

Item (4) FirstNet Migration Update

Smart Cities and Service Improvements Committee
February 6, 2020

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Why do we need FirstNet?

FirstNet is a dedicated bandwidth that allows fast, resilient communications for emergency response.

FirstNet provides the City with a core set of capabilities for first responders and in-field respond during an emergency or disaster.

Resilient Voice
and Data
Communication

Challenge: Public wireless networks quickly get overwhelmed from usage and/or from damage

Opportunity: First responders, other field responders, and government leadership need reliable access to both voice and data communications

Benefits of FirstNet

Safety

- Keeps communities and emergency responders safe, protects property, safeguards the environment, and increases emergency responder productivity

Availability + Reliability

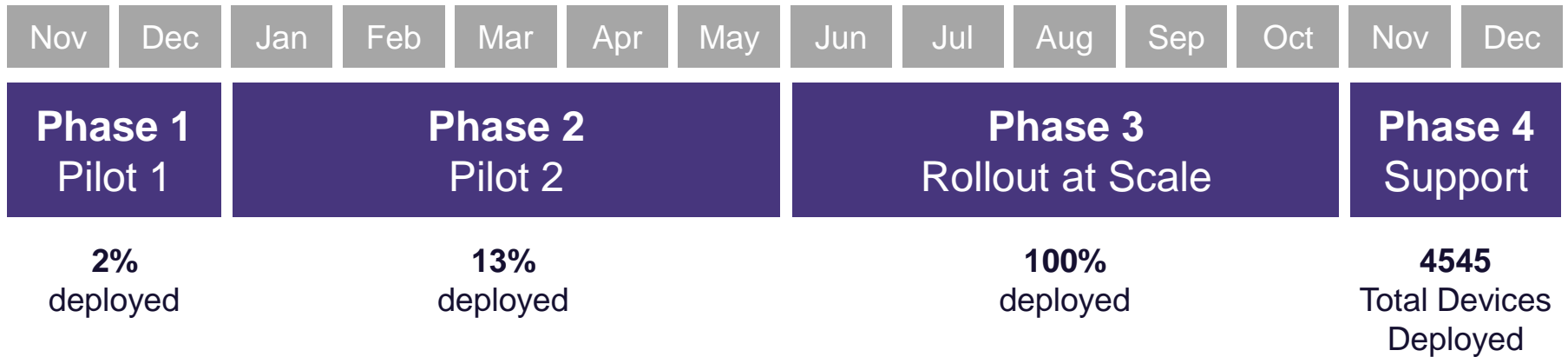
- Provides priority access to the network and dedicated band (Band 14)
- New and updated equipment that operates FirstNet's Band 14 spectrum
- Complements SVRCS "P25" voice only radio network with the ability to share both voice and data
- Maximizes First/Emergency responder interoperability across Police, Fire, OEM, DOC, and other key staff involved in response and recovery
- Advanced mobile data management, highly secured devices, and mobile application access

Best In Nation Pricing

- Low monthly fees – substantially lower than market rate or any other City
- Subsidized phones as low as \$0.99
- Other subsidized devices with substantially lower cost than market retail rates

FirstNet Deployment Timeline

2019  2020



Deployment Status

Phase 1

- Device rollouts for subset of PD, Fire, OEM, and ITD
- Gathered lessons learned

Phase 2

- Apply lessons learned
- Device rollouts for other departments
- Develop deployment plans in partnership with AT&T
- Develop guidelines
- Recruit, staff product owner role
- Develop communications
- Brief executive leadership
- Set up war rooms
- Gather lessons learned

Phase 3

- Apply lessons learned
- Rollout all FirstNet devices on bi-monthly sprints
- Build out secure, encrypted network connectivity

Phase 4

- Incorporate FirstNet into Emergency Management Exercises
- Perform FirstNet operational tasks during emergencies
- Continue war room support
- Update policies and establish governance between departments
- Project close out and budget true-up

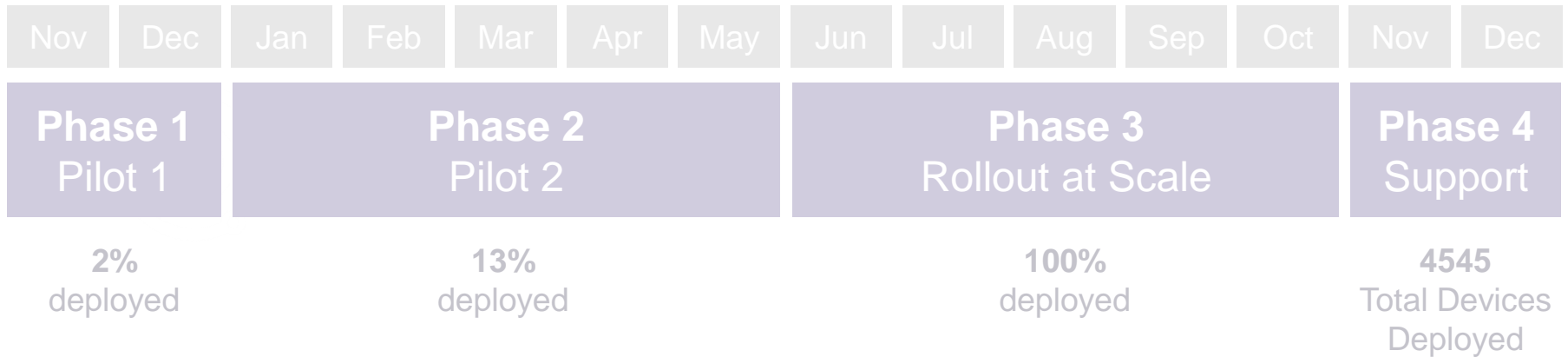
	Complete
	In-progress
	Future work

Lessons Learned

Select the Right Tool	Focus on the User Experience	Create Guidelines	Communication and Governance	Manage Resources
Based on usability, extensibility, and durability	Augment first responders with more than “just another phone”	Design and communicate guidelines for City staff while informing final policy	Help users understand both the big picture and the details	Aligning and prioritizing resources to support a new deployment with limited staff

FirstNet Deployment Next Steps

2019  2020



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