National Association of
State EMS Officials

RESPONSE OPERATIONS GROUP

FirstNet Program at AT&T

Ryan Fields-Spack,
Director, Strategy & Policy, FirstNet Program at AT&T

FIRSTNET®
Built with AT&T

© 2020 AT&T Intellectual Property. All rights reserved. FirstNet and the FirstNet logo are registered trademarks and service marks of the First Responder Network Authority. All other marks are the property of their respective owners.

FirstNet is the nationwide public safety broadband network, services and solutions dedicated to First Responders and those who support them.

It is more than a network, including advanced services, applications and purpose-built devices.

We are accountable to keeping your lines of communication open with dedicated mission critical solutions that will modernize public safety.

ONE COMMUNITY. TOGETHER.

PRIMARY EXAMPLES

- Fire
- Law Enforcement
- EMS
- PSAP
- EMA
- Others

EXTENDED PRIMARY EXAMPLES

- Healthcare
- Utilities
- Transportation
- Others

FIRSTNET®
Built with AT&T

FIRSTNET®
Built with AT&T

Per our contract with the FirstNet Authority you get access to:

- Dedicated deployables
- 14-hour RTO
- NO Charge to you
- Planned events, Emergency Response and Recovery

Why does FirstNet need Deployables?

- Public Safety operates in a no-fail environment
- This requires a no-fail network
- Deployables are there, just in case

Available

- 50 States
- 5 Territories
- District of Columbia

Scalable

- Planned Events and Unplanned Emergencies
- From Small Single Jurisdiction to Large Multi-State
- Local, State, Federal agency coordination

Accessible

- 24 x 7 x 365
- Nationwide Toll-Free Number (800-574-7000)

76 Dedicated Deployable Assets

- Network Disaster Recovery and Construction & Engineering Reserves

National Integration: Program Foundation

- National Response Framework
- National Incident Management System
- Incident Command System

State Integration: Program Focus

- States' Emergency Operations Plans
- States' Communications Interoperability Plan (SCIP)

Local & Agency Integration: Program Capability

- Local and Agency Emergency Operations Plans

2018 - 2019

More than 5x Deployable & Network Requests YoY

The FirstNet Response Operations Group supports public safety incidents where coverage for first responders is not available or requires additional capacity.

Response Operations Group Structure

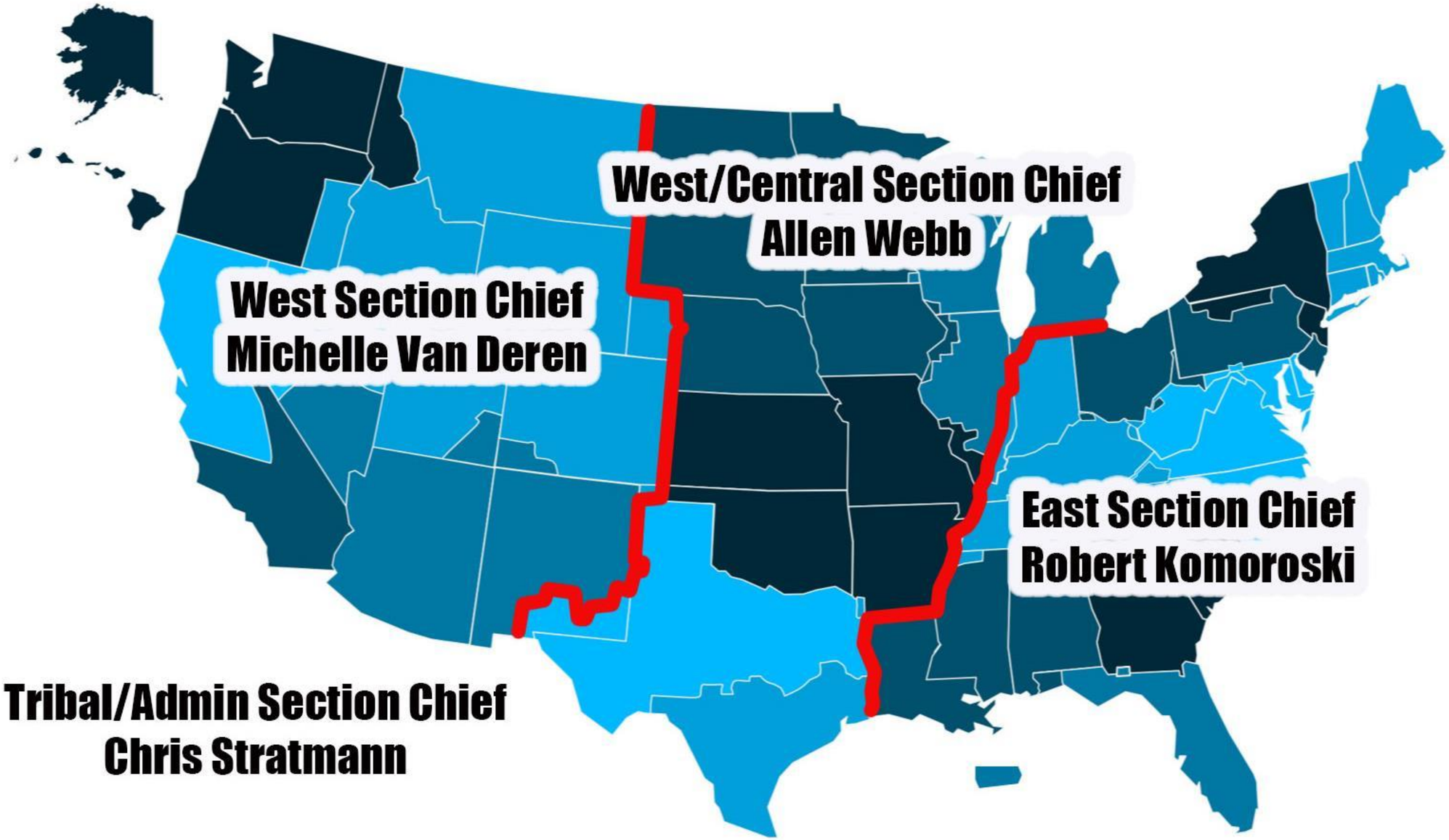
- **ROG Commander**: Strategic coordination across all factories
- **ROG Section Chief**: Tactical implementation
- **ROG Liaisons**: Task related activity in direct consult with the customer on the ground

What We Do

- **Request Triage**
- **Solutioning**
  - Generator
  - Network optimization
  - Device troubleshooting
  - Interior coverage
  - Deployable assets

©2020 AT&T Intellectual Property. FirstNet and the FirstNet logo are registered trademarks and service marks of the First Responder Network Authority. All other marks are the property of their respective owners.

FIRSTNET COVERAGE



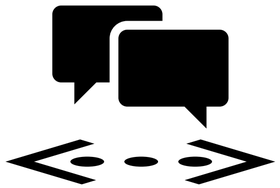
©2020 AT&T Intellectual Property. FirstNet and the FirstNet logo are registered trademarks and service marks of the First Responder Network Authority. All other marks are the property of their respective owners.

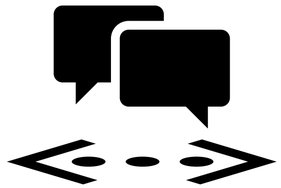
INTEGRATED COMMUNICATIONS AND INFORMATION MANAGEMENT

First Responder
Network Authority
Contractual Oversight

RESPONSE OPERATIONS GROUP

State, County, Local Agencies





AT&T

Common Operating Picture

©2020 AT&T Intellectual Property. FirstNet and the FirstNet logo are registered trademarks and service marks of the First Responder Network Authority. All other marks are the property of their respective owners.

Customer Care
800-574-7000

©2020 AT&T Intellectual Property. FirstNet and the FirstNet logo are registered trademarks and service marks of the First Responder Network Authority. All other marks are the property of their respective owners.

Emergent Incident Request

- Highest priority
- Contractual response time objective (RTO)
- Support public safety incidents where terrestrial coverage is unavailable (e.g., wildfires, search and rescue, manhunt, etc.).

Urgent Request

- High priority, unforeseen event
- Support public safety on short notice (e.g. state funerals, national championship parades)

Pre-planned event, drill, test, or exercise

- Planned events with at least 30 days advance notice (e.g. political conventions, concerts, major sporting events, public safety training exercises/drills)

©2020 AT&T Intellectual Property. FirstNet and the FirstNet logo are registered trademarks and service marks of the First Responder Network Authority. All other marks are the property of their respective owners.

FIRSTNET | DEPLOYABLE TYPES

SatCOLT

- Drivable Vehicle
- Triple-redundant power & HVAC
- Quick set up/ tear down
- LTE Band-14 & Commercial band
- Remote management

FirstNet One™

- 55-foot aerostat
- Tethered to satellite backhaul trailer
- Lifts 175lb+ payload
- LTE radios and antennas up to 1000 feet
- Large area coverage for 2+ weeks

Inbuilding Solutions

- Provide Wi-Fi and/or LTE cellular coverage
- Extend wireless networking
- Multiple tools configured onsite to solve unique needs of the location

©2020 AT&T Intellectual Property. FirstNet and the FirstNet logo are registered trademarks and service marks of the First Responder Network Authority. All other marks are the property of their respective owners.

Rapid Deployment Kit

- Ultra-rugged
- Self-contained
- (4) Sonim XP8s
- 300-foot Wi-fi bubble
- Internal battery
- Bluetooth monitoring
- Cradlepoint LTE router and modem

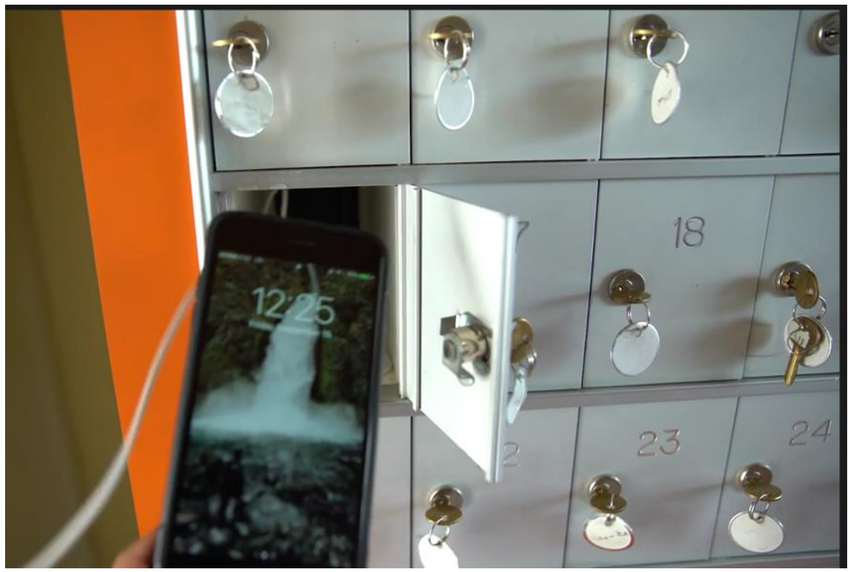
Compact Rapid Deployable

- Quickly deployable
- Mounts on standard trailer hitch
- Onboard generator
- Satellite backhaul capability to FirstNet core network
- LTE Band 14 Small Cell

©2020 AT&T Intellectual Property. FirstNet and the FirstNet logo are registered trademarks and service marks of the First Responder Network Authority. All other marks are the property of their respective owners.

Response Operations Group often solves coverage issues that do not require a deployable network asset.

- Expedited network repairs (e.g. fiber cuts)
- Generators (e.g. commercial power loss at cell site or microwave location)
- Charging stations



©2020 AT&T Intellectual Property. FirstNet and the FirstNet logo are registered trademarks and service marks of the First Responder Network Authority. All other marks are the property of their respective owners.

Deployables & Network

504 Total Requests

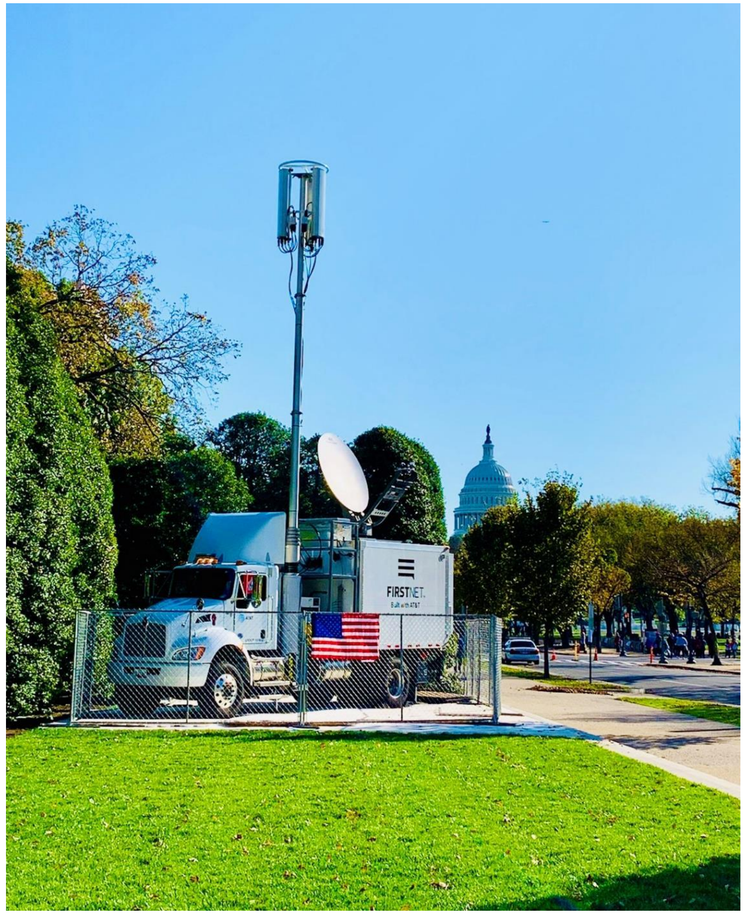
286 Planned Events

173 Emergency Events

45 Urgent

ROG Recent Highlights

World Series Parade



National Mall

© 2020 AT&T Intellectual Property. All rights reserved. FirstNet, and FirstNet logo are registered trademarks and service marks of the First Responder Network Authority. All other marks are the property of their respective owners.

Jan. 28

Initial request for COVID-19 support from public safety

450+ Requests

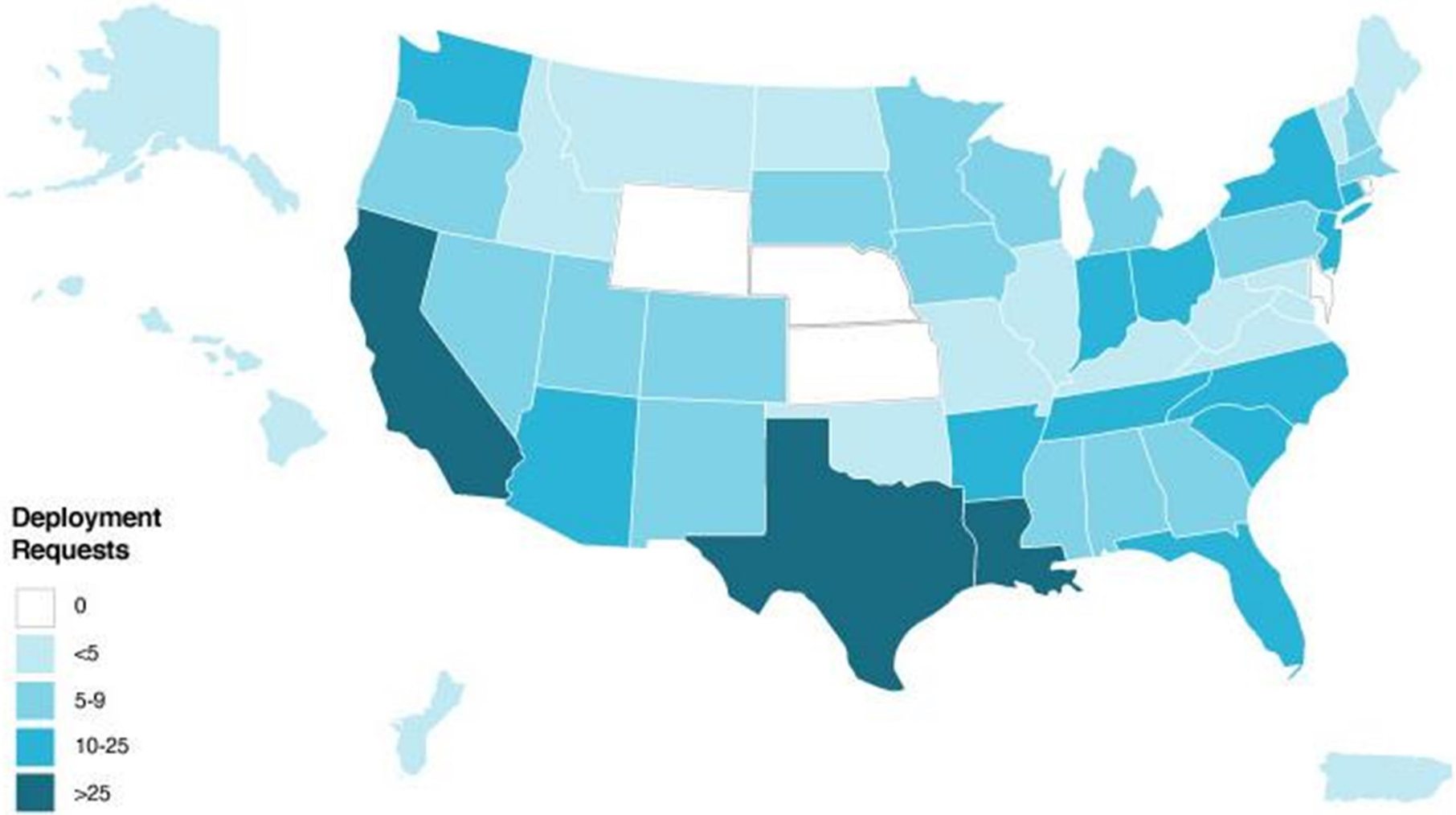
From public safety agencies so far this year supporting:

- COVID-19 response
- natural disasters
- planned events and more.

4,750+ Network Assessments

completed for state, tribal and federal sites. Including:

- EOCs
- Medical Facilities
- Drive-thru testing sites
- Quarantine centers



Response Scenario

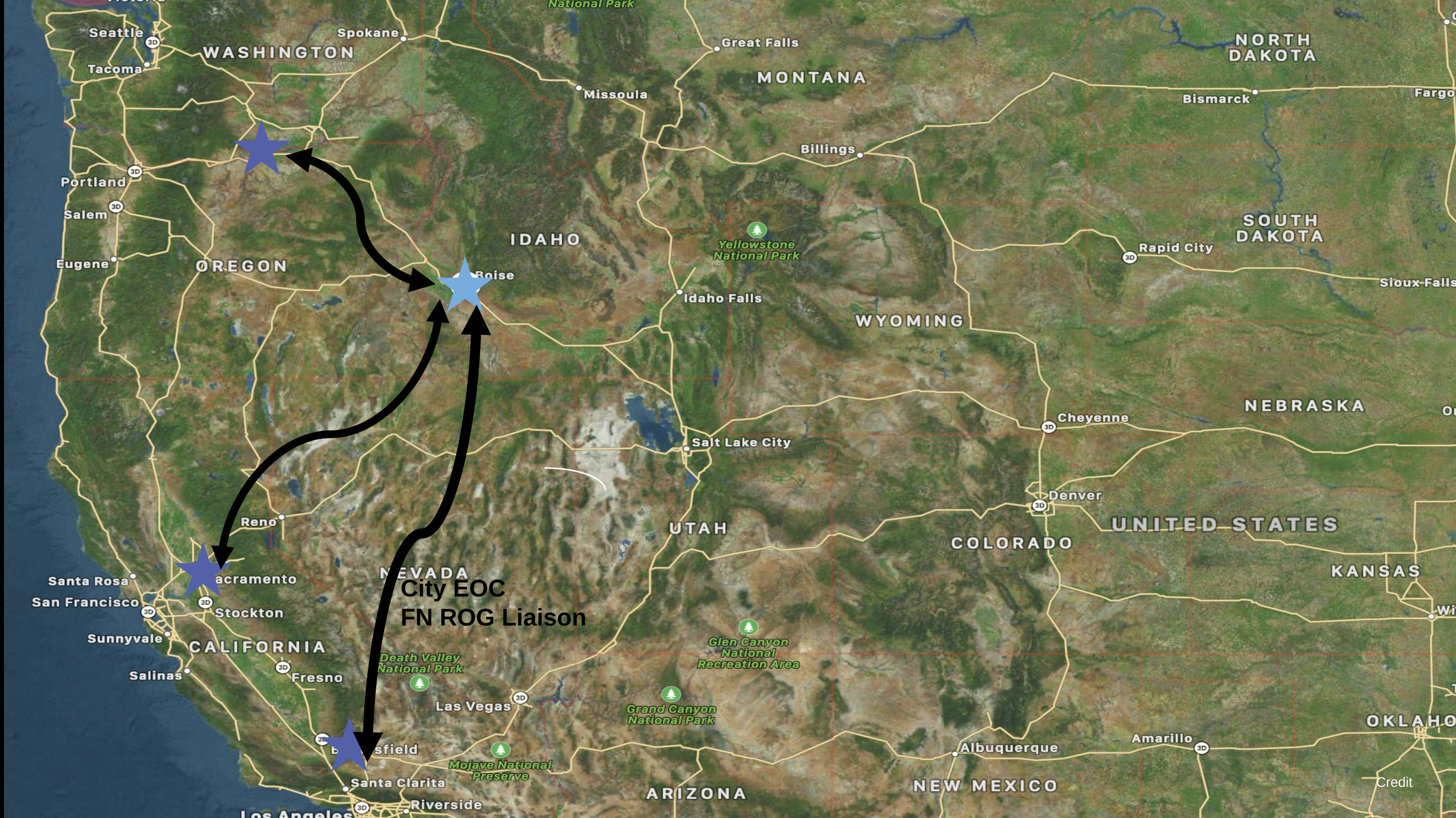
Hurricane on East Coast

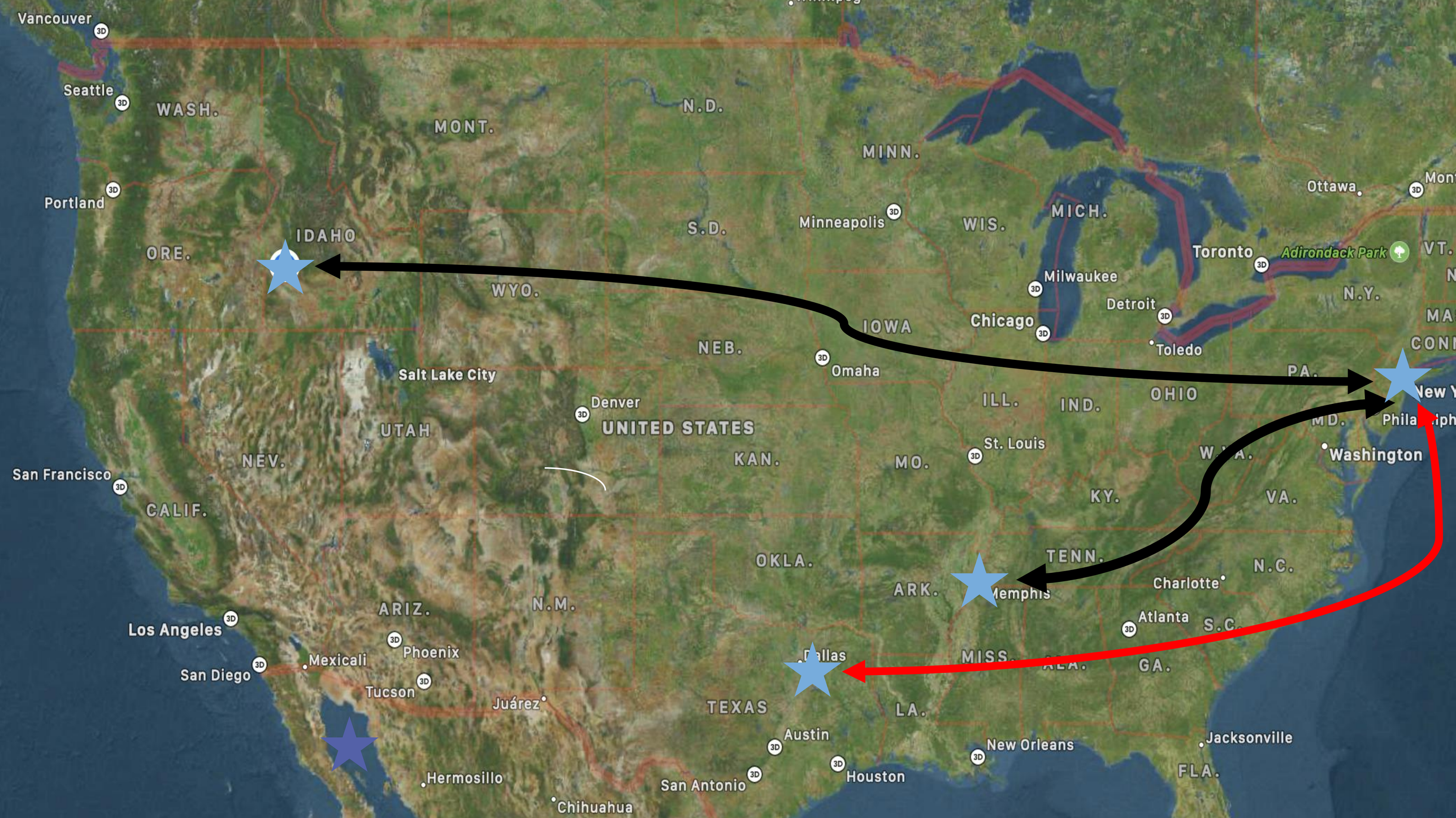
Photo by Max McKinnon on Unsplash

Wildfire on West Coast

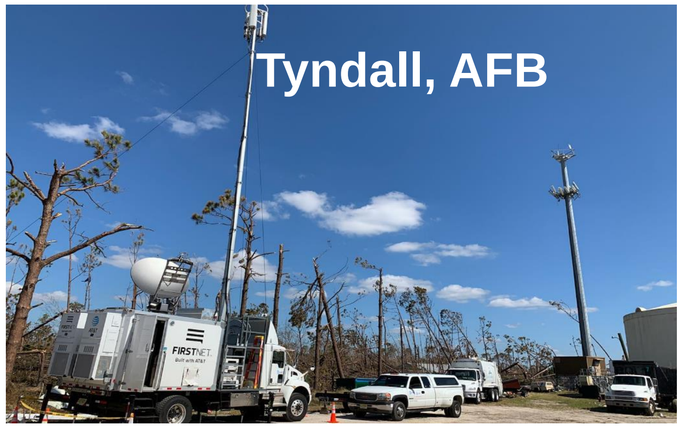
Blizzard in Northwest

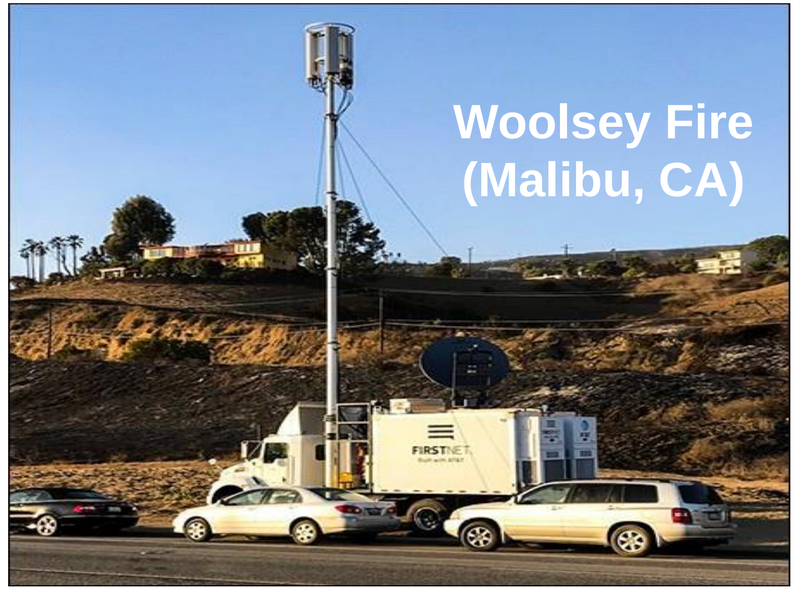
State EOC
FN ROG Liaison
County EOC
FN ROG Liaison
City EOC
FN ROG Liaison
Agency EOC
FN ROG Liaison
Nashville
Knoxville
Johnson City
Winston-Salem
Greensboro
High Point
Rocky Mount
Wilson
Greenville
Concord
Charlotte
Fayetteville
Jacksonville
Wilmington
Chattanooga
Huntsville
Johns Creek
Marietta
Atlanta
Birmingham
Tuscaloosa
Montgomery
Columbus
Charleston
Savannah
Dothan
Valdosta
Mobile
Pensacola
Tallahassee
Panama City
Jacksonville
Ocala
Daytona Beach
Atlantic Ocean
TENNESSEE
ALABAMA
GEORGIA
FLORIDA
Great Smoky Mountains National Park
Credit


City EOC
FN ROG Liaison
Seattle
Spokane
WASHINGTON
Tacoma
Great Falls
MONTANA
NORTH DAKOTA
Missoula
Bismarck
Fargo
Billings
Portland
Salem
IDAHO
Yellowstone National Park
SOUTH DAKOTA
Rapid City
Eugene
OREGON
Boise
Idaho Falls
Sioux Falls
WYOMING
NEBRASKA
Cheyenne
Salt Lake City
Denver
Reno
UTAH
UNITED STATES
COLORADO
NEVADA
Santa Rosa
Sacramento
KANSAS
San Francisco
Stockton
Sunnyvale
CALIFORNIA
Glen Canyon National Recreation Area
Death Valley National Park
Salinas
Fresno
Las Vegas
Grand Canyon National Park
OKLAHO
Albuquerque
Amarillo
Mojave National Preserve
Santa Clarita
NEW MEXICO
ARIZONA
Riverside
Credit


Vancouver
Seattle
WASH.
MONT.
N.D.
MINN.
Portland
IDAHO
ORE.
S.D.
Minneapolis
WIS.
MICH.
Ottawa
Toronto
Adirondack Park
Milwaukee
WYO.
N.Y.
Detroit
Chicago
IOWA
NEB.
Toledo
Omaha
Salt Lake City
PA.
OHIO
Denver
ILL.
IND.
UTAH
UNITED STATES
MD.
Washington
St. Louis
NEV.
KAN.
MO.
San Francisco
KY.
VA.
CALIF.
TENN.
OKLA.
N.C.
ARK.
Charlotte
Memphis
ARIZ.
N.M.
Atlanta
Los Angeles
S.C.
Phoenix
Mexicali
MISS.
GA.
San Diego
Tucson
Juárez
TEXAS
LA.
Austin
New Orleans
Jacksonville
Hermosillo
Houston
FLA.
San Antonio
Chihuahua

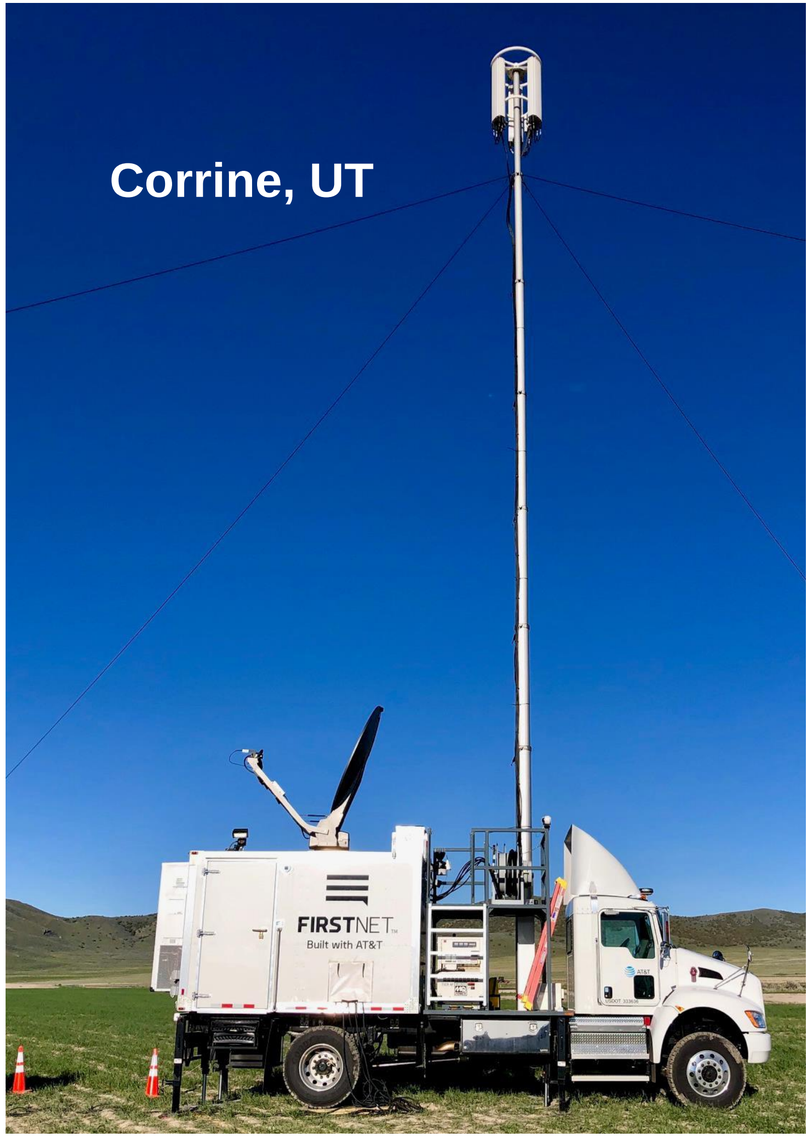
FIRSTNET | 2018 RESPONSE HIGHLIGHTS





©2020 AT&T Intellectual Property. FirstNet and the FirstNet logo are registered trademarks and service marks of the First Responder Network Authority. All other marks are the property of their respective owners.

FIRSTNET | 2019 RESPONSE HIGHLIGHTS



©2020 AT&T Intellectual Property. FirstNet and the FirstNet logo are registered trademarks and service marks of the First Responder Network Authority. All other marks are the property of their respective owners.

FIRSTNET®

Built with AT&T