telecommunication equipment across borders.
- The Tampere Convention calls on States to facilitate prompt telecommunication assistance to mitigate the impact of a disaster, and covers both the installation and operation telecommunication services.
- Barriers include the licensing requirements to use allocated frequencies, restrictions on the import of telecommunication equipment, as well as limitations on the movement of humanitarian teams.

Tampere Convention

Signed in 1998 by 68 countries.

Came into force in 2005 after it was ratified by 30 countries.

Currently 44 countries have ratified the treaty.

Major countries that have not ratified the treaty

USA, Russia, Brazil, Chile, Germany, Italy, Portugal

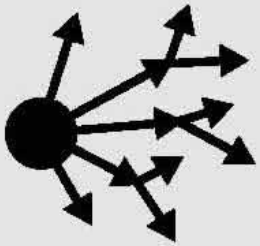
Social Media

FORGING A PUBLIC ALLIANCE

The number of agencies relying on data-driven communications to engage with their communities is growing rapidly. Of respondents, 55% share information with their community via social media, and nearly 30% receive information directly from the public through Facebook and Twitter.

The prevalence of social media in everyday life is driving the need for greater adoption and engagement by public safety agencies. The actions of first responders are routinely recorded by citizens on mobile devices and instantly uploaded to social media sites.[1]

Social media is an essential platform for building community relations. It enables agencies to share information quickly, as events unfold. It helps increase transparency by having an open conversation with the public. It informs citizens on a regular basis and encourages their feedback. This valuable exchange deepens the partnership with local government.



Public safety leaders underscore how essential technology is for building a stronger public alliance. The number one reason for law enforcement agencies to implement new technology is to "improve community confidence and support."[2]

Getting the Word Out to the Public

AM and FM Radio (includes Shortwave Radio in less developed regions)

Constraints

- Not all stations are *local*. Stations may not have a local news/features staff.
- Currently most stations do not have a resident engineering staff. Thus during a disaster if the station is forced off the air, repairs may not quickly be made.

Several manufacturers have developed hand crank radios, where a crank can be turned to generate electricity for several hours use.

More sophisticated types include a flashlight and a cable that can be used to recharge ones cell phone.

Getting the Word Out to the Public

Television

- Station must stay on the air. Most have backup power, antennas, and transmitters.
- Many (most) of us receive our television via Cable, thus if no cable, no TV.
- Digital TV makes reception of just TV audio nearly impossible.

NOAA Weather Radio

- Originally designed for marine weather, now has expanded to all hazards.
- Receivers are available but not universally used.

But, now, who listens to the radio or watches over the air TV?

We're glued to our smartphones and tablets!

Social Networking Sites

Twitter is universal!

- Social Networking sites, such as Facebook are popular with Emergency Managers to get information out but not as efficient!
- Constraint is that the Internet must work.

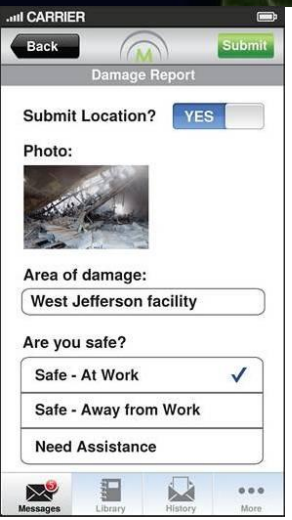
Emergency Text Messages

- Can be used to text a large group of people quickly.
- Assumes cellular network is up and running.

Reverse 911

- Can notify wide area by telephone (but usually not cellphones)

Priority – In addition to restoring power, water, clearing roads, broadband service must be restored!



Disaster Apps

http://www.missionmode.com/15-disaster-and-crisis-apps-for-iphone-and-ipad/

Disaster Alert (Global)

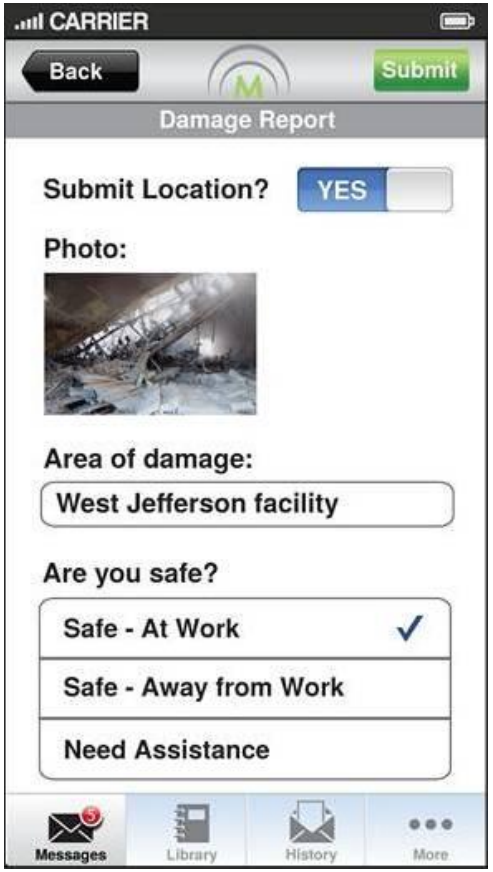
Disaster Alert keeps users aware of hazardous incidents anywhere in the world. With both listings and an interactive real-time map, this app will keep you alerted to all types of natural disasters as well as breaking man-made crises while you're on the go. Free.

Disaster Radar (Global)

Possibly the first and only real-time world-wide natural disaster and emergency monitoring app. Disasters can be viewed on a world map or selected individually to see complete event details including cause and areas affected. Free.

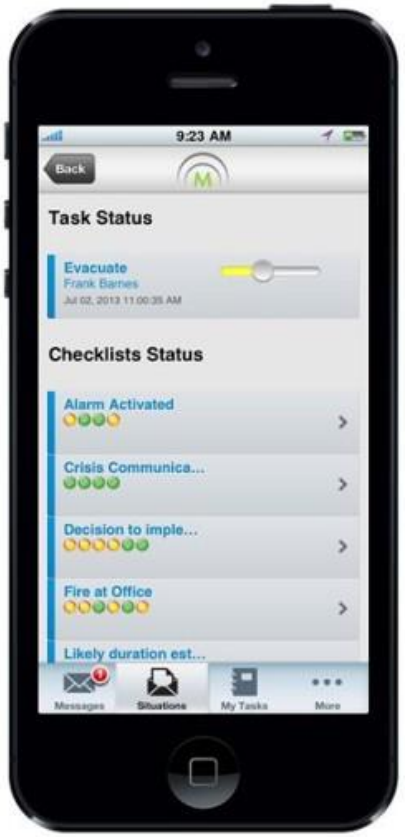
Earshot (Global)

The EarShot system combines a unique mobile app, online control center and emergency notification system in one integrated application. The EarShot app sends and receives messages consisting of unlimited text, completed forms, photos, documents and GPS location. It's used for gathering eyewitness reports from the scene of a crisis, submitting field service reports, security check-ins, and much more. Contact the company for system pricing.



Situation Center Mobile (Global)

The Situation Center is MissionMode's web-based incident management system. This mobile app puts the power of the Situation Center in the palm of your hand. Share information, manage tasks, monitor team status, access documents and other files, and more. No other app provides these capabilities. Contact the company for system pricing.



Shelter View (USA)

This app from the Red Cross focuses on getting people in need to shelters when disaster strikes. It draws on the Red Cross' National Shelter System for details on 60,000 potential disaster facilities along with easy access to the Disaster Online Newsroom. Free.

The Red Cross has a large number of Apps on its website.

FEMA (USA)

This is the official app of the Federal Emergency Management Agency. It contains preparedness information for all types of disasters including emergency kit checklists, details on how to stay safe, maps to assistance, even a section to plan meeting locations. Free.

Outbreaks Near Me (USA)

HealthMap's Outbreaks Near Me app tracks real-time disease outbreaks and gives users access to reports, as well as the ability to submit their own. If you spy an outbreak and report it using the app you will be featured as a disease detective on the HealthMap website. Free.

MEMA


Back
Massachusetts Emergency Management
Medium
Potential Inclement Weather
Inclement weather could affect marathon course, but race is continuing. Seek shelter if weather becomes severe. - MEMA
Waltham
Cambridge
Newton
Brookline
Wellesley
Framingham
Hyde Park
Alerts
Places
Settings
Get Massachusetts Alerts
by downloading the FREE App for your iOS or Android Smartphone.
Massachusetts Emergency Management Agency
The Massachusetts Emergency Management Agency, in partnership with the Boston Athletic Association, will use Massachusetts Alerts to share important public safety and emergency information with runners and spectators. Be prepared!
Download Massachusetts Alerts to receive information about severe weather, course disruptions, or other significant events & incidents.
Download on the App Store
GET IT ON Google play
MASSACHUSETTS ALERTS
mass.gov/mema/mobileapp

eDispatches – Dispatch to Cell Phones

Questions?