



# EMERGENCY COMMUNICATIONS MONTH 2022 Talking Points



DEFEND TODAY,  
SECURE TOMORROW

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## EMERGENCY COMMUNICATIONS MONTH 2022

### BACKGROUND

The Cybersecurity and Infrastructure Security Agency (CISA) is beginning an annual effort to educate and engage all levels of government, stakeholders, and the American public about what is emergency communications and how it fits in CISA’s mission space. April will officially be known as Emergency Communications Month. During the month of April, CISA will also celebrate National Public Safety Telecommunicators Week, which is recognized during the second week of April. During the month, CISA’s outreach will focus on 1) what is emergency communications and how it fits in CISA’s Mission; 2) National Public Safety Telecommunicators Week; 3) CISA’s partnerships with stakeholders and other federal agencies; and 4) Educating external audiences on the role cybersecurity plays in emergency communications.

### TOPLINE MESSAGING

- The Cybersecurity and Infrastructure Security Agency Act of 2018 established CISA to protect the nation’s critical infrastructure from physical and cyber threats. At the nexus of physical and cyber threats lie emergency communications.
- Emergency communications is more resilient and secure through partnership and collaboration. Because this message is so important, the Cybersecurity and Infrastructure Security Agency has designated this April as the first ever Emergency Communications Month.
  - During the month, we are highlighting the amazing work of the emergency communications community and their tireless service protecting to our communities, our people and our homeland.
- Collaboration is in CISA’s DNA and is the foundation of our emergency communications mission – our stakeholders identify their challenges and guide the development of resources to address those challenges.
- CISA’s role is to enhance the nation’s interoperable emergency communications capabilities is based on three pillars:
  - 1) To promote interoperability;
  - 2) To champion a collaborative approach to communications planning; and
  - 3) To make resilient, prioritized communications available to all communicators who carry out national critical functions.

### TALKING POINTS

- Emergency communications come into play when it affects life, safety, or protection of property. Generally, those emergency communications start and end with the individual citizen.
- At CISA, we lead the national effort to protect and enhance the resilience of the nation’s physical and cyber infrastructure.
- Ensuring operable and interoperable communications and real-time information sharing among responders during all threats and hazards is paramount to the safety and security of all Americans.
  - The bedrock of the Emergency Communications mission is the ability of emergency response providers and relevant government officials to communicate across jurisdictions, disciplines, and levels of government, as needed and as authorized.
- From a small-scale incident to a significant natural or manmade disaster, responders depend on the seamless flow of voice, video, and data communications to respond to and recover from events that threaten lives and property.
  - We celebrate our partnerships with government agencies, non-governmental organizations, academia, and the private sector to make emergency communications possible.
- Emergency Communications 101

- The emergency communications ecosystem includes YOU. From calling 911 to sharing information with your family, friends and neighbors, we want to be sure accurate, timely information is communicated.
- Emergency communications are different than ordinary communications because they must work 24/7/365, be secure, and hardened.
- Emergency communications extend beyond emergencies. It's information exchange prior to, during, and after incidents and planned events.
- It is also different because it's more than technology, it's a complex interaction of people, training, and governance frameworks. Although 911 is what most people think of when they hear emergency communications, there are various concepts that play critical roles in ensuring access to reliable, secure, and interoperable emergency communications every day in order to save lives, protect property and the environment, and stabilize communities [Iceberg graphic] emergency communications are critical to public safety and critical infrastructure sectors.
- Emergency Communications is an ecosystem that includes traditional emergency responder disciplines (e.g., law enforcement, fire, emergency medical services, emergency communication centers/public safety answering points, emergency management) and other entities that share information during emergencies, such as medical facilities, utilities, non-governmental organizations, information technology and communications providers, as well as the media and private citizens.
- To enhance and improve emergency communications, CISA, at no cost, provides:
  - National planning and policy development (NPP items)
  - Coordination of stakeholders (Governance items)
  - Technical assistance (ICTAP items)
  - Priority telecommunications services (PTS items)
- The 911 operating system only scratches the surface of emergency communications.
  - Emergency communications encompasses radio communications systems, broadband and narrowband data systems, alerts & warnings, governance, training & exercises, and cybersecurity.
- A cyberattack can have significant physical consequences. CISA provides guidance on how facilities can establish protocols for identifying and reporting significant cyber incidents to appropriate facility personnel, local law enforcement, and the agency.
- Incident communications is complex. There must be unity in emergency communications so we can identify links between today's threats and their impacts on emergency communications, so that we may be better prepared for the future.
- Don't miss out on these highlights this month:
  - Our celebration of National Public Safety Telecommunicators Week (NPSTW)
  - Appreciation for our Emergency Communications partners

## FOR MORE INFORMATION

To learn more about Emergency Communications Month, visit the [Emergency Communications Month page](#) on CISA.gov. For more information or to seek additional help, contact [CISA-ExternalAffairs@hq.dhs.gov](mailto:CISA-ExternalAffairs@hq.dhs.gov). For media inquiries, please contact CISA Media at [CISAMedia@cisa.dhs.gov](mailto:CISAMedia@cisa.dhs.gov).