This Summary of Maryland Initial Consultation Report was prepared by the Maryland Department of Information Technology using funds under award 24-10-S13024 from the National Telecommunications and Information Administration (NTIA), U.S. Department of Commerce (DOC). The statements, findings, conclusions, and recommendations are those of the author(s) and do not necessarily reflect the views of the NTIA, DOC, or FirstNet.

July 31st, 2014
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Initial Consultation Checklist

Key Points:

- Don’t let the “perfect” be the enemy of the “good”
  - We responded with partial answers since we felt we needed more details from FirstNet to truly cover some topics like coverage and eligible users.

- Attendees – We settled on a wide range of expertise:
  - Executive leadership including our Governor for a short period, Congressional and State legislative staff along with our Association of Counties.
  - Public Safety representatives from State and local agencies
  - CIO/IT representatives who understand our State fiber, microwave, towers and security assets.
  - National Governors Association as observers since this was the first consultation

### Lesson Learned

You can’t invite everybody...
Be careful to communicate to those stakeholders who are not invited to tell them how to get updates from the meeting and provided ongoing input as consultation continues.

### Lesson Learned

Include more public safety folks with incident command experience to discuss specific events and how FirstNet would help.
Meeting Logistics

• We used a large State conference room with round tables
• Podium and audio/video for presentations
• Breakfast and lunch delivered
• Governor’s schedule was most difficult to coordinate
• FirstNet provided workbooks for attendees
• Press not invited due to discussion of critical assets but provision for after event interviews were included (see communication plan)

Lessons Learned

• Where possible, have Governor or senior official at beginning to welcome and ask questions
• Tables in U shape would have been more conducive to including all attendees in discussions
• Have photographer to record some of the event for press and internal use
## Agenda

**FirstNet and State Initial Consultation Meeting**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Presenter</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:30</td>
<td>Welcoming Remarks</td>
<td>Governor (or Senior State Official)</td>
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<tr>
<td></td>
<td></td>
<td>Senior FirstNet Attendee</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SPOC (Skip if they gave Welcome in lieu of Governor)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FirstNet State Consultation Staff</td>
</tr>
<tr>
<td>9:00</td>
<td>State Outreach Update</td>
<td>SPOC</td>
</tr>
<tr>
<td></td>
<td>Outreach Support</td>
<td>FirstNet State Outreach Staff</td>
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<tr>
<td></td>
<td>FirstNet Update &amp;</td>
<td>FirstNet State Consultation Staff</td>
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<tr>
<td></td>
<td>Consultation Process</td>
<td></td>
</tr>
<tr>
<td>11:30</td>
<td>Lunch</td>
<td></td>
</tr>
<tr>
<td>12:30</td>
<td>Facilitated Discussion Users</td>
<td>FirstNet State Consultation Staff With SPOC</td>
</tr>
<tr>
<td></td>
<td>Facilitated Discussion Coverage</td>
<td>FirstNet State Consultation Staff With SPOC</td>
</tr>
<tr>
<td></td>
<td>Wrap-up &amp; Next Steps</td>
<td>FirstNet State Consultation Staff With SPOC</td>
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<tr>
<td>4:00</td>
<td>Adjourn</td>
<td></td>
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</tbody>
</table>

### Lesson Learned

In our de-brief we suggested flipping the State and FirstNet presentations to better set-up the topics. This is the revised version.
Communications Plan

- We were approached by both media and some vendors about attending the session
  - We decided to make it a closed session so attendees could freely discuss State critical infrastructure and other security issues.
- To accommodate media, we issued a press release in cooperation with FirstNet before and had one ready for after the session wrapped up.

Lesson Learned

Work with State communications staff to coordinate with FirstNet to provide basic meeting information to press and be ready for inquiries after your event.
State Topics

Below are the slides we used to cover state topics – they should provide a good idea of what things we choose to discuss.

FirstNet Consultation
07/29/2014

State Topics

- Governance
- Disasters
- Major Events
- Eligible Users
- Coverage
- State Specific

Based on the Initial Consultation Checklist, these are the items we suggest covering in this first joint meeting.

- **Governance** is well defined so we’d skip through that.
  - **Disasters** helps establish potential needs
  - **Major Events** are known and can be pre-planned
    - **Eligible Users** is a function of events
    - **Coverage** is dictated by events
  - And last we would discuss **State Specific** issues that help or hinder deployment and operation

Lesson Learned
Overall we thought this proved to be a good list of topics for Initial Consultation.

Governance

Statewide Interoperability Executive Committee (SIEC)

- Cabinet Level Participation
- Public Safety Leadership
- Legislature Participation
- IT/CIO Membership
- Transportation and Emergency Management
- Regional Representatives
- Interested Organizations (MACo, MML, Unions, etc.)

Lesson Learned
Our Governance is well defined from past interoperability programs so we breezed through this topic.
Previous Disasters

Lesson Learned
This generated good discussion of past disasters and the most likely future ones. http://www.fema.gov/disasters

Lesson Learned
Good discussion of long lasting impact on LMR communications, cellular networks, difficulties in accessing sites.
Major Events

We only focused on one event, the Preakness. Should have had more ICs from other events to discuss different scenarios and how FirstNet would help.

Lesson Learned

Avoid drifting into LMR discussions. Stay focused on wireless broadband.
“This is your event on FirstNet”

We considered a specific event – the annual Preakness Race in Baltimore. We asked the Incident Commander, from that event, Chief Pat Walsh to talk to the group about how things might have gone differently with public safety broadband. We walked through the event’s preparation and response, considering fire, police, EMS, transportation, and special units. We talked about:

- Special challenges posed by this event
- Previous communications lessons learned and challenges
- What data sources are already being collected at the event (CCTV, CAD, GIS)
- How we could operationalize FirstNet to improve response
- Potential apps and uses of FirstNet

Lesson Learned

Having the IC who directs this event present led to great discussion of needs, capacity, types of applications, etc.
Eligible Users

Lesson Learned
Good discussion of volunteer fire fighters, utilities, hospitals, busses for evacuation.
FirstNet Topics

- FirstNet Gave an Opening Presentation on the legislation and their progress with hiring key staff.
- They provided an overview or outreach resources and future plans
- Topics such as eligible users, coverage, current commercial use by State first responders and other requirements were discussed.
- Most of these decisions will hinge on State input, RFP responses, vendor recommendations and preliminary design considerations.

Lesson Learned

In order to deliver a successful public safety technology project, you must know your stakeholders and establish a realistic set of requirements.

This will require many sessions like this in all 56 States/Territories. This means a definitive time line and specific design documentation are a TBD.

These consultations are focused on State requirements more so than FirstNet plans because it has to be “our network” when it is built.
Next Steps
We agreed to do a “De-Brief” with FirstNet the following day

- This gave us a chance to absorb the day’s event and check with some of the attendees for their impressions
- FirstNet provided an evaluation form which many completed and results were positive
- FirstNet to provide written summary of the session
- Follow-up plans for more issue focused discussions as FirstNet gets closer to RFP release and has more information on design.

Lesson Learned

- It was a packed day so depending on your topics you may consider a second ½ day so nothing is rushed
- De-brief and consolidated summary should be done for all States, Territories
- Record next steps during session so everyone knows what the process is
- Broaden the number of participants in future sessions by conducting issue specific workshops:
  - Users
  - Coverage
  - Assets
Additional Questions?

- We tried to get this together as quickly as possible because we know other States are in the midst of planning for their Initial Consultations.
- If we didn’t answer a specific question you have, please contact us so we can discuss.
- We will continue to work with FirstNet to refine this process and help develop some templates for your use.
- Thanks for all the great work that you all have been doing. Maryland has benefitted greatly from that work and we’re happy to share ours.

Happy Consulting!

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