Attachment B

Mississippi Wireless Communication Commission (WCC)

MISSISSIPPI STATEWIDE COMMUNICATION INTEROPERABILITY PLAN





2017-2020

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LETTER FROM THE SWIC



Greetings,

I am pleased to present to you the 2017 Mississippi Statewide Communication Interoperability Plan (SCIP). This represents Mississippi's continued commitment to improving emergency communications and supporting the public safety practitioner community. The 2017 SCIP marks the next step towards achieving the National Emergency Communications Plan's (NECP) vision for interoperable communications at the local, regional, state, tribal, and federal level.

With support from the Department of Homeland Security's Office of Emergency Communications (OEC), representatives from the Mississippi Wireless Communication Commission (WCC) and several other state and local public safety agencies from across the state collaborated to update the SCIP goals and initiatives, and redefine its vision and mission for public safety communications in the state.

The State of Mississippi faces complex challenges as we work towards achieving public safety interoperability. For the next three-to-five years, this strategic plan will guide our efforts to protect the almost 3 million citizens and communities throughout Mississippi through effective governance, enhanced technology, and uniform training.

As we move toward our goal of interoperability, we must remain dedicated and strive to improve our ability to communicate among disciplines and across jurisdictional boundaries. With help from public safety practitioners statewide, we will work to achieve the goals set forth in this SCIP and become a nationwide model for statewide interoperability.

Sincerely,

Vicki B. Helfrich Mississippi Statewide Interoperability Coordinator Wireless Communication Commission

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EXECUTIVE SUMMARY / INTRODUCTION



Guiding Approach / Principles

The Mississippi Statewide Communication Interoperability Plan (SCIP) is a strategic planning document developed in November of 2017 by a group of public safety practitioners representing multiple public safety disciplines and jurisdictions from across Mississippi. During the Mississippi SCIP Workshop, participants developed goals based on the seven strategic areas, which are: Governance, Standard Operating Procedures (SOPs), Technology, Training & Exercises, Usage, Life Cycle Funding, and Outreach and Information Sharing. After the SCIP goals were identified, participants defined initiatives, timelines, and owners for each of them that will be used to keep track of the state's progress (see Appendix A).

The SCIP identifies Mississippi's Vision and Mission for public safety communications in the state as well as outlines specific public safety communications goals that were developed over several months and finalized in a one-day Department of Homeland Security (DHS) Office of Emergency Communications (OEC) facilitated session. This SCIP highlights successes and current public safety communications gaps identified by state and local stakeholders. In identifying gaps and developing strategic goals, workshop participants focused on improving the state's primary public safety communications tool for voice interoperability which is the Mississippi Wireless Information Network (MSWIN).

However, because the public safety communications landscape continues to rapidly evolve consideration was given to the 2014 National Emergency Communications Plan¹ and the Interoperability Continuum², developed by SAFECOM and shown in Figure 1. This combined analysis has resulted in a strategic plan that coordinates the mutually-supportive strategies of LMR, broadband, and other major capabilities that are being deployed.

² OEC's Interoperability Continuum is available here: <u>http://www.safecomprogram.gov/oecguidancedocuments/continuum/Default.aspx</u>



¹ The 2014 National Emergency Communication Plan is available here:

https://www.dhs.gov/sites/default/files/publications/2014%20National%20Emergency%20Communications%20Plan_October%2029%20 2014.pdf

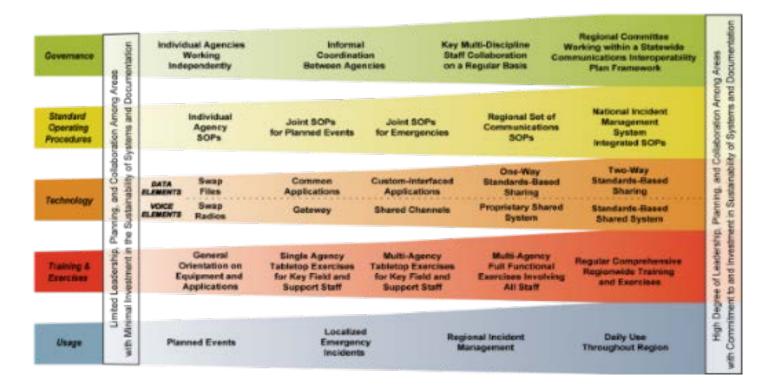


Figure 1: The Interoperability Continuum

Vision & Mission

Mississippi stakeholders developed the following vision and mission statements:

Vision:

Interoperable public safety-related communications throughout the State of Mississippi

<u>Mission:</u>

Provide the strategic framework for integrated local, State, Tribal, and Federal collaboration supporting all public safety communications

OVERVIEW OF STRATEGIC SECTIONS

The following are high-level summaries of Mississippi's goals in each of the seven strategic areas:



Governance Continue to buildout and expand upon existing governance structure



Standard Operating Procedures Document current policies and procedures for public safety communications



Training and Exercises Continue to develop standardized trainings, to include a statewide COMU program



Technology Maintain and enhance existing systems



Continue to expand coverage as funding permits



Goals, Initiatives & Benefits

	Goals	Initiatives	Owner	Completion Date
Governance	1. Statewide communications collaboration	 Identify three primary and secondary regional coordinators Train backup network staff for support during emergencies Provide cache radios in each region 	Governance Committee, WCC staff	January 2020, on- going
SOPs	 Formalize and update MSWIN policies and procedures 	 Encryption, system key, TDMA migration plan, patching 	Governance Committee	June 2019
	 Develop and update SOPs 	 Special event talkgroup use, NOC operations 	WCC staff	June 2020, on- going
Technology	4. Improve statewide interoperable communications	 Expand MSWIN user base by including public safety NGOs Provide MSWIN enhanced services (voice and data) 	WCC staff	On-going
	 Develop standardize MSWIN training 	 Further end user training program development 	Governance Committee, WCC staff	January 2019
Training & Exercise	6. Develop a COMU program	 Complete a COMU TA Identify current COML/COMT personnel within the state Train existing COMU personnel for TtT Develop a process for credentialing personnel 	Ad-hoc Communications Committee, Governance Committee	June 2020
	7. Communications- focused exercises	Conduct statewide communication focused exercise every 2-3 years	WCC, MEMA	On-going
	8. Integrate MSWIN operability in emergency exercises	 Coordinate and provide communications inject into FLST exercises 	WCC, MEMA	On-going
Usage	9. Portable coverage areas expanded	Continue to identify and build out coverage as funding permits	WCC	On-going as funding permits
Outreach & Information Sharing	10. Develop outreach and marketing plan for MSWIN	 Provide updates and system information at existing conferences and meetings Develop an informational sheet on best practices and success stories 	WCC staff	January 2019, on- going
	11. Identify MSWIN champions	Elected officials, state/locals, NGOs	WCC	November 2018, on-going

STRATEGIC GOALS: GOVERNANCE

In 2005, the Legislature created the Mississippi Wireless Communication Commission (WCC) just prior to the events of Hurricane Katrina to address the need for a strong, collaborative governance structure (updated in 2011; see Appendix C). The WCC was charged with producing a plan for the creation and implementation of a statewide wireless communications system. The 16-member commission consists of representatives from the following entities:

- Department of Transportation
- Department of Public Safety
- Department of Public Health
- Department of Information Technology Services
- Mississippi Emergency Management Agency
- Mississippi Office of Homeland Security
- Mississippi Sheriffs' Association
- Mississippi Association of Supervisors

- Mississippi Municipal Association
- Mississippi Association of Fire Chiefs
- Mississippi Association of Police Chiefs
- Mississippi Highway Patrol
- Department of Corrections
- Mississippi National Guard
- Department of Environmental Quality
- Mississippi Wildlife, Fisheries and Parks

The WCC has three standing committees: Governance/Interoperability, Personnel, and Procurement. The Governance/Interoperability Committee recommends system operational guidelines, rules, and regulations to the Commission and reviews new system designs for interoperability capabilities. The Procurement Committee is the clearinghouse for public safety communications-related purchases by state and local entities.

The WCC has a goal to increase local participation in the governance of MSWIN by adding regional coordinators. These individuals can also assist the WCC during events and/or emergency situations and help the WCC address the need for regional radio caches which will enable quicker response to communication needs statewide.

Table 1: Governance Goals and Initiatives

Goals	Initiatives	Benefits	
 Statewide communications collaboration 	 Identify three primary and secondary regional coordinators Train backup staff during emergencies Provide cache radios in each region 	Provides regional representation and points of contact for stakeholders Ensure sustainable staffing levels for network support during emergencies. Regional radio caches will ensure quicker response to communications needs	

STRATEGIC GOALS: STANDARD OPERATING PROCEDURES

The WCC has both formal and informal policies and procedures for user access to MSWIN. It is a goal of the WCC to review and update the formal policies and procedures, as needed, (TDMA, encryption, patching) and to formalize and disseminate additional network policies that are necessary to ensure ongoing system operations (system key management).

Many of the WCC's internal policies and procedures are commonly understood, however not all of the SOPs are documented. The WCC will focus on the development of these internal controls and policies to normalize system operations, daily workload, and manage event response (special event talkgroup use, NOC operations).

Table 2: Standard Operating Procedures Goal and Initiatives

	POL	
Goals	PROC	EDURE Benefits
2. Formalize and update MSWIN policies and procedures	 Encryption, system key, TDMA migration plan, patching 	Updates and establishes uniformed policies and practices for encryption, system key management, patching, and migration to TDMA technology for all subscribers.
3. Develop and update SOPs	Special event talkgroup use, NOC operations	Standard policies and procedures need to be properly documented to ensure consistency of use

STRATEGIC GOALS: TECHNOLOGY

In 2013, Mississippi's first statewide wireless communications system, MSWIN, was in final deployment stages and became operational statewide. MSWIN is a P-25 700 MHz LMR public safety communication system that provides mobile radio coverage to 97% of the state's population with over 144 tower sites. MSWIN is the only network in the state that is available for use by federal, state, local, and tribal public safety entities. One of the WCC's top priorities is expanding MSWIN coverage and capacity to include public safety non-governmental organizations (NGOs) and enhancing the service areas available to existing users.

Table 3: Technology Goals and Initiatives



STRATEGIC GOALS: TRAINING AND EXERCISES

Mississippi has promoted a well-rounded approach to user training on the MSWIN system that ensures responders are prepared for both day-to-day operations and disasters. Mississippi recognizes the need to establish a Communications Unit (COMU) program to identify the training needs, credentialing procedures, deployment policies, and recertification requirements for COMLs, COMTs, and other COMU positions.

The State has initiated the following efforts:

- Conducted a statewide communication focused exercise in November 2017.
- Requested OEC's assistance in hosting trainings and workshops through their Technical Assistance (TA) Program, including train-the-trainer (TtT) courses that resulted in 100+ MSWIN end users receiving training over the past year.

	CRIME STOPPERS 234-TIPS(8477) DDDDDDDDDDDDDDDDDDDDDDDDDDDDDDDDDDD			
	Goals	Initiatives	Benefits	
5.	Develop standardized MSWIN training	Further end user training program development	Establishes a uniform training curriculum to ensure new users are properly trained on MSWIN	
6.	Develop a COMU program	 Complete a COMU TA Identify current COML/COMT personnel within the state Train existing COMU personnel for TtT Develop a process for credentialing personnel 	An established COMU program will support the state's efforts to train, manage, and deploy personnel and equipment when needed	
7.	Communications-focused exercises	Conduct statewide communication focused exercise every 2-3 years	Ensures that current and future users will have access to exercise based communications training	
8.	Integrate MSWIN operability in emergency exercises	Coordinate and provide communications inject into FLST exercises	Increases the opportunities for MSWIN communications training in multi-agency, multi-discipline training environments	

Table 4: Training and Exercises Goals and Initiatives

STRATEGIC GOALS: USAGE

Regular usage of public safety communications equipment ensures the maintenance and establishment of interoperability in case of an incident. This usage familiarization will be enhanced through future planned exercises and training. Likewise, documenting SOPs and creating a standardized training curriculum will improve user's knowledge and capabilities. However, as with many statewide systems, network coverage is a challenge and expansion is an ongoing priority that is dependent upon available funding. System resource usage is also a challenge during special events and incidents involving multiple agencies and disciplines. Efforts will be made to encourage the assignment of a trained COML

to coordinate talkgroup assignments and system resources to ensure interoperability and efficient use of resources.

Table 5: Usage Goals and Initiatives



STRATEGIC GOALS: OUTREACH AND INFORMATION SHARING

Mississippi is focused on enhancing its outreach and information sharing efforts to public safety agencies who are current users and those that are planning system upgrades to their legacy radio systems. Collaboration between the state and local agencies continues to be a successful partnership and a keystone for interoperable communications across the state. Opportunities exist in educating local entities in the capabilities and value of utilizing COMLs during incidents to establish incident communications plans and de-conflict communications issues.

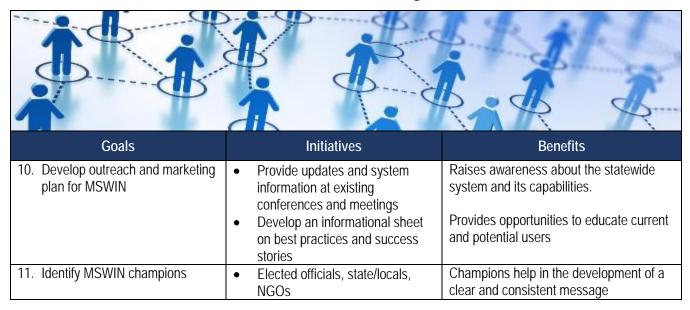


Table 6: Outreach and Information Sharing Goals and Initiatives

IMPLEMENTATION PLAN

The WCC Executive Officer, who also serves as the Statewide Interoperability Coordinator (SWIC), is the chief administrator of the SCIP and is responsible for tracking progress towards achieving SCIP goals. The SWIC has the authority to and is responsible for making decisions regarding this plan. They are also responsible for ensuring that this plan is implemented and maintained statewide. The SWIC will receive strategic guidance from the 16 Commissioners on the WCC.

Each year, OEC works with all 56 states and territories in measuring progress towards implementing SCIP goals through the annual SCIP Snapshot process. Findings from the reporting help identify successes and challenges in meeting goals, and help OEC provide targeted technical assistance in the form of training and resources offered through its Interoperable Communications Technical Assistance Program (ICTAP).

ICTAP offerings of interest include:

- Formal Governance Documentation Review, Assessment and Development
- Communications Unit (COMU) Planning and Policies, Project Management
- Tactical Interoperable Communications Plan (TICP) Field Operations Guide (TIC-FOG) Review and Development
- Next Generation 9-1-1 / Strategic Planning Support
- Communications Unit Leader (COML) Training
- Communications Unit Technician (COMT) Training
- Communications Assets Survey and Mapping (CASM) Tool Next Generation

Requests for technical assistance are coordinated through the Mississippi SWIC on an annual basis.

For more information, states/territories are encouraged to contact OEC at: SCIP@hq.dhs.gov

APPENDIX A: SCIP Goals, Initiatives & Benefits

	Goals	Initiatives	Benefits
Governance	1. Statewide communications collaboration	 Identify three primary and secondary regional coordinators Train backup network staff for support during emergencies Provide cache radios in each region 	Provides regional representation and points of contact for stakeholders Ensure sustainable staffing levels for network support during emergencies. Regional radio caches will ensure quicker response to communications needs
SOPs	 Formalize and update MSWIN policies and procedures 	 Encryption, system key, TDMA migration plan, patching 	Updates and establishes uniformed policies and practices for encryption, system key management, patching, and migration to TDMA technology for all subscribers.
	 Develop and update SOPs 	 Special event talkgroup use, NOC operations 	Standard policies and procedures need to be properly documented to ensure consistency of use
Technology	 Improve statewide interoperable communications 	 Expand MSWIN user base by including public safety NGOs Provide MSWIN enhanced services (voice and data) 	Promotes and broadens interoperability capabilities
	5. Develop standardized MSWIN training	 Further end user training program development 	Establishes a uniform training curriculum to ensure new users are properly trained on MSWIN
Training & Exercises	6. Develop a COMU program	 Complete a COMU TA Identify current COML/COMT personnel within the state Train existing COMU personnel for TtT Develop a process for credentialing personnel 	An established COMU program will support the state's efforts to train, manage, and deploy personnel and equipment when needed
	 Communications- focused exercises 	 Conduct statewide communication focused exercise every 2-3 years 	Ensures that current and future users will have access to exercise based communications training
	 Integrate MSWIN operability in emergency exercises 	 Coordinate and provide communications injects into FLST exercises 	Increases the opportunities for MSWIN communications training in multi-agency, multi-discipline training environments
Usage	 Portable coverage areas expanded 	 Continue to identify and build out coverage as funding permits 	Expands system footprint and capacity
Outreach & Information Sharing	10. Develop outreach and marketing plan for MSWIN	 Provide updates and system information at existing conferences and meetings Develop an informational sheet on best practices and success stories 	Raises awareness about the statewide system and its capabilities. Provides opportunities to educate current and potential users
	11. Identify MSWIN champions	 Elected officials, state/locals, NGOs 	Champions help in the development of a clear and consistent message

APPENDIX B: List of Acronyms

AWS	Alerts and Warnings System
CASM	Communications Assets Survey and Mapping
COML	Communications Unit Leader
COMT	Communications Unit Technician
COMU	Communications Unit
DHS	Department of Homeland Security
EPA	Electrical Power Associations
FLST	Federal-Local-State-Territory
ICTAP	Interoperable Communications Technical Assistance Program
LMR	Land Mobile Radio
MEMA	Mississippi Emergency Management Agency
MHz	Megahertz
MSWIN	Mississippi Statewide Interoperability Network
NECP	National Emergency Communications Plan
NGO	Non-Governmental Organization
NG9-1-1	Next Generation 9-1-1
NOC	Network Operations Center
OEC	Office of Emergency Communications
P25	Project 25
SCIP	Statewide Communication Interoperability Plan
SOP	Standard Operating Procedure
SWIC	Statewide Interoperability Coordinator
ТА	Technical Assistance
TDMA	Time Division Multiple Access
TIC-FOG	Tactical Interoperable Communications Field Operations Guide
TICP	Tactical Interoperable Communications Plan
TtT	Train the Trainer
WCC	Wireless Communication Commission

APPENDIX C: Mississippi H.B. 771

AN ACT TO CREATE THE MISSISSIPPI WIRELESS COMMUNICATION COMMISSION; TO PROVIDE FOR ITS MEMBERSHIP AND PRESCRIBE ITS POWERS AND DUTIES; TO CREATE THE "INTEGRATED PUBLIC SAFETY COMMUNICATIONS FUND" WHICH MAY BE USED TO ADMINISTRATE THIS ACT; TO CREATE AN ADVISORY BOARD TO THE WIRELESS COMMUNICATION COMMISSION; AND FOR RELATED PURPOSES.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF MISSISSIPPI:

SECTION 1. (1) There is hereby created the Wireless Communication Commission, which shall be responsible for promoting the efficient use of public resources to ensure that law enforcement personnel and essential public health and safety personnel have effective communications services available in emergency situations, and to ensure the rapid restoration of such communications services in the event of disruption caused by natural disaster, terrorist attack or other public emergency.

(2) The Wireless Communication Commission, hereafter referred to as the "commission," shall consist of the following:

- (a) The Executive Director of the Department of Transportation or his designee;
- (b) The Commissioner of Public Safety or his designee;
- (c) The Executive Director of the Department of Public Health or his designee;
- (d) The Executive Director of the Department of Information Technology Services or his designee;
- (e) The Executive Director of the Mississippi Emergency Management Agency or his designee;
- (f) The Executive Director of the Mississippi Office of Homeland Security or his designee;
- (g) The President of the Mississippi Sheriffs' Association or his designee;
- (h) The President of the Mississippi Association of Supervisors or his designee;
- (i) The President of the Mississippi Municipal Association or his designee;
- (j) The President of the Mississippi Association of Fire Chiefs or his designee;
- (k) The President of the Mississippi Association of Police Chiefs or his designee;
- (I) The Chief of the Mississippi Highway Safety Patrol or his designee;
- (m) The Commissioner of the Department of Corrections or his designee;
- (n) The Adjutant General of the Mississippi National Guard or his designee;

(o) The Executive Director of the Mississippi Department of Environmental Quality or his designee;

and

(p) The Executive Director of Wildlife, Fisheries and Parks or his designee.

All members of the commission shall serve a term of not less than four (4) years.

(3) Within forty-five (45) days from the effective date of this act, the Executive Director of the Department of Information Technology Services shall call a meeting of the commission in the City of Jackson, Mississippi, and organize by electing a chairman and other officers from its membership. The commission shall adopt rules which govern the time and place for meetings and governing the manner of conducting its business. The commission shall meet at least monthly and maintain minutes of such meetings. A quorum shall consist of a majority of the membership of the commission.

(4) The commission, in conjunction with the Department of Information Technology Services, shall have the sole authority to promulgate rules and regulations governing the operations of the wireless communications system described in paragraph (a) and shall be vested with all legal authority necessary and proper to perform this function including, but not limited to:

(a) Purchasing, leasing, acquiring and otherwise implementing a statewide wireless communications system to serve wireless users in state and local governments and those private entities that enter into a partnership with the commission. All purchases shall be made in accordance with public

purchasing laws and, if required, shall be approved by the Department of Information Technology Services. This system shall enable interoperability between various wireless communications technologies.

(b) Ensuring that federal/state communications requirements are followed with respect to such wireless communications systems.

(c) Providing system planning with all public safety communications systems.

(d) Assisting with establishment of state and local wireless communications.

(e) In consultation with the Department of Information Technology Services, having the authority to permit state and local agencies use of the communications system under the terms and conditions established by the commission.

(f) Providing technical support to users and bearing the overall responsibility for the design, engineering, acquisition and implementation of the statewide communications system and for ensuring the proper operation and maintenance of all equipment common to the system.

(g) Seeking proposals for services through competitive processes where required by law and selecting service providers under procedures provided for by law.

(h) Establishing, in conjunction with the Department of Information Technology Services, policies, procedures and standards which shall be incorporated into a comprehensive management plan for the operation of the statewide communications system.

(i) Having sign-off approval on all wireless communications systems within the state which are owned or operated by any state or local governmental entity, agency or department.

(j) Creating a standard user agreement.

(5) The commission, in conjunction with the Department of Information Technology Services, shall exercise its powers and duties pursuant to this act to plan, manage and administer the wireless communications system. The commission may:

(a) In consultation with the advisory board and the Department of Information Technology Services, establish policies, procedures and standards to incorporate into a comprehensive management plan for use and operation of the communications system.

(b) Enter into mutual aid agreements among federal, state and local agencies for the use of the communications system.

(c) Establish the cost of maintenance and operation of the system and charge subscribers for access and use of the system.

(d) Assess charges for use of the system.

(e) Obtain space through rent or lease of space on any tower under state control. The commission may also rent, lease or sublease ground space as necessary to locate equipment to support antennae on the towers. The costs for use of such space shall be established by the owner/agent for each site when it is determined to be practicable and feasible to make space available.

(f) Provide space through rent or lease of space on any tower under the commission's control. The commission may also rent, lease or sublease ground space as necessary to locate equipment to support antennae on the towers. The costs for use of such space shall be established by the commission when it is determined to be practicable and feasible to make space available.

(g) Refuse to lease space on any tower at any site. All monies collected by the commission for such rents, leases or subleases shall be deposited directly into a special fund hereby created and known as the "Integrated Public Safety Communications Fund." This fund shall be administered by the Department of Information Technology Services and may be used by the commission to construct, maintain and operate the system.

(h) Rent, lease or sublease ground space on lands acquired by the commission for the construction of privately owned or publicly owned towers. The commission, as part of such rental, lease or sublease agreement, may require space on such towers for antennae as may be necessary for the construction and operation of the wireless communications system.

- (i) Enter into and perform use and occupancy agreements concerning the system.
- (j) Exercise any power necessary to carry out the intent of this law.

(6) The Department of Transportation, the Department of Public Safety and other commission members may provide to the commission, on a full-time or part-time basis, personnel and technical support necessary and sufficient to effectively and efficiently carry out the requirements of this section.

(7) (a) Expenditures from the Integrated Public Safety Communications Fund shall be administered by the Department of Information Technology Services with expenditures approved jointly by the commission and the Department of Information Technology Services.

(b) The Integrated Public Safety Communications Fund may consist of the following:

(i) Appropriations from the Legislature;

(ii) Gifts;

(iii) Federal grants;

(iv) Fees and contributions from user agencies that the commission considers necessary to maintain and operate the system; and

(v) Monies from any other source permitted by law.

(c) Any monies remaining in the Integrated Public Safety Communications Fund at the end of the fiscal year shall not revert to the State General Fund, but shall remain in the Integrated Public Safety Communications Fund.

(8) Members of the commission shall not receive any compensation or per diem, but may receive travel reimbursement provided for under Section 25-3-41.

(9) There is hereby created the Wireless Communication Advisory Board for the purpose of advising the Mississippi Wireless Communication Commission in performance of its duties. The advisory board shall be composed of the following:

(a) The Chairman and Vice Chairman of the Senate Public Utilities Committee or their designees;

(b) The Chairman and Vice Chairman of the House of Representatives Public Utilities Committee or their designees;

(c) The Chairman of the Senate Appropriations Committee or his designee;

(d) The Chairman of the House of Representatives Appropriations Committee or his designee;

(e) The Chairman of the Senate Finance Committee or his designee; and

(f) The Chairman of the House of Representatives Ways and Means Committee or his designee.

Members of the advisory board shall receive per diem and expenses which shall be paid from the contingent expense funds of their respective houses in the same amounts as provided for committee meetings when the Legislature is not in session; however, no per diem and expenses for attending meetings of the advisory board shall be paid to legislative members while the Legislature is in session.

(10) It is the intent of the Legislature that all state and local government entities make available for purposes of this act all publicly owned wireless communications infrastructure, including, but not limited to, communications towers, transmission equipment, transmission frequencies and other related properties and facilities.

(11) Nothing in this act shall be construed or interpreted to provide for the regulation or oversight of commercial mobile radio services.

(12) Nothing in this act shall be construed to supersede the authority of the Department of Information Technology Services provided in Section 25-53-1 et seq.

SECTION 2. This act shall take effect and be in force from and after its passage.