



# REM Meeting

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**June 1, 2018**

## ❖ **Welcome and Introductions**

- Eric Hutmacher, REM Chair
- Molly McFadden, NCTCOG

## ❖ **Priority Telecommunications Service: An Overview of GETS/WPS/TPS**

- Larry Clutts, Department of Homeland Security
  - ❖ Office of Emergency Communications (OEC)
  - ❖ PTS – Priority Telecommunications Services
  - ❖ GETS – Government Emergency Telecommunications Services
  - ❖ WPS – Wireless Priority Services
  - ❖ The problem is everyone trying to use the service at the same time during an emergency causing networks to become congested.
  - ❖ Overload and Outage
    - Mass calling events- weather events, fires, earthquakes
    - Heavier than normal peak period calling- rush hour traffic
    - Scheduled or spontaneous events- solar eclipse, Super Bowl, world series, Boston Marathon, Las Vegas
    - Compromise of network infrastructure- local and regional network outages
  - ❖ GETS
    - End to end priority over landline
    - GETS priority features in WPS capable cell networks
    - Greater than 90% call completion rates
    - Over 345,000+ cards issues
  - ❖ FirstNet- different by not being preemption. Kicks someone off the air so that you can make a call. PTS is different by finding priority.
  - ❖ GETS and WPS is similar to a 'fast pass' at a theme park. It gives you the next available time slot or channel, so you are in queue that is only a few seconds.
  - ❖ WPS
    - Add on feature for existing cellular services
    - Priority on radio connections between cell tower and provides priority processing in core wireless network
    - Available on all nationwide and some regional cellular carriers
    - Provides greater than 85% call completion rates
    - Nearly 153,000 WPS users
    - Cannot connect if you have not network. Cell towers must be functioning, and bars have to be on your phone
    - WPS must be activated on your phone
    - Make WPS calls regularly
    - Preprogram the numbers in your phone
    - Test after any cell phone service
    - Download the GETS/WPS Dialer app
  - ❖ Hurricane Sandy – 6 million customers affected



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## ❖ 2017 Hurricane Season –

	GETS		WPS	
	Users	Completion rates	Users	Completion Rates
Harvey	7006	98%	796	98%
Irma	3719	98%	3859	93%
Maria	335	90%	511	76%

- ❖ Who should get GETS and WPS? Elected Officials. OEM, Media. Police and Fire. Department heads. SME. Government agencies. Identified partners. Critical Infrastructure suppliers. Financial institutions. Hospitals. Volunteer agencies. EOCs. Shelters. Command vehicles.
- ❖ Budgeting- no charge to subscribe to use GETS. Have not charged to date, but have the right to do so.
  - WPS- Service providers MAY charge a maximum of a one time activation fee with a maximum of \$4.50 a month and \$.75 per minute.

## ❖ BREAK

## ❖ Member Comments or Updates

- TDEM Updates
  - There are multiple leadership changes happening at the state, including Captain Webster, SOC Director, and Larry Shine.
  - Pre-hurricane season workshops occurring for planning purposes with partners.
  - Monthly STAR drill. Roberts working on how it will look so we can practice entering STARS.
- NCTCOG Updates

## ❖ Public Information Forum

- ❖ TJ Manor, Emergency Management Coordinator, City of Arlington
  - The purpose of this forum is to facilitate an open discussion among emergency management professionals on the perils of public warning policies, technologies, and experiences in order to gain a regional picture of what others in the DFW region are doing.

## ❖ Next Meeting:

- Next Meeting is August 3, 2018