



KATHY HOCHUL  
Governor

JACKIE BRAY  
Commissioner

MARK J. BALISTRERI  
Director

# State Interoperable & Emergency Communication Board Meeting

Wednesday, January 17, 2024  
10:00 AM to 12:00 PM  
Harriman State Campus, Building 7A, 1st Floor  
Albany, New York

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## Meeting Minutes

**Welcome:** Mark Balistreri, Chairperson of the Board (10:00 AM)

Welcomes Board members and guests to the first meeting of 2024. Reminder that the meeting is being recorded and to state name prior to speaking. Members attending via WebEx are unable to make a motion, second a motion, or vote on any motion.

Guests or persons having relevant knowledge or information may attend and speak as part of the agenda, upon acceptance of the meeting agenda by the Board. All other guests must be recognized by the Chair before addressing the Board or participating in discussion.

Moment of silence for Pete Bojmal, of NYC OEM, who passed away after the last SIEC Board meeting in October. Pete was extremely active within the 911 community, as well as the Emergency Management and EMS communities, both in NYC and statewide. Pete was an active member of the C3 Group, a good friend and is greatly missed. [Moment of Silence]

**Roll Call for Board Members:** Heather Fura

**In-person attendance:**

Mark Balistreri  
Matt Delaney  
Tim Morris  
Jeff Nuding  
Jeffrey Houck  
Kelly Conlon  
Ryan Greenberg  
Brian LaFlure  
Michael Volk  
Allen Turner  
Juan Figueroa

**WebEx attendance:**

Bob Terry  
Kimberly Beaty

**Not in attendance:**

Richard Andersen  
Anthony J. Tripp  
Michael Cerretto

*Quorum achieved.*

**Approval of Agenda and Previous Meeting Minutes:** Mark Balistreri

Motion to approve: Brian LaFlure

Seconded: Tim Morris

All in Favor: Aye

Request for all Committees and Working Groups to have a chairperson, co- or vice-chair, a secretary, and a mission statement. Requested information should be provided to Heather Fura of OIEC. Additional request to review, and update, of the committee and working group member lists.

Committees and Working Groups will be assigned various tasks throughout the year. One task is to start drafting some guidelines in their respective areas. For example: 911 Advisory Committee should start looking at what guidelines would be good for the 911 Community; the NG911 WG [Next Generation 911 Working Group], NG911 Guidelines; and the GIS Working Group, GIS guidelines. Once guidelines are created in draft format, the committees and working groups can share at the SIEC Board meetings during their presentation.

## Committee and Working Group Updates:

### 911 Advisory Committee: Allen Turner, Chair

Final draft of proposed 911 Standards. Request to review these standards with a goal to vote on them at the May SIEC Board Meeting.

Mark Balistreri: Request for review, any questions, comments, or concerns may be submitted to OIEC.

Jim Callahan provided an overview of the rule making process for adopting new standards: the procedure comes from County Law Section 327.

### NG911 Working Group: Paul Glasser Jr., Chair

Paul Glasser is Chair, Tim Hardy is Vice-Chair

Last working group meeting held on January 10th with 13 members in attendance. Provided update on the status of the NYS NG911 plan, which is being worked on. Reengagement of our consultant, meeting next week. Waiting on RFI. Jason Baum, who will give a report on his Working Group shortly, provided the NG911WG an update on the GIS Working Group. Discussions amongst the group about the PSAP readiness survey and the need and timeliness of it. Certain things we need to know as we go into NG regardless of when the RFI/RFP comes out. Items needed: GIS, PSAP readiness surveys, accurate information. When OIEC asks for this information, it's imperative that the information is received in a timely and accurate manner.

The Work Group made a recommendation to get another state NG coordinator or PSAP coordinator on the call to discuss lessons learned. Spoke with Pokey from North Carolina and Budge from California.

Next meeting is May 8, 2024.

### GIS Working Group: Jason Baum, co-chair

Steve Carr and Jason Baum are Co-Chairs.

Three GIS Working Group meetings since last SIEC Board meeting. Average attendance of 13 members. Director Balistreri provided a status of NextGen 911 and thanked the group for its support. Paul Glasser reported on the efforts of the NextGen 911 Working Group. Jason Baum reported on the last SIEC Board meeting and provided an organization chart of the SIEC board to show where the GIS Working Group is in relation to the Board. Toni Goyer of NYS ITS summarized various relevant NENA documents including NextGen 911 GIS Data Stewardship document. Craig Fargione, NYS ITS, of the SAM project provide updates on the status of counties using the streets and address environment, for updating their SAM data. Steve Carr explained NYC's efforts in deploying NextGen 911 and the criticality of GIS data for NextGen 911. Counties continued to discuss their NextGen 911 status and GIS issues relative to public safety.

### State Agency Communications Committee: Matt Delaney, Co-Chair

Mark Balistreri and Matt Delaney are Co-Chairs

Held meeting on January 9th. Last year each state agency had an opportunity to present on their communications, current networks capabilities and needs. This year began discussing what this committee wants to focus on moving forward. The committee had previously started to develop a state agency response communications plan such that local state agencies arriving at an incident have a communications plan until a larger plan can be established. The Committee is going to focus on that for the first half of the year. Discussion with NYS Information Technology Services about IT support for various communication networks. The Committee will continue to work on those things.

### Citizen Alerting Committee: Matt Delaney, Chair

Matt Delaney is chair; Melissa Nussbaum from State Emergency Management is Vice-Chair.

Good presentation at the last meeting, held on January 11th. State OEM demoed the message design dashboard, a tool that allows agencies to craft emergencies alert messages. For example: wireless emergency alerts ahead of time, can create a template and then fill in the details when the alert is needed. The language is already worked out, so the alert isn't being worded from scratch during an emergency. The Committee discussed alerting on behalf of and that's actually two components; one is to insure that you have the opportunity to have state neighboring jurisdictions send an emergency alert on your behalf, but also an opportunity for FEMA and IPAWS technical support center to be able to send an emergency alert on behalf of a jurisdiction if that jurisdiction is unable to, their system is down and a neighboring jurisdiction is unable to send on behalf. There is a process to authenticate with FEMA and FEMA can send the alert for the requesting entity. Another discussion topic was having additional groups represented, to make sure our emergency alerting is more than just public safety; it needs to go to the general public. There are certain groups, for example, hard of hearing, who may have trouble receiving emergency alerts. Those that do not have cell phones, groups that choose not to use technology, we need to make sure that they can receive emergency alerts. Especially going forward as we move into more of a wireless emergency alert and technology-based alerts, there are still opportunities to make sure that other groups can receive them. The Committee did update the mission and vision statements, circulated those through the group, and are going to work on outreach of existing plans. There is a State Emergency Alert System Plan maintained in combination with the State Broadcasters

Association and State OEM has an emergency alerting annex. There's a need to make sure that those who need to know about those plans are aware of them and communication when those plans are updated.

**Motion to accept committee reports:** Matt Balistreri

Motion: Allen Turner

Seconded: Jeff Nuding

All in favor: Aye

## Program Updates

**Grants:** Phil McGeough

2023 PSAP and SICG Formula have both been awarded and are going through those budgets now. 2023 Targeted is being processed currently. 2024s are still being worked on with updates. Feedback and suggestions were heard and taken into advisement by OIEC and OIEC is trying to incorporate those into future grant releases. OIEC will be asking for some supporting material, such as call volume to provide a printout to be reviewed against the numbers being reported in the applications. There is going to be a technical guide that will be a step-by-step for every portion of the application, to alleviate any confusion and establish consistency across all the applications. The scoring is going to change a little bit, which is then going to change some of the award amounts. 2024 Targeted grant is being worked on, looking at Permissible and Non-Permissible. There will be a technical guide with this as well to go along with the application step-by-step.

Additional funding - \$20 million for NextGen 911, exploring options through that and hoping to have answers soon.

**Communications Unit (COMU):** Phil McGeough

The COMU Program has had a lot taken into consideration recently. Received feedback from both regional workshops, the classes and exercises. Provided a list of the schedule to the SIEC Board. OIEC looked at the registrations and the numbers of requests received for different courses and established that this would be the best fit. If there are any suggestions going forward, please let OIEC know throughout the year. One highlight is the establishment of task book days, it was found that it's difficult for people to get their task books signed off to get a credential in certain areas. There will be regional task book days which has been surveyed to see what people are looking for and what task books they want to work on. Any questions may be emailed to [OIEC.training@dhses.ny.gov](mailto:OIEC.training@dhses.ny.gov).

Nicole, Grants Unit: 2023 Targeted awards are going to be signed by end-of-day, so they should be going out within the next day or two.

**911 Program Unit:** Paul Glasser

Working on the State 911 Plan has been the focus. Working with the consultant to get through a task list. Working on PSAP Central Resource, with so many surveys and requests for information from PSAPS, it would

be nice to have a place the PSAPs could go in and enter the information by a provided date. Pennsylvania has a nice PSAP Portal they use which gives a place for PSAPs to go, as an example.

Mark Balistreri: OIEC has been working to accomplish a lot over the last year and the increase in communications between our state partners, our federal partners and our counties, getting the working groups, committees and the Board more active is all in a positive effort forward.

## Partner Updates

### Communications Consortium Chair (C3): Dana Smith, Chair

100% at the last C3 meeting, held January 16th, good conversations and interactions related to the unique problems that the different consortiums are seeing, absent utilities, interop use, other challenges being faced and some solutions.

Discussion regarding how the Consortium Chairs can assist the Director (OIEC) and his staff in getting information out to the counties and the importance of completing surveys timely.

Lengthy discussion regarding the Librarian Project and how to share information with that. Next C3 meeting is in May.

### SAFECOM: Jay Kopstein

Working on 911 Cybersecurity Resource Hub, that will be available once CISA approves the URL. Presentation on the Derailment in East Palestine that was informative, spoke about response and communications. The responding agencies were few with a need for personnel. One mutual aid responding agency came 40-miles with the whole Fire Department (Chief and 6 personnel). Communications were a disaster until Ohio arrived with their equipment for their State System. Something OIEC already has with the response trucks. Something that should be looked at for counties that aren't resource rich that have main line CSX or Canadian National, etc. or the interstates where communications may need to be up in a hurry. Discussion topics was the definition of sustainment in grants. Are we sustaining the equipment or the actual service? The difference is under discussion.

Under the new NIMS, ICT Information and Communications Technology, will be a branch over ITSL and COML. AUXCOMM is being pushed heavily on OIEC parts.

There is talk of a National Instructor Conference for all communications unit credentialed instructors.

Differentiating the response between a cyber incident and support to a cyber incident. One is the incident has occurred, and what are the Feds going to do, and one is the incident is occurring and what is the Federal response to it?

AI presentation, that is a big concern and is going to be a problem. Item of discussion.

GM has committed to activating all OnStar Devices when requested for an emergency broadcast, whether a person has a subscription to the OnStar Service, or not. If the vehicle is equipped with OnStar GM will remotely activate it.

Wildfires in Maui presentation – LMR worked. Towers went down, there was somewhat of a delay in getting wireless equipment in from the mainland, however, Starlink was deployed, and it worked very well, better than the low orbiting satellites and the geostationary satellites that we've had in the past.

Link Layer encryption and Link layer authorization is being worked on continuously. Information about strengthening should be out this year. Some encryption algorithms were recently hacked.

Some agencies have decided to use Zello as a means of backup communications. That's for information. 4.9 is still an issue in discussion.

FirstNet discussion - heard that AT&T is going to reinvest all profits from user fees into further advancing the system. There are now 5.3 million connections and FirstNet Core is going to be expanded to include 5G. Issues with GPS, open-source information that over parts of Europe and parts of the idle east GPS has been played with, it's not giving accurate location information. It could screw up location-based services, simulcasting, and anything relying on satellite communications for synchronous timing could be impacted. Certain airlines are now backing GPS up with Galileo, which is a European standard.

SAFECOM is in the process of rewriting all COMU curriculum: COML, COMT and all the subunits including COMC. Hopeful to see a draft that's going out for greater comment before the end of the year, but the entire curriculum is going to be rewritten. Something to consider implementing right now is a COML as a leader, as a manager they're managing resources and personnel, we're moving towards management, risk management, etc. on the part of leadership within ICT. In NIMS, the Incident Commander had the absolute authority when necessary to make a branch or section. That should be part of what is being taught. We're getting more reliant on data and what communications and ITSL can do. Reporting all of the different drones that are out there that Director, your office uses a all of the events, that data. The cameras that may be monitored is data, that will also be a part of our training system.

## Federal Partner Updates

### Cybersecurity & Infrastructure Security Agency – Emergency Communications Division (CISA-ECD): Chris Tuttle

New York State counties have seen an uptick in 911 spoofing on 10-digit numbers. It could be a number that appears as another PSAP or another government agency on caller ID, and when they pick up it's actually the two connected, the two PSAPs connected thinking they called one another, creating confusion. It's the 10-digit lines, not the 911 trunk, but alarm companies, medical devices, etc. call 10-digit lines trying it up creates an issue. In some cases, it's one or two calls, in other cases it's multiple calls bringing down that number for a period of time. Swatting is becoming more prevalent, and still occurring. This is becoming more challenging technically to identify and address, but also there's a lack of urgency on the federal level understanding how long a scale of an issue this is. DHS Science and Technology held a meeting in late November to discuss

some research with Oak Ridge National Laboratories, they're looking into swatting, and we added spoofing to it as well. This topic came up on a national COM ISAC call two weeks ago. Communications industry involved in this as well, and looking into it, understanding the problem, trying to find a solution. It is extremely important, no matter how miniscule of an incident it may seem in your PSAP, that you report it to OIEC for documentation at the state level and then provide it to me. The more we continue to paint the picture, the more nationally other states will start to report, and the federal government will understand what a major issue this is and get more involvement from our telecommunications providers.

Cyber security being looked at as an emergency, and what that means for federal resources. The federal government to get involved in a response, it has to be a Stafford Act event, which is federal declaration of emergency. The federal government is in a support role for cyber, not a response agency. We're the advisors, try to help plan and prepare for when a cyber attack does occur. The biggest thing is to be prepared, utilize the resources that are available to you, have cyber hygiene. Have firewalls between the different agencies, specifically in counties where the school system, government, public safety, etc. are all on the same server domain. Ensure that the personnel have good cyber awareness training.

Under the COMU program with OIEC, there was a great discussion in identifying priorities and needs to technical assistance. We have the traditional Technical Assistance (TA) that the COMU program in New York has benefitted, and blossomed, from and has become a leader in the nation. There's a new program with is Cyber Resilient 911 (CR911), anything 911 related we can use the same TA catalogue. There is also a rural EMS program, so any rural EMS agency, county, city is available for the same TA in the catalog to apply just to rural EMS agencies, or rural EMS programs to include dispatch, guidelines, procedures, COML or COMT just for EMS. The federal government is broadening the scope on what the money is applied to.

Thank you for all those that participated in the SCIP, there was a great dialogue, good ideas and strategic thinking for the way ahead for NYS Emergency Communications Program.

Jay Kopstein: to add to what Chris is saying, HSIN for those who want to log on has a tremendous amount of cyber data available on it, alerts, especially in the health community, ransomware and the like.

Jeff Nuding: In the same way that multifactor authentication is validating email communications, VPN access, etc. is there any way to multifactor authenticate phone calls that are spoofing or pretending to come from a valid recognized phone number? At the point of receipt of a call, if there's any equivalent or analogous way of validating that number that's presenting itself.

Chris Tuttle to bring that question to COM ISAC and get back to Jeff and the Board on an answer.

Ken Sill: There are other firms that can provide appliances in the space, kind of analogous to a firewall and a traditional IP environment. They make them for the telephony world that will whitelist those kinds of addresses and numbers. There are other remediation efforts out there that can be leveraged.

Mark Balistreri: A few meetings ago the topic of cyber came up and how important it will be a lot of what we're doing. May be a good item to have a cyber presentation at one of the future SIEC Board meetings.

## Federal Emergency Management Agency (FEMA): Josh Green

Josh runs the Regional Emergency Communications Working Group (RECWG) for Region 2. There is a new Charter, officially have members signed up and email communications coming through for that. There will be a National Alert and Warnings Meeting, although CISA is a sponsor, FEMA is heavily involved in it, I will have a speaking role and a presentation for it, there will be an email with additional information. That will be in Dallas in April.

ESF2 conferences, the spring workshop is happening in Denver in April, have a lot of federal participation but looking to get more of the states involved, would like everyone to know it's happening. There will be a virtual option to call in.

All the Region 2 states have adopted lifelines for one of their reporting matrixes and we're pushing more on the ESF2 side of the house to get information out.

## FirstNet: David Cook

There are over 5 million connections now and there's 700-750 kinds of devices that have been approved on the FirstNet network. Working towards developing coverage solutions for offshore, off the Great Lakes, New York Harbor, Atlantic Coast, areas where when people get outside of the land mobile radio network, we can try to pick up some of our offshore cellular for rescue operations in the marine world.

Continue to develop new ideas for equipment. Have something known as a mini compact rapid deployable, developing push to talk over cellular.

Cyber was the topic of discussion earlier, FirstNet has assisted communities that had ransomware attached that brought down their communications completely. If there's a condition where all of a sudden there are no communications, AT&T and FirstNet can provide devices, push-to-talk devices, or phones that will work on an independent network to provide communications until the problem is resolved.

New Director for FirstNet, Joe Wassel, came from Military Affairs and was in charge of satellite communications for the military. He was working in the Pentagon on 9/11 and carried stretchers. Communications is near and dear to him, and emergency responders are something he reminds us of every single day. He's working to improve our relationships, communications, and connections with other federal partners.

FirstNet is working for remote dispatching. Some counties have developed a remote dispatching where you can take your 911 centers, send your people home, and they can communicate directly from home. They also use FirstNet now to back up the 911 routing.

FirstNet invests in the network constantly; the next round of investments is going towards coverage. Do we put it in areas that are remote, don't have a lot of coverage or do we put it in the subways in NYC where millions of people are getting transported every day? FirstNet will be reaching out to OIEC for discussions on NYS, doing the same with New Jersey, and other Region 2 areas to identify priority locations, and priority reasons, so that



we can figure out nationwide where to put our money to invest all public safety going forward with data communications.

## Old Business: Mark Balistreri

At the last meeting there was a discussion on vendors approaching school districts with special applications for the schools and selling it, and how they don't have any discussions or include the counties in a lot of this, but they expect the app will connect back to the counties with these applications. OIEC had a meeting with NYC OTI, as they are almost into their last phase of implementing NG911. We discussed this topic and NYC OTI has been looking at different applications. Wanted to make the Board aware that we are looking into the topic and will discuss the information as we have it.

Marc Kasperzak: This topic as come up in the 911 Coordinators, it's a concern not only the vendors approaching the schools and not involving the counties, but the additional concern from the 911 coordinators is that multiple vendors could potentially be in a single county and multiple school districts. A one-stop-shop would be more advantageous.

Mark Balistreri: There will be a lot more coming on this, we've identified it as an issue and are working on some solutions. This may be one of the guidelines that we may be looking at and will include our C3 and 911 Coordinator partners in a lot of these discussions.

Don Torchon (OTI): Confirmed OTI is looking into the issue.

Steve Carr: We've had some conversations from the spatial component because the city information, panic buttons or other things are going to have a spatial competent as well, so it will link back to GIS.

### **Motion to accept old business:** Mark Balistreri

Motion: Brian LaFlure

Seconded: Allen Turner

All in Favor: Aye

## New Business

Allen Turner: There is an assembly bill where assembly member wants to require all radio communications be unencrypted statewide to allow reporters in the media information. Can you speak on that, do you know about it?

Matthew Delaney: It's a senate bill, there's no companion Assembly bill, I don't think it was prohibiting encryption, but it would set up a process. A policy would be in place to make it available to credentialed media, the Department of State would have to have a process to credential media. You'd also have to make it available on a delay to the public. Certain things are allowed to be encrypted, like sensitive communication, personal information, criminal investigative communications. It wouldn't necessarily be a complete prohibition on encryption, it would change the parameters about what could be encrypted or how it could prevent from public having access to it. At this point it's a bill and may or may not advance or pass.

OIEC is watching the topic.

Chris Tuttle: 2026 is the Ryder World Cup will be in 11 cities in America one is MetLife Stadium in northern New Jersey, anticipation is that NYC will be the center focal point for the teams, the fan experience, etc. Also identified that it will be occurring at the same time of July 4<sup>th</sup> in 2026, which is the 250<sup>th</sup> Anniversary of America. Most major cities are already planning a 250<sup>th</sup> anniversary for July 4<sup>th</sup> weekend with major events. OIEC has limited resources so wanted to bring it to attention and potential discussion with Leadership.

**Motion to accept new business:** Mark Balistreri

Motion: Juan Figueroa

Seconded: Jeff Nuding

All in favor: Aye

**Motion to adjourn:** Mark Balistreri

Motion: Ryan Greenberg

Seconded: Tim Morris

All in favor: Aye

**MEETING CONCLUDED.** (11:05 AM)