
THE FIRSTNET AUTHORITY UPDATE | APRIL 19, 2022



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FEATURED PUBLIC SAFETY ENGAGEMENT



Scoring a big win with FirstNet Authority pre-planning support

Over 70,000 fans gathered to watch the Los Angeles Rams and Cincinnati Bengals play in the 2022 Super Bowl. Inglewood and Los Angeles public safety agencies spent months preparing to keep everyone safe during the weekend's events—and smooth emergency communications were an integral part of their game plan.

Part of the city's preparations included using the FirstNet Authority's **pre-planning event support** to help maximize the network's capabilities. This free and unique service is offered to FirstNet subscribers from the FirstNet Authority. It results in more timely and efficient decision-making, better coordinated responses, and well-managed resources and logistics.

Anticipating responders' needs

First responders at any size event depend on reliable communication to ensure a successful and safe outcome. Yet, planning for a major event like the Super Bowl often adds another layer of complexity to logistics and preparation.

That's why the FirstNet Authority and AT&T began pre-planning support discussions with Los

Angeles public safety agencies in early 2021. An event of this size and scale required multiple planning and coordination meetings taking place over a year in advance of the game. Even smaller events like county fairs and local parades can benefit from advance planning meetings to discuss communication needs.

“For large events, we don't facilitate a two-hour meeting and walk away with all the locations mapped, information for the location, and type up a report—it's much, much more involved than that,” said Doug Harder, senior public safety advisor for the FirstNet Authority. “We attend meetings over the course of the year and engage in a lot of back and forth with questions with the stakeholder, with AT&T, and with the public safety agencies involved in the event.”

Behind-the-scenes planning for large events also includes extensive coordination with local, state, and federal public safety agencies. Convening all the relevant parties is an important step to avoiding issues on or close to event day.

In the months leading up to the big game, the FirstNet Authority collected critical information from public safety agencies to ensure communications ran smoothly. After assessing their communication needs, the FirstNet Authority captured key details (e.g., logistical challenges around the event space, environmental/safety regulations, secure communication points) and shared the information with AT&T to aid decision-making.

The FirstNet Authority also worked closely with federal agencies performing important public safety functions before, during, and after the game. Our team of experts understand the unique communication challenges that federal agencies face. The FirstNet Authority presented AT&T with the federal user's perspective to address and manage their technical requirements, operational protocols, and security needs.

Shoring up network infrastructure

The FirstNet Authority's pre-planning discussions helped AT&T identify and deploy the right FirstNet broadband and coverage solutions for the event, including detecting communication gaps around the stadium and in the wider Los Angeles area. AT&T invested in the network to expand FirstNet's 5G capabilities to reach first responders on patrol or situated in emergency operations centers. Using FirstNet's priority and preemption service, first responders bypass local network congestion.

Advance planning sessions also prepared for redundancy measures to keep the network running in the event of a catastrophic event or natural disaster. **AT&T-FirstNet deployed multiple FirstNet assets and solutions** to serve as alternative communications solutions should a backup network be needed, including: six COWs (Cell on Wheels) with Band 14 and commercial spectrum, five FirstNet SatCOLTs (Satellite Cell on Light Trucks), a FirstNet Compact Rapid Deployable (CRD), a FirstNet Communications Vehicle, and a cache of FirstNet-ready devices. The FirstNet Authority assisted public safety stakeholders to identify locations and worked with all parties on the optimal positioning for these assets.

Improving the broadband experience

On game day, the FirstNet Authority monitored emergency communications and operations inside the Inglewood Joint Operations Center (JOC). JOCs act as a convening point for public safety agencies to share information and coordinate response.

While in the JOC, responders had direct access to FirstNet Authority public safety experts to help remedy communications issues, uplift FirstNet users, and identify FirstNet solutions that could solve problems at hand.

AT&T-FirstNet operated inside the Inglewood JOC and at the Los Angeles Unified Command, located at the Los Angeles Police Academy, to support responders serving the surrounding areas. The team provided a variety of services, including switching out SIM cards, connecting LTE mobile hotspot routers, and setting up FirstNet accounts.

In the days leading up to the game, the FirstNet Authority team working in the JOC assisted with the uplift of over 300 phone numbers onto the FirstNet network, including requests from the Inglewood Police Department, the Federal Emergency Management Agency (FEMA), the U.S. Bureau of Alcohol, Tobacco, and Firearms (ATF), and other responders operating inside the stadium.

At future large events, the FirstNet Authority plans to offer uplift planning services even further in advance to help meet the growing demand for the service. This will give the FirstNet Authority team more time to determine user eligibility, conduct test uplifts, and perform troubleshooting exercises.

Additionally, the FirstNet Authority plans to increase their activity at similar events. An increased presence inside JOCs or on-site allows the FirstNet Authority team to not only provide direct technical help to first responders, but also share operational best practices and gather important feedback and operational needs to inform future investment of resources.

“It’s all about being there and being visible. This is a huge benefit to public safety,” said Harder about the FirstNet Authority being onsite. “Public safety was happy that we were there and able to take care of their problems right away. Our participation keeps us involved in the day-to-day operations and we’re able to see things to help with improving FirstNet’s tools and services.”

Whether organizing a sporting event, a county fair, or responding to a weather-related disaster, first responders know that pre-event or incident planning is crucial to any size event to ensure a successful and safe outcome.

Read more about how broadband was used at this year’s Super Bowl for [gameday communications](#), [local law enforcement support](#), and [collaboration between agencies](#).

If you’re interested in discussing how to integrate FirstNet services and broadband capabilities into an event or emergency response plan, contact Doug Harder at Doug.Harder@firstnet.gov.



SELECT UPCOMING ENGAGEMENTS

In-Person Events

West Point Ribbon Cutting, April 19

Western NY Chiefs of Police Association, April 21

APCO Spectrum & Technology Committee, April 26

North Texas Police Chiefs Association FirstNet Briefing, April 27

FDIC International 2022, April 25-30

JEMS Conference, April 27-30

Webinars and Teleconferences

PSAC EC Monthly Teleconference, April 25

For questions about events the FirstNet Authority is attending or hosting, please email Outreach@firstnet.gov.



FIRSTNET IN ACTION



FirstNet at 10 Years: Coverage, Deployables, 5G

Coverage is king for public safety communications. Since its creation, the FirstNet Authority has focused on ensuring first responders have coverage and connectivity whenever and wherever they need it. Deployables, high power user equipment, and a focus on 5G are some of the new ways FirstNet subscribers can get coverage in hard-to-reach areas.

Learn more about the [progress FirstNet has made](#) in bringing responders reliable coverage since its creation 10 years ago.



MOTSU first responders work toward Congressional vision

During a joint training exercise and demonstration at Military Ocean Terminal Sunny Point in North Carolina, federal and local first responders from across the state experienced how FirstNet can connect agencies during emergencies and everyday operations.

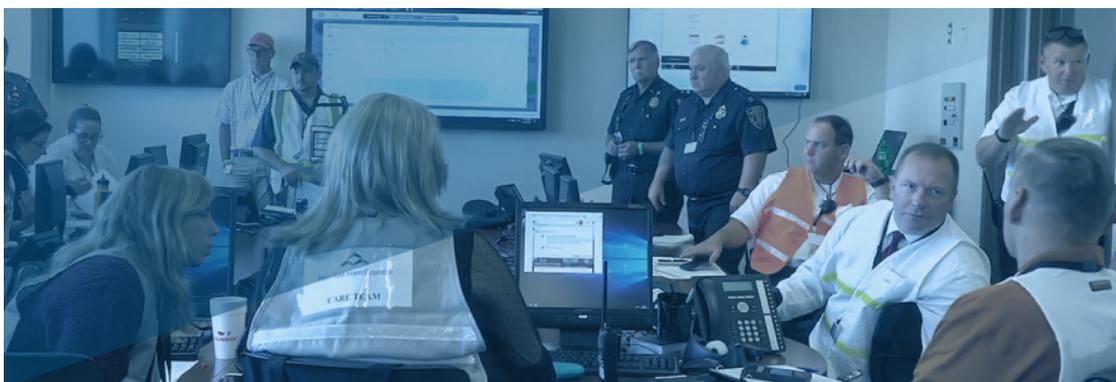
Read more about the [demonstration in North Carolina](#).



Recognizing Public Safety Heroes this Spring

In the spring, we take time to honor those in emergency communications, the fire service, law enforcement, and emergency medical services, as well as our nation's public servants and volunteers. Throughout April and May, we celebrate the bravery and dedication of the men and women of public safety and thank them for their service, courage, and sacrifices.

Discover [the opportunities this spring](#) to recognize our public safety heroes.



How FirstNet helps mitigate disasters

The mitigation phase of emergency management includes all the steps taken to minimize the impact of disasters. FirstNet can play an important role in mitigation. Smart cities and remote sensors are two ways that technology is advancing mitigation efforts and disaster management, and FirstNet provides the prioritized and secure connectivity that public safety needs for these technologies.

See how technology is changing the way [emergency managers work to mitigate disasters](#), and find out how the network can play an important role in [preparedness](#), [response](#), and [recovery](#).



The FirstNet Network Advances Public Safety Communication Capabilities

First responders nationwide benefit from FirstNet's expanded coverage, boosted capacity, and new capabilities. Rural and urban, indoor and outdoor, FirstNet solves communications challenges to help public safety serve their communities.

Read more about FirstNet's growth summary for [Indiana](#), [Florida](#), and [Connecticut](#).



FIRSTNET MOMENTUM



Agencies
19,500+



Connections
3+ Million



FIRSTNET IN THE NEWS

Regional Coverage

Chilifest returns for 29th country music concert weekend

KBTX 3, April 1

Chilifest 2022 arrest levels lower than usual

KRHD 25, April 4

Boone County Sheriff's Office utilizing first-responders-only network to more quickly respond to calls

WRTV-ABC, April 7

U.S. Army and FirstNet Come Together in Training in North Carolina

Inside Towers, April 12

National Coverage

AT&T Continues to Work on Interoperability Between MCPTT Solutions MissionCritical Communications, April 7

IWCE 2022: FirstNet more than 95 percent complete; new tech advances adoption American City and Country, April 7

FirstNet supports eMBMS one-to-many capability, set for FirstNet PTT on iOS devices this month

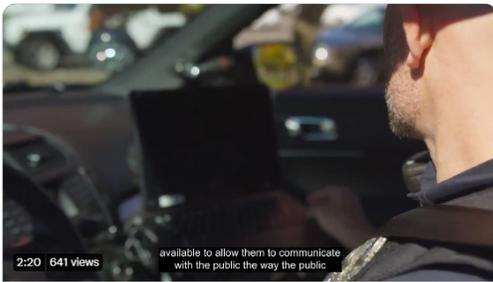
Urgent Communications, April 12



BE SOCIAL WITH FIRSTNET



What does the future of dispatching hold with tech advances, #FirstNet and NG911? We caught up with FirstNet Authority 9-1-1/emergency comms expert John Hunt to discuss how new tools are changing the public safety comms landscape: [firstnet.gov/newsroom/blog/... #NPSTW2022 #ThankYou911](https://firstnet.gov/newsroom/blog/...#NPSTW2022)



Meet the Expert: John Hunt

FirstNet Authority 9-1-1/Emergency Communications expert John Hunt talks about the future of emergency communications, and the important work of ECCs, 9-1-1 operators, and dispatchers.

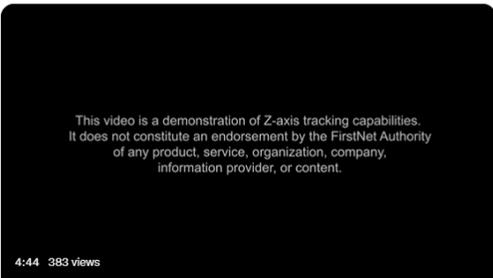


#NPSTW2022: FirstNet Authority Board member Karima Holmes has dedicated her life to emergency communications. Having served as a call taker, she knows the importance of reliable comms.

Learn more about her vision for the future of ECCs: [firstnet.gov/newsroom/blog/... #ThankYou911](https://firstnet.gov/newsroom/blog/...#ThankYou911)



Vertical location information gives first responders a new level of situational awareness when responding to emergencies. Check out this demo of Z-Axis for FirstNet and learn more about vertical location mapping capabilities: firstnet.gov/newsroom/blog/...



FirstNet Tools in Action: A Live Demo of Z-Axis Technology

Using location-based services to locate responders can be critical to personnel safety, response times and operational effectiveness. This demo of Z-Axis for FirstNet was recorded live in Chicago.



In the Boulder FirstNet Lab, we test the functions and features critical to public safety. From situational awareness apps to priority and preemption, we ensure tech works for first responders. Visit FirstNet.gov/lab to learn more about this state-of-the-art facility.



Demonstrating Priority and Preemption

The Boulder FirstNet Lab is a state-of-the-art laboratory in which the First Responder Network Authority tests public safety functionality and features unique to the FirstNet network.

FirstNet Update

The Public Safety Advocacy Update comes to your inbox with a quick look at events and information you need to stay up to date with the First Responder Network Authority.

