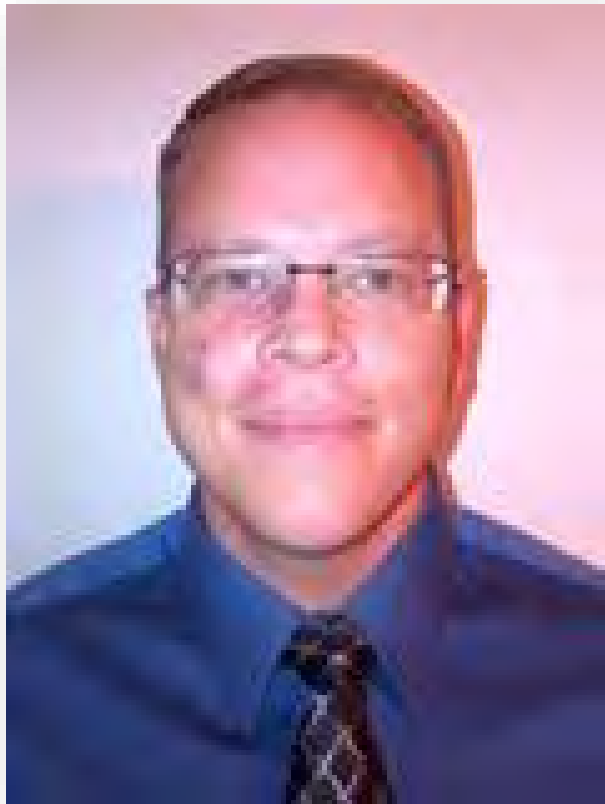




# FirstNet: Our Nation's Public Safety Network

2019 Kansas Emergency Management Association Conference  
September 11, 2019





## **Jason Bryant, Kansas Statewide Interoperability Coordinator (SWIC) and State Point of Contact (SPOC) for FirstNet**

### **Experience**

- Has served as SWIC/SPOC for over seven years
- Radio Technician for Kansas DOT, managed emergency response communications and weather information systems
- Five years as US Army Radio operator/technician and section chief for Patriot Missile unit
- Certifications in fiber optics repair/installation, ETA, and industrial electronics

# Junction City, Kansas - Fire Department

## Fire Chief Terry Johnson Junction City Fire Department

### Professional Experience:

- Over 24 years of working with or supporting Fire agencies
- 15 years served as Fire Service Instructor
- 7 years' experience, US Army Combat Engineer and Tactical Communications

### Educational Background:

- Executive Fire Officer Program
- B.S. in Fire Administration, Fire Science
- B.A. in Fire Protection Technologies





## **Steven Devine – AT&T FirstNet Director, Public Safety Strategy and Policy**

### **Experience**

- Director at AT&T FirstNet for over 2 years
- Prior P25 Manager at APCO
- Interoperability Program Manager, Assistant Director for Missouri Statewide Interoperability Network
- Radio Operator for over 21 years with Missouri State Highway Patrol – Communications Division

An entire career focusing on facilitating and improving public safety communications systems

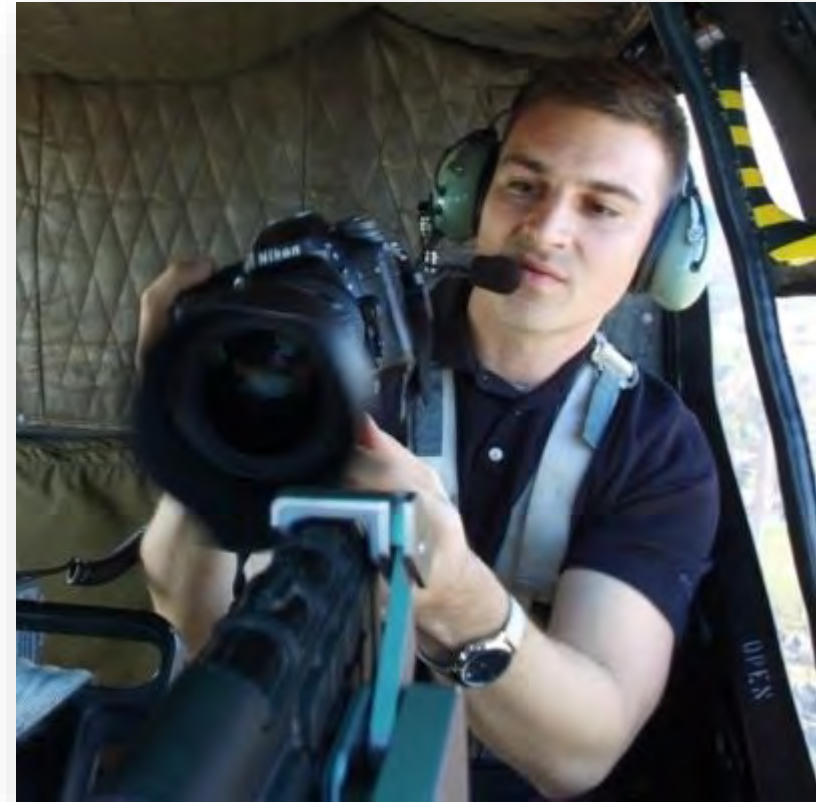
# First Responder Network Authority (FirstNet)

**Kyle S. Richardson, FirstNet Authority Senior Public Safety Advisor (Region VII)**

## **Public Safety Advocacy Field Operations**

- Understand why public safety agencies have or have not adopted the FirstNet Solution
- Eliminate the obstacles non-adopters are experiencing, and amplify and share the benefits adopters are enjoying
- Assist public safety agencies to reap the benefits of the FirstNet Experience
- Consider technology, operational processes, and policies

Collaborate with public safety in five states to increase their knowledge of FirstNet technical capabilities and build-out, spark conversations on interoperability, and provide a feedback loop



# FirstNet's Beginnings



# 9/11 Reflections



**“Hopefully someday people will look back on this and say, ‘They were crazy for going into those situations without having real-time data collection, without being able to know where everyone was at, having situational awareness.’ ”**



# Historic Public-Private Partnership





# State Plans and Governors' Decisions

50 states, 5 territories, District of Columbia



## Focus in 2019

- Expanding FirstNet
- Driving innovation
- Public safety engagement



# FIRSTNET UPDATE

Stephen Devine, Director FirstNet Strategy and Policy



**750K+** FirstNet connections



**~9,000**

Public safety agencies subscribed



**75+** FirstNet Ready™ devices

**~650**

Markets<sup>1</sup> with Band 14 spectrum



**FASTER**

than any commercial network<sup>2</sup>



**~65%**

Band 14 coverage completion; well ahead of schedule



**50+** Unique apps in the FirstNet App Catalog



**75** Dedicated deployable network assets, including 3 Flying COWs™



**175+** 

Asset deployments for planned and emergency events this year

The **only** dedicated communications platform in the country that brings public safety:



**Always-on, 24x7** priority and preemption across voice and data communications



A physically separate network core **fully dedicated** to public safety



Government oversight and accountability from the **FirstNet Authority**



<sup>1</sup> Markets defined by FCC CMAs.

<sup>2</sup> Based on AT&T analysis of Ookla® Speedtest Intelligence® data average download speeds for Q2 2019. Ookla trademarks used under license and reprinted with permission.

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## Delivering on the Promise



- Public safety always gets priority
- Highly secure network to meet public safety's data requirements
- Controlled access by public safety agencies for their users
- Coverage where public safety operates
- Enhanced user experience



# Deployables Request Flow

1. Customer/Requester submits request by calling FN CARE
2. Triage team assembles (GTOC, NOR, RAN, ROG, etc.) to discuss the request
3. Deployables Go/No-Go decision is made
4. ROG/appropriate team informs the customer of the deployable status
5. ROG team advises internal leadership of deployment status



FirstNet customers may request a deployable for two different types of events:

## **Emergent 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: *typically within 14 hours*

## **Planned/Demo Event**

- Conferences, expos, parades, sports events, political events, etc.
- Customer requiring a deployable for an event *to support public safety's needs*
- Submit the request *to FirstNet CARE at least 30 days in advance*

# Nebraska Flooding

## Offutt Air Force Base

FirstNet COLT supported communications for local public safety agencies when networks went down

## Lincoln FEMA request

Also supported efforts post-flood





# FirstNet in Action: Olathe, Kansas



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# Customer Care

# 800-574-7000

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# NO COST



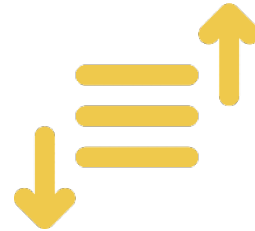
# 5 Early Benefits of FirstNet



**Asset Tracking and Location Services**



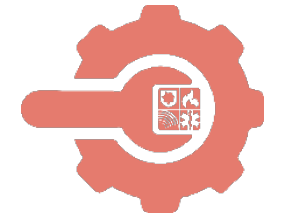
**Push-to-talk**



**Priority and Preemption**



**Secure Data Sharing**



**Customer Care and Engagement**

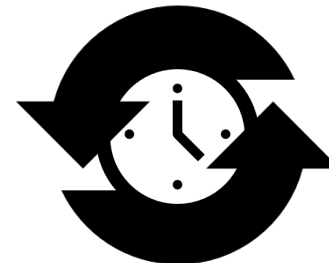
Results reported from success stories from public safety users



**Increased efficiency/  
time on patrol**



**Advance planning**



**Critical real-time  
information sharing**



**Platform for  
innovation**

# FirstNet User Experience



# App Catalog for FirstNet



## SEARCH

## FILTERS

### Branch/Discipline

All Branches/Disciplines

### Category

All Categories

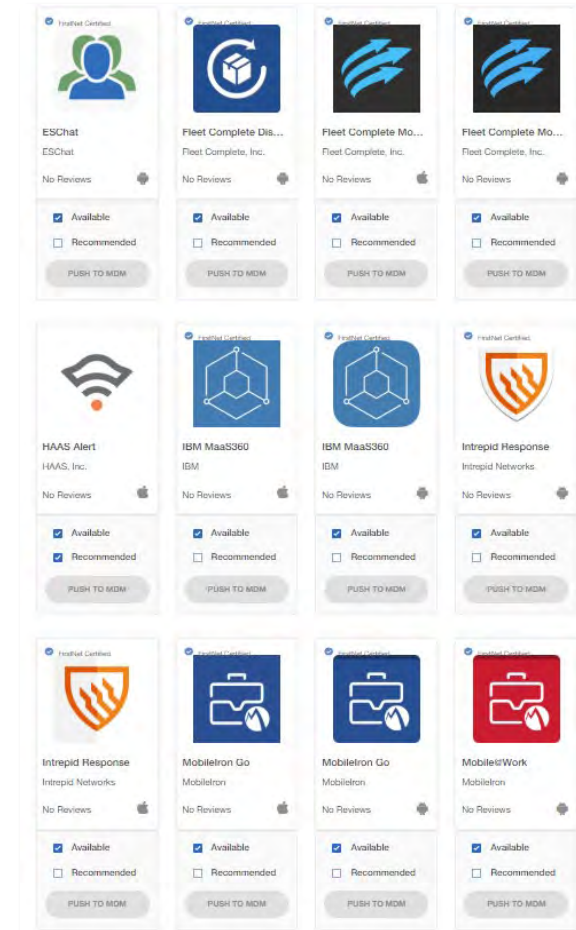
### Platform



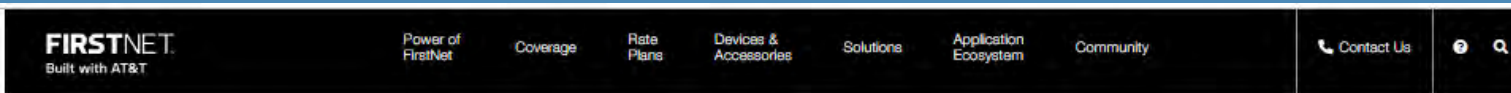
IOS



ANDROID



# FirstNet Devices Ecosystem



## Phones & Devices



[View More Phones & Devices](#)

## Tablets

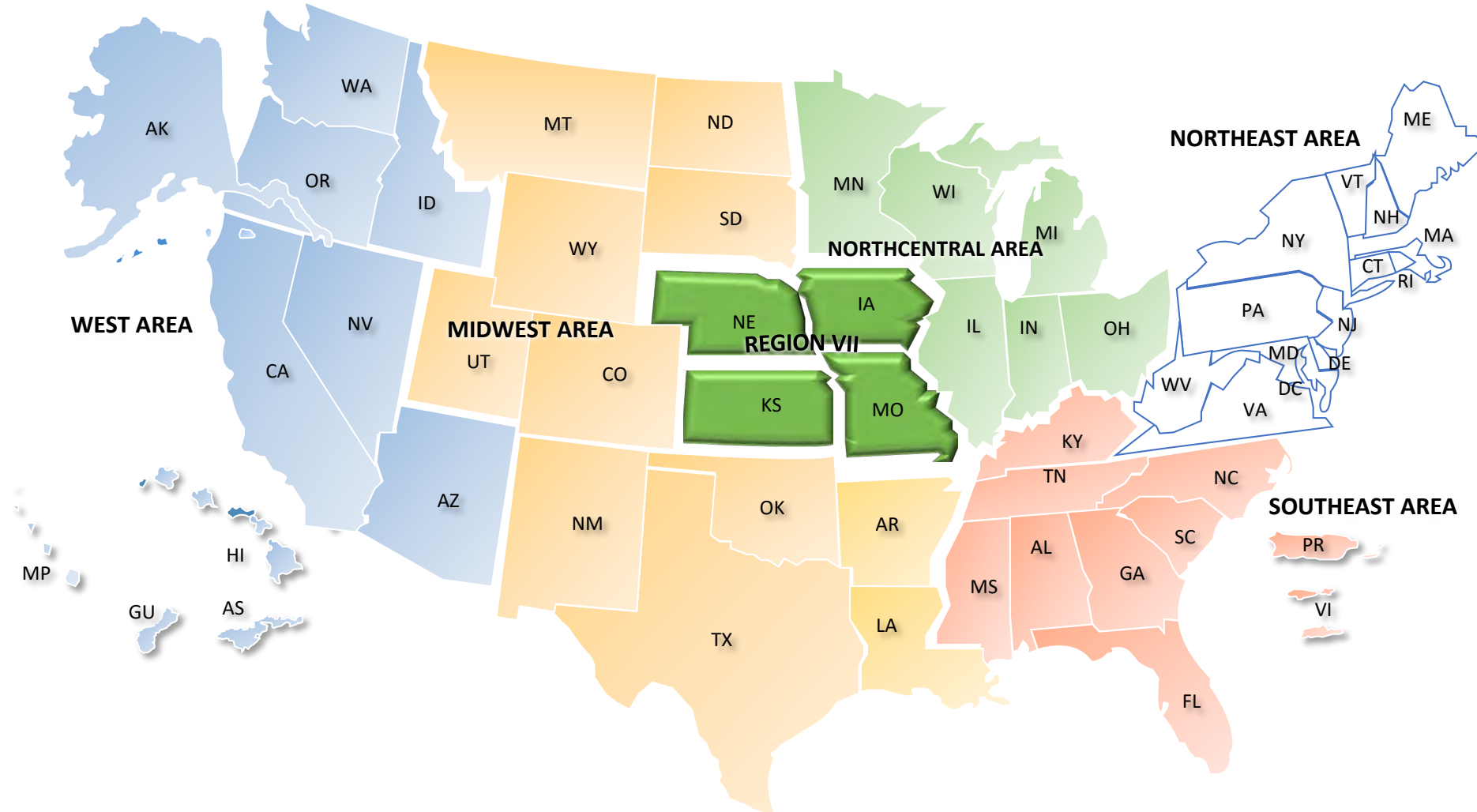


[View More Tablets](#)

- Achieving rich, diverse user device portfolio
- Band 14 adoption ramping up, with FirstNet Ready device announcements
- Inclusive of public safety focused Internet of Things (IoT) devices and accessories
- SIM/UICC available and connect users to dedicated FirstNet Core
- See latest available devices at [FirstNet.com/devices](https://www.firstnet.com/devices)



# Public Safety Advocacy Regional Perspective





August 15, 2017 – 13<sup>th</sup> State to opt-in



# Kansas to **opt-in** to FirstNet Network



“By selecting the FirstNet and AT&T plan for Kansas, our emergency responders will have access to innovative new technologies supported by a first-rate network that is dedicated to public safety – helping them protect communities and save lives.” -- Maj. Gen. Lee Tafanelli, Kansas Adjutant General.

# Mobile Communications and the Emergency Management Cycle



# Collaboration with Kansas

## FirstNet Priority Setting Guide for Kansas Public Safety Agencies

Prepared and distributed by the Kansas Interoperability  
Advisory Committee (SIAC) in cooperation with the  
First Responder Network Authority

February 28, 2019



*“The advantage of one tier over another only matters for preservation of service – a rare situation which occurs when the network is too overloaded to function properly and must shed traffic to stabilize itself.”*

### Other initiatives:

- Deployable Asset Process
- Priority Setting Guidance for Kansas FirstNet Adopters
- Application Guidance
- ICS Form Update

# Uplift Request Tool Use Cases

Create uplift request

To request uplift for an event, enter the following information.

Event name	Location description (optional)
<input type="text"/>	<input type="text"/>
Start date	Tracking ID (optional)
<input type="text" value="05/07/2019"/>	<input type="text"/>
Start time	Event description (optional)
02 : 27 PM EDT	<input type="text"/>
Duration (hours)	
4	

Event location  
To set a location for the event, click  
[Open map](#)

Add groups and wireless numbers

<input type="text" value="Enter wireless numbers"/>	<input type="text" value="Select groups"/>	<input type="text" value="Upload CSV file"/>
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## Considerations

- Governance
- Policy
- Training/Awareness
- Future enhancements

## Extended Primary Users



## Planned Events



# FirstNet Assist App



Available (free) to all FirstNet users, both Android and iOS platforms

App features and functions:

- Displays active uplift incidents within 50 miles of the device's location and allows user to initiate an Uplift Request

- In-app tutorial

- Initiate chat session or phone calls to Customer Support

- Self-help device diagnostics

- Provide feedback via e-mail

- 2018 (2021) NCAA Men's Basketball
  - First & Second Rounds – est. 60,000
  - 2018 McConnell Air Show - est. 80,000
  - Wichita River Festival - est. 70,000



# Advancing the FirstNet Experience



## What does “situational awareness” mean to your organization?

“I can pull open my phone and get in touch with any of my people in a moment to find out where they are. I want to eliminate that question, “where are you” – obviously GPS, sensors, etc can help.”

## How do you operationally handle or work around coverage gaps today?

Hospitals and near hospitals need coverage. Referenced driving up to the ambulance and losing coverage.

Paramedics will have to go back outside to get signal back. Oddly enough it's data, not voice related. AT&T discussed adding a BDA or DAS on-site.


# First Responder Network Authority Roadmap Domains




**Core**




**Coverage & Capacity**




**Situational Awareness**



**Voice Communications**



**Secure Information Exchange**



**User Experience**



# Vision to Reality: A Catalyst for Public Safety Communications



**VISION:** Create a dedicated and differentiated broadband communications experience that transforms public safety operations to save lives



**PUBLIC SAFETY'S NEEDS**



**ROADMAP**



**INVESTMENT**



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