FirstNet: Our Nation’s Public Safety Network

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Agenda

• FirstNet Explained
• FirstNet Response Operations Group
• Event Types
• FirstNet Deployable Request Process
• Use Case Review

FirstNet: A nationwide public safety wireless broadband network
Providing 21st century communication tools for public safety

The FirstNet Journey

2001
9/11 attacks
Public communication challenges affect first responders

2004
9/11 Commission
• Recommends national radio spectrum for public safety purposes
• Public safety unites to advocate for nationwide broadband network

2012
The First Responder Network Authority
Independent agency to deploy Nationwide Public Safety Broadband Network

2016-17
Partnership and State Plans
• Network RFP released
• Award to AT&T
• Delivery of 56 state/territory plans
• 56 Governors Opt-In decisions

2018-22
Advancing the FirstNet Experience
• Engage and collaborate with public safety and industry
• Develop and promote public safety broadband communications roadmaps
• Invest in the network to further a differentiated FirstNet Experience

Advancing the FirstNet Experience

Engage public safety entities and associations, PSAC, industry, and government to understand their trends, drivers, and priorities

Develop and promote public safety broadband communications roadmaps that reflect the voice of public safety

Collaborate with public safety to realize the operational benefit of the FirstNet Experience

Invest in the network to further a differentiated FirstNet Experience

FirstNet Response Operations Group (ROG)
**Triage Team**

The Response Operations Group will be the externally facing point of contact for all deployable requests. ROG will oversee all deployment activity from inception to demobilization. ROG works very closely with the following internal AT&T factions to support the triage of an event:

**FirstNet Customer Care (Care)**: This is the dedicated 24 hour care line for FirstNet Customers. Interface with customer for the intake of the First Responder Deployable Request Form.

**Global Technology Operations Center (GTOC)**: The GTOC is responsible for the Network and the 3P Team (Predictive, Preventative, Proactive) is the part of the GTOC responsible for Planned events.

**Network Disaster Recovery (NDR)**: Group responsible to manage emergency network restoration using equipment such as Deployables.

**Radio Access Network (RAN), Construction and Engineering (C&E) and TP&E (Transport Planning & Engineering) and E911**: These groups are part of the triage process and specifically evaluate the conditions of the mobility network at the location of the incident.

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**Type of Events**

FirstNet customers may request a deployable (COW, SAT COLT) for two different types of events:

**Emergency Event**
- Floods, hurricanes, wildfires, terrorist attack/man-made event, etc.
- Customer requiring a deployable to support public safety during an emergency event
- Deployable Response Target Time: typically within 14 hours

**Planned Event**
- Conferences, expos, parades, sports events, political events, etc.
- Customer requiring a deployable for an event to support public safety’s needs
- The request must be submitted to FirstNet CARE at least 30 days in advance

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**Deployable Assets**

- **Existing Assets**: 120+
- **Dedicated Public Safety Assets**: +72

*Potential to Use Your Own Entity Assets

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**FirstNet Subscribers: Emergency Events**

Customer/FirstNet Solutions Consultants (requestor):
1. Fills out a FirstNet Emergency Request Form
2. Calls 1-800-574-7000 and selects option 2
3. Enters the customer PIN (provided during Care onboarding process)
4. CARE will validate the caller is authorized
5. CARE will take the information from the requestor and submits a ticket
6. Response Ops Group (ROG) will provide status updates to requestor

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**Response Actions: Emergency Event**

1. Requests for an emergent deployable are sent from Care to the GTOC.
2. A notification is sent out from the Global Technology Operations Center. All relevant parties join a combined bridge.
3. GTOC facilitates the call and presents the current request to the triage team.
4. RAN on call members provide a live and local assessment of coverage in the request area.
5. NDR provides current availability of COLT assets and response times.
6. ROG updates the customer on the status of the deployable/solution and serves as the advocate for public safety needs throughout the event.

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**Response Action: Emergency Deployables**

1. Triage team assembles (GTOC, NDR, RAN, ROG, etc.) to discuss the request. Deployable Go/No-Go decision is made [Initial Assessment: (1 hour)]
2. ROG/appropriate team informs the customer of the deployable status and Deployable Dispatched [Warehouse Response to Make-Ready Equipment/Depart: (1 to 3 hours)]
3. Drive Time to Affected Site: (1 to 4 hours)
4. Team arrives in site and turns up service: (3 to 6 hours)