



EMERGENCY MANAGEMENT RESOURCE GUIDE

June 2022



The Rhode Island Airport Corporation and the Rhode Island Emergency Management Agency tested FirstNet's capabilities during a routine emergency management exercise at T.F. Green International Airport in Warwick, Rhode Island.



The FirstNet Authority was established in light of 9/11 to lead the creation of a dedicated nationwide broadband network using spectrum set aside for the public safety community (Band 14). Through a combination of government, commercial, and public safety partnerships, we are committed to delivering a network and supporting ecosystem of apps, devices, and capabilities that are innovative, reliable, accessible, and secure. By modernizing public safety communications with our partners, we can help responders keep America safe—every day and in every emergency.

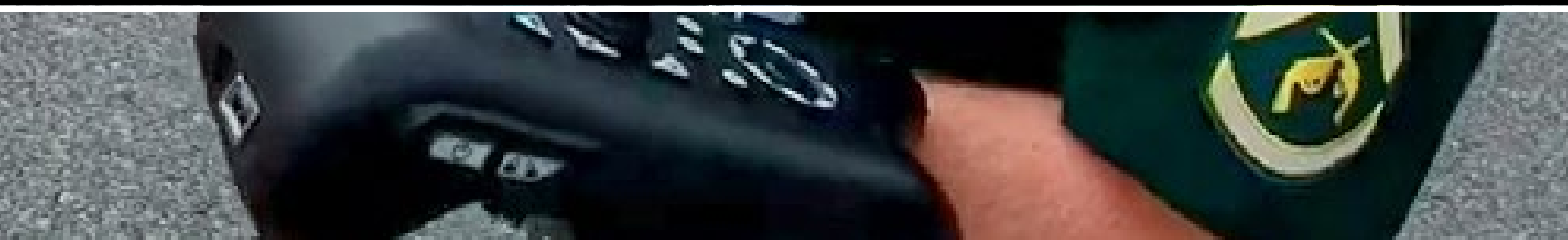
To learn more, visit [FirstNet.gov](https://www.firstnet.gov).

GUIDE CHANGE LOG

Section	Change
What is FirstNet?	Added FirstNet categories: Primary, Extended Primary, Agency Paid, Subscriber Paid
Section 2	Updated guidance on how to request a deployable
Section 3	Updated language regarding Advanced Network Status Tool capabilities
Section 4	Updated descriptions of Uplift and Uplift Request Tool
Section 7	Added planning considerations
Appendix B	Added new definitions
Appendix C	Re-formatted deployables best practices guide



The New Hampshire Department of Safety worked with private healthcare organizations and state and local agencies to set up large testing and vaccination sites. "Go-kits" with cameras, battery packs, routers with FirstNet SIM cards, and other internet-based devices were used to oversee and coordinate the operation. The ability to stream video footage to unified command was critical to decision-making.



CONTENTS

GUIDE CHANGE LOG	3
PURPOSE.....	7
WHAT IS FIRSTNET?	8
SECTION 1: DEPLOYING WITH FIRSTNET	10
SECTION 2: UNDERSTANDING THE FIRSTNET DEPLOYABLE PROGRAM	13
SECTION 3: USING THE NETWORK STATUS TOOL.....	16
SECTION 4: USING THE UPLIFT REQUEST TOOL	19
SECTION 5: FIRSTNET DEVICES AND APPLICATIONS FOR EVERYDAY USE.....	23
SECTION 6: USING A FIRSTNET DEVICE CACHE	25
SECTION 7: INCORPORATING FIRSTNET INTO YOUR COMMUNICATIONS PLANS.....	27
SECTION 8: NETWORK EXPERIENCE ENGAGEMENT PROGRAM	30
CONCLUSION.....	33
APPENDIX A: CONTACT GUIDE.....	36
APPENDIX B: GLOSSARY	37
APPENDIX C: BEST PRACTICES FOR USING FIRSTNET DEPLOYABLES	39
APPENDIX D: FIRSTNET DEPLOYABLE REQUEST FORM	41
APPENDIX E: SAMPLE ICS 205A FORM INCORPORATING FIRSTNET DEVICES	44



FirstNet One—an approximately 55-foot aerostat—deployed to Cameron Parish, Louisiana, in the aftermath of Hurricane Laura to support first responders by extending coverage to a wider area.

PURPOSE

This Emergency Management Resource Guide is intended to be a reference for Emergency Managers to use the products, services, and capabilities of the Nationwide Public Safety Broadband Network (NPSBN) or “FirstNet.” FirstNet service is provided by AT&T under a contract with the First Responder Network Authority (FirstNet Authority), an independent authority of the federal government.

With increasing numbers of emergency management agencies (EMAs), law enforcement, fire service, emergency medical services (EMS), emergency communications, and other partners in public safety response using FirstNet, this guide provides an overview of certain features and functions that Emergency Managers might use in their daily and emergency response roles. Many of the topics covered in this guide are applicable for coordinating response in the field or when an Emergency Operations Center (EOC) has been activated.

Where practical, the guide includes reference links and suggestions for Emergency Managers to obtain additional information on a topic. FirstNet users can also find help on [FirstNet.com](https://www.firstnet.com), through the [FirstNet Central portal](#), by contacting their AT&T FirstNet Solution Consultant, or by calling the FirstNet Customer Care line at 1-800-574-7000.

For more information about Emergency Management and FirstNet, visit [FirstNet.gov/EM](https://www.firstnet.gov/EM).



Chesapeake Fire Department's Office of Emergency Management uses FirstNet-enabled tablets to support their emergency management damage assessments in the field.

WHAT IS FIRSTNET?

The Middle Class Tax Relief and Job Creation Act of 2012 created the FirstNet Authority, an independent agency within the U.S. Department of Commerce's National Telecommunications and Information Administration. The FirstNet Authority's mission is to ensure the establishment and continuing operation and improvement of the NPSBN, and in 2017 the Authority contracted with AT&T to build, operate, and maintain the network. The legislation creating FirstNet also allocated 20 megahertz (MHz) of spectrum, known as Band 14, to the FirstNet Authority to ensure a dedicated nationwide network is built to meet the needs of public safety.

Today, FirstNet provides a reliable broadband communications network that is available in all 50 states, five territories, and the District of Columbia. For Emergency Managers as well as frontline first responders, the availability of the FirstNet network provides secure, prioritized communications before, during, and after incidents, whether they are routine responses, major disasters, or pre-planned events and exercises.

Broadband Technologies for Public Safety

As public safety's role continues to evolve—from natural and man-made emergencies to civil unrest, protests, and pandemic response—agencies have had to adapt to these new challenges. In doing so, the technology supporting responders through preparedness, response, recovery, and mitigation has matured, allowing for enhanced awareness and collaboration.

As wireless broadband technologies have become more ubiquitous, more agencies are choosing to use tools and resources powered by the FirstNet network. Tens of thousands of public safety agencies across the country use the FirstNet network for their critical communications needs, transmitting voice calls, text messages, and secure data over the only dedicated public safety network built specifically for first responders. Law enforcement agencies, fire departments, emergency medical services, emergency communications centers (ECCs), and emergency management agencies all rely on FirstNet for their daily and emergency operations.

No matter if the response is to a local mutual aid event or an Emergency Management Assistance Compact (EMAC) deployment assisting in a national emergency, FirstNet is the means by which responders in the field can communicate with each other and share situational awareness with Emergency Management Coordinators in their EOCs.

Who Can Use FirstNet

FirstNet is available to traditional public safety agencies and to many of their partners who assist in emergency response.

Primary users are public safety entities that act as first responders—the agencies that are at an emergency scene first. This includes law enforcement, fire protection services, emergency medical services, emergency communications centers, and emergency management. **Extended Primary users** are those agencies, organizations, and non-profit or for-profit companies that provide public safety services in support of Primary users.

Agency-Paid FirstNet users are employees and contractors of a Primary public safety entity, where the employer pays for the FirstNet service on behalf of their users. FirstNet is also available for individuals to purchase on their own through the **Subscriber-Paid** program, where users are either a verified current employee or volunteer of a Primary public safety entity, or an employee of an eligible Extended Primary entity.

These broad categories of eligibility provide many options for public safety agencies and their partners to take advantage of FirstNet service. The tools outlined in this Resource Guide are intended to help Emergency Managers

get the most out of FirstNet’s capabilities for communicating efficiently and effectively with all agencies that are part of an emergency response.

How FirstNet Can Support Emergency Managers

One of the key teachings for Emergency Managers is that “all disasters are local.” So how does FirstNet specifically help Emergency Managers do their jobs during a planned event, a no-notice event, or a major disaster?

Whether they are standing up an EOC or operating in the field from an incident command post, Emergency Managers are focused on coordinating resources and partner agencies. The EOC needs to know where response forces and equipment are located, when and where they might arrive to their deployed locations, and which forces are in standby or recovery mode waiting to be dispatched again.

Emergency Managers are also responsible for sharing situational awareness through a common operating picture (COP). Building a COP relies on gathering and quickly analyzing large volumes of data, such as sensor data, weather and environmental conditions, video feeds from fixed cameras and new platforms such as drones, and more.

By providing multi-faceted situational awareness, FirstNet helps EOC staff to effectively respond to current conditions as well as to plan for the assets and personnel that might be needed in the next operational period.

In this resource guide, you will learn more about how FirstNet capabilities can support your agency before, during, and after an emergency.



The Wisconsin Office of Emergency Communications uses FirstNet to support operations during the American Birkebeiner, a cross-country ski race that requires public safety to be ready to respond in rural, snowy areas.

SECTION 1: DEPLOYING WITH FIRSTNET

As public safety responds to more complex events, responders need an interoperable communications platform that can adapt during the life cycle of an emergency. FirstNet is more than a network; it encompasses a suite of technological platforms, applications (apps), and functionalities specifically designed for public safety.

Importantly, the functions and features offered by FirstNet can be used for local mutual aid as well as when responders are deployed to another part of the country through an EMAC mission. This section details how public safety agencies can deploy the FirstNet network to meet the needs of their responders.

Nationwide Available Network

In any situation, first responders need to be able to communicate and coordinate with those on scene and those away from the action. FirstNet's **priority and preemption** features ensure responders' communications reach their partners in the field as well as those in the ECC or EOC, even when the general public is trying to communicate at the same time. Apps such as **FirstNet Push-to-Talk** can enable

responders to communicate with each other, including non-traditional mutual aid partners that may not share the same radio frequencies, in order to safely and effectively manage an incident. This communications traffic can be monitored and managed by the ECC or EOC command and control officials as the incident response expands.

These capabilities apply not only at the local or regional level, but during national response as well. EMAC has become the cornerstone of the national mutual aid system, and responders from a non-impacted state can quickly find themselves deployed to another state hard-hit by a disaster. In response to a major hurricane or wildfire, for example, responders may deploy to a challenging environment in an entirely different part of the country.

The key to any field response is communicating with other responders and with command and control centers away from the front lines. Because FirstNet is a nationwide public safety broadband network, EMAC deployment teams can count on being able to use their FirstNet mobile devices, including phones, tablets, and hotspots, to communicate and share situational awareness—regardless of what state they are operating in. They can access databases, reference

materials, and share planning documents. Real-time location data, sensor data, and video can be shared with responders and EOCs to keep everyone informed and working from the same common operating picture.

Deployable Assets

In many instances, responders are forced to operate in remote or challenging environments where communication networks may be strained or damaged. To support operations, FirstNet users can request and use temporary deployable communications assets. Depending on mission requirements, these assets could include Cells on Wheels (COWs) and Satellite Cell on Light Trucks (SatCOLTs), Compact Rapid Deployables (CRDs), aerial assets such as Flying Cells On Wings (Flying COWs™), or the FirstNet One aerostat (blimp). Additionally, indoor solutions can be deployed to assist users in EOC, Command, or Public Safety Answering Point settings. These FirstNet assets can help recover communications in disaster areas and supplement or back up the normal terrestrial network during major events, such as large sporting events, concerts, parades, and other situations where many people are trying to access wireless networks at the same time.

FirstNet deployables can mean the difference between sending responders into an area with limited to no communications and enabling responders to transmit voice and data communications from the field to the EOC. Only FirstNet users can access the deployable assets, meaning that responders are not competing for bandwidth with the general public.

For more information and best practices on the FirstNet deployable fleet, see [Section 2](#).

“Now that there’s a public safety broadband network across the country, my communications system goes ocean to ocean, Canada to Mexico, and everything in between. We had responders from here [Iowa] that went down to the aftermath of Katrina. Communications was a nightmare. If we’re all on the same network and all singing off the same sheet of music, stuff like that where we go a thousand miles away to help somebody, that’s going to be a lot better. Not only locally, but large distances, we’re going to be able to communicate.”

ROB DEHNERT
WEST DES MOINES EMS

FirstNet.gov/WestDesMoines

Pro Tips: Agency-Owned and Managed Assets

- 1 Make the most of your agency-owned deployables by identifying where and how responders will operate before deploying the asset.
- 2 Explore “EOC-in-a-box” approaches where a vehicle or trailer asset is used to stand up a mobile command post.
- 3 Use devices like personal hotspots or mobile broadband kits to provide broadband service in rural, marine, or subterranean environments.

Agency-Owned and Managed Assets

In addition to utilizing the FirstNet deployable fleet, many agencies have acquired their own communications equipment, such as Compact Rapid Deployables, Rapid Deployable Kits, Mobile Broadband Kits, and satellite-enabled systems. These platforms can allow for quick, nimble deployment of FirstNet availability in the critical minutes and hours after an event or incident begins. Agencies now have the ability to extend the FirstNet network to remote, damaged, or even congested areas and provide secure field-to-EOC communication, at their own direction and on their own timeline.

In addition, agencies can establish deployable kits that can be pre-staged for events or at incident command post locations. Devices that are as small as a backpack or large suitcase can be transported by person, ATV, snowmobile, or helicopter into remote areas or high terrain to provide responders with a temporary signal during search-and-rescue operations. Additionally, there are solutions for improving service inside a building, whether it is a permanent EOC or a temporary command post or staging area location. Finally, there are satellite communications solutions that enable both voice and data to be sent from very remote areas or in cases where network infrastructure is seriously damaged.

Agency-owned assets provide responders with the ability to communicate back to the EOC, track and locate each other during an operation, reference online plans and databases,

and communicate with one another via systems such as Push-to-Talk. Rapidly deployed FirstNet network equipment can fill a key niche in the command and communications chain, enabling communications from the EOC and ECC to the field command post, and to the individual responder on the ground.

“Before FirstNet deployed the SatCOLT [Satellite Cell on Light Truck] to our base camp, our first responders couldn’t send a text message, let alone speak on the phone to their families. As it stands today, we might have weather challenges, but the coverage FirstNet is providing is meeting our needs, giving us better situational awareness, and bringing comfort to our responders during a time of stress and anxiety.”

RET. FIRE CHIEF MIKE DUYCK
TUALATIN VALLEY FIRE & RESCUE

FirstNet.gov/Tualatin

Cached Devices: Mobile Handsets, Tablets, and Hotspots

Many agencies maintain a cache of mobile devices that can be quickly distributed in an emergency to augment the communications tools used by responders. These devices may be handed out to mutual aid partners who are not tied into the local responders’ networks or allow for a surge in the number of responders at an incident. Providing responders with a common communications platform ensures all are able to maintain a common operating picture, situational awareness, and access to plans and resource documents.

It is important to note that when a FirstNet SatCOLT is deployed to assist with on-scene communications, it will only be available to FirstNet devices. Maintaining a local cache of FirstNet devices that can be handed out quickly to those without their own FirstNet device ensures that all responders can benefit from the SatCOLT’s coverage enhancements.

For more suggestions on using devices and apps, see [Section 5: FirstNet Devices and Applications for Everyday Use](#).

For more suggestions on using caches of devices, see [Section 6: Using a FirstNet Device Cache](#).

Deploying with FirstNet Use Cases

FirstNet allows first responders in the field to share situational awareness with each other, with field command

Pro Tips: **Do you still need Wireless Priority Service?**

Wireless Priority Service (WPS) is an emergency phone service managed by the U.S. Department of Homeland Security’s Cybersecurity and Infrastructure Security Agency.

FirstNet supports the WPS feature, which is provided at no additional charge to FirstNet subscribers. Established FirstNet users must request WPS using the standard WPS subscription process. Current AT&T WPS users requesting FirstNet do not need to request WPS for their FirstNet phone, since the WPS feature will automatically transfer.

More information on WPS can be found at www.cisa.gov/wireless-priority-service-wps.

posts, and with EOCs and ECCs coordinating large-scale response operations. Most importantly, the FirstNet network can be adapted to meet the needs of responders during planned events and emergencies. More information on how public safety of all disciplines and jurisdictions have adopted FirstNet can be found at FirstNet.gov/FirstNetInAction.

“With FirstNet, we were able to lock down the assets to Band 14. Once we started putting FirstNet-enabled phones in the hands of people in the field, that’s when light bulbs went off. They saw the speed of the service. They saw the connectivity. They saw that there wasn’t any latency that we would get in the past. They’ve seen why FirstNet is really important.”

DON PATTERSON
BERTHOUD FIRE PROTECTION DISTRICT

FirstNet.gov/CameronPeak



Gert Zoutendijk

FirstNet subscribers can request a deployable asset to support critical incidents, disasters, and planned events. This SatCOLT was deployed to a rural area to support firefighters during the Bootleg Fire in 2021.

SECTION 2: UNDERSTANDING THE FIRSTNET DEPLOYABLE PROGRAM

What is provided to FirstNet users?

There are more than 150 deployable network assets dedicated to FirstNet users. Agencies can request a deployable to support critical incidents, disasters, and planned events. These assets are provided at no cost to subscribing agencies and do not include any fees for fuel, personnel, or satellite airtime. The FirstNet deployable assets are stationed strategically throughout the county and available to subscribers 24/7/365.

In addition to the SatCOLTs and COWs, there are additional options such as the Flying COW™, which consists of a drone tethered to a trailer that can reach up to 400 feet high. This form factor is ideal for wildfires or mountain rescue missions where terrain may make connectivity a challenge. Additionally, subscribing agencies have access to FirstNet One—a 55-foot aerostat—for use after major incidents or disasters. It provides public safety an asset with a large

coverage footprint that can stay in the air for approximately 2 weeks and fly up to 1,000 feet.

Other new deployable assets in the fleet include Communications Vehicles, which carry multiple networking options and provide a mobile office where responders can work out of the weather; Compact Rapid Deployables, compact assets that can be quickly deployed to provide coverage in locations where larger vehicles can't go; and In-building kits, which can improve indoor coverage at EOCs or impromptu command posts that have been stood up in the field.

How does it work?

The deployable assets will provide up to several miles of Band 14 coverage exclusively for public safety use. These assets are intended to support FirstNet users with

FirstNet-capable devices¹—not consumer cellular traffic. Different assets have different capabilities, and the FirstNet Response Operations Group (ROG) will help to determine the best solution for each deployment mission. The ROG is a dedicated team within AT&T FirstNet that supports public safety incidents where coverage for first responders is not available or requires additional capacity.

For planned events, call FirstNet Customer Care (1-800-574-7000) at least 30 days in advance of the event to request FirstNet deployable support.

“In rural America, we do not have communication. When we initially set up our incident command, we had no phone connectivity. We had no internet connectivity. We had no way of sending data or photos. And unfortunately, many of our tribal nations had no way of contacting us to let us know what they needed. We made a simple phone call to AT&T FirstNet to request a deployable and within 24 hours they established communications for us. We were able to start communicating with our most critical partners—our first responders, our management team, and those working to distribute resources—to respond to COVID-19.”

LYNDA ZAMBRANO
EXECUTIVE DIRECTOR, NATIONAL TRIBAL
EMERGENCY MANAGEMENT COUNCIL

[FirstNet.gov/NTEMC](https://www.firstnet.gov/NTEMC)

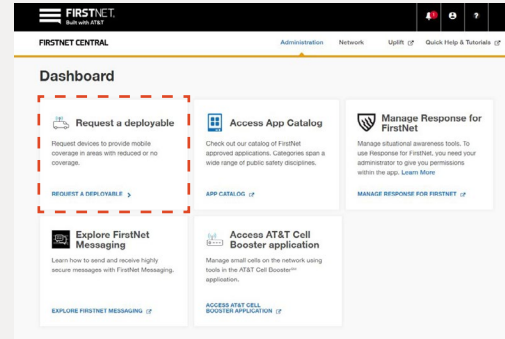
How do you request a deployable solution?

There are multiple ways to request a deployable from FirstNet. The easiest way is to use the online Deployable Request Tool in FirstNet Central. This tool is available to agency account managers and those users who have been designated uplift managers. The online tool will take you through the entire request process in about 5 to 10 minutes. The tool will pre-fill many of the fields based on the information in your user account.

Once you submit your request using the online tool, you will receive an email confirming your request as well as update emails as your request goes through the triage process and

Pro Tips: Access Deployable Request Tile

The Deployable Request Tile only shows up in FirstNet Central if you are an Agency Administrator or an Uplift Manager.



a solution is implemented.

FirstNet subscribers can also contact **FirstNet Customer Care (1-800-574-7000)** and specifically state, **“I need to request a deployable asset.”**

The caller should be prepared to provide the agency's Foundation Account Number (FAN). The agency administrator or account manager will be able to provide the FAN number for the agency's account.

Regardless of how you make the request, the FirstNet ROG will process the request and identify the best solution to deploy for the incident request.

For planned events, use the online Deployable Request Tool or call FirstNet Customer Care (1-800-574-7000) at least 30 days in advance of the event to request FirstNet deployable support.

To learn more about requesting a deployable, reference the FirstNet Authority's fact sheet: [FirstNet.gov/deployableFAQ](https://www.firstnet.gov/deployableFAQ).

What information will you need to provide?

It is critical to describe, in detail, what mobile broadband communications needs your agency has for the event/incident. Be sure to include information about the

¹For more information on FirstNet-capable devices, visit the National Institute of Standards and Technology List of Certified Devices at www.nist.gov/ctl/pscr/process-document-nist-list-certified-devices.

incident conditions, the area(s) requiring coverage, and any environmental/terrain concerns. Other important information to provide may include road access and conditions, steep inclines, sharp curves, wash-outs or roadway/bridge restrictions, and if an escort is required. If a deployable asset will be placed on a parking garage or other structure, provide height or weight restrictions, turning radius, and other logistics information when making the request.

For more suggested best practices related to using FirstNet deployables, refer to [Appendix C](#).

To review the Deployable Request Form, see [Appendix D](#).

Using the deployable

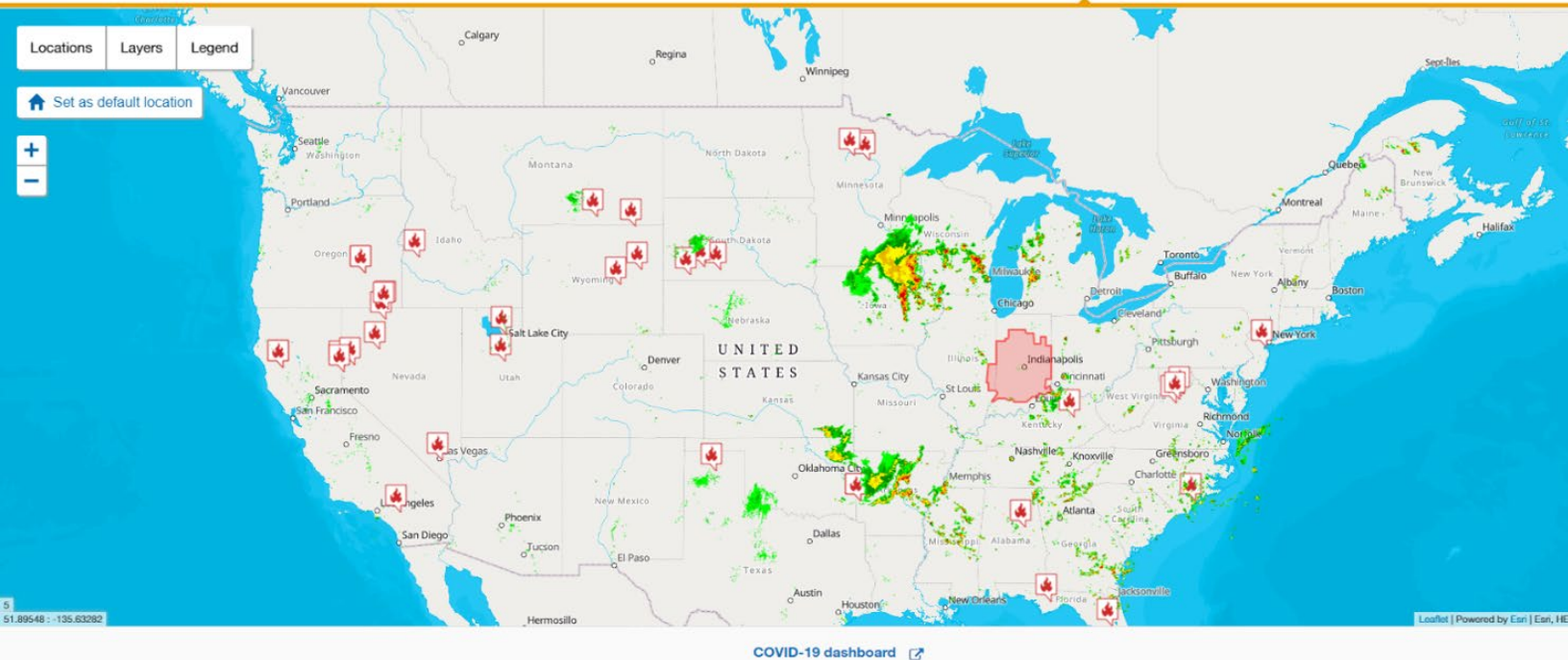
Every deployable must have a minimum 100-foot safety perimeter, and should be placed at least 500 feet away from a command post or other area with heavy responder radio traffic. The asset needs a clear, level, unobstructed view of the southern sky and must be staged in a secure area. AT&T technicians are responsible for transporting, setting up, and breaking down the deployable asset. During operation of the asset, they will need access to the deployable to refuel generators, but otherwise the asset can be managed remotely from AT&T's network operations center.

These assets are dependent upon satellite backhaul to connect to the network, which is an important feature to have during emergencies when terrestrial infrastructure may be damaged. While terrestrial connections like fiber provide the most bandwidth, satellite backhaul is a more limited resource. In some instances, it may be helpful to coordinate the use of only apps or capabilities necessary to the mission to help manage satellite bandwidth.

Use Case: **Marshall Fire**

Fire raged in Boulder County, Colorado, during the last hours of 2021, covering more than 6,000 acres of densely populated land. Firefighters from across Colorado and neighboring Wyoming responded in force to calm the blaze, which was being fueled by winds with category 2 hurricane speeds. Even with significant fire damage to local fiber infrastructure, responders using FirstNet were able to connect to the network thanks to the dedicated network deployables on site. The mobile satellite units, which included multiple SatCOLTs, a Communications Vehicle, and CRDs, were quickly deployed to provide support to responding agencies.

[FirstNet.gov/MarshallFire](https://www.firstnet.gov/MarshallFire)



The FirstNet Central portal provides users with access to the Uplift Request Tool, network status information, and other information.

SECTION 3: USING THE NETWORK STATUS TOOL

What is FirstNet Central?

Agencies using FirstNet have access to FirstNet Central, an online system that can be especially useful to Emergency Managers. The tools provided in FirstNet Central can be advantageous for Emergency Managers as they prepare for incidents as well as during response operations. FirstNet Central is available through a **browser-based portal**, meaning it can be accessed from an EOC or from a mobile incident command post with a network connection. It can also be accessed from mobile devices such as smartphones and tablets.

FirstNet Central can be accessed through the FirstNet website: www.FirstNet.com and by clicking the Login icon (which looks like a small person) in the upper right corner of the page.

The information displayed in this system, particularly the network status maps, is highly confidential and contains competitively sensitive information belonging to AT&T. For these reasons, every time a user logs in, they are asked to agree to use the provided information only for the purpose of assisting first responders in the performance of their official duties.

FirstNet Central administrators are designated for each agency, and can create additional user accounts with various roles/permissions. Some roles are administrative (general account management, bill paying, ordering equipment, etc.) and other roles include access to FirstNet Central operational resources such as the Advanced Network Status Tool, Uplift Request Tool, and Deployable Request Tool.

For more help using FirstNet Central, contact your AT&T FirstNet Solution Consultant.

Pro Tips: **Access FirstNet Central**

FirstNet Central can be accessed through the FirstNet website: www.firstnet.com and by clicking the Login button in the upper right corner of the page.

Network Status Tool

The Network Status Tool is designed to increase situational awareness of the status of the FirstNet network and can be accessed via FirstNet Central. This tool enables public safety agencies to assess various conditions that may affect the network (e.g., weather), identify potential impacts to operations, and help guide decisions on the use of resources (e.g., positioning resources in areas with good coverage and/or requesting a deployable). The tool is periodically updated by AT&T based on public safety feedback, with new features being added or functionalities improved.

There are two views within the Network Status Tool:

Standard View

- A. Provides visibility into the status of the network to identify areas that may be experiencing outages.
- B. Allows users to view on-demand reports on locations scheduled for planned maintenance.
- C. Enables notifications of outages based on the severity level. Notifications may be sent via SMS text, email, or the FirstNet Assist app. Users must subscribe to each desired notification method by entering contact information and target network market locations to receive alerts.
- D. Includes additional layers that can be toggled on/off that provide awareness on conditions such as weather, active fire incidents, flooding, drought, wind, traffic, and hospital trauma center locations.

Advanced Network View

- A. Provides critical information for Communications Leads, Emergency Support Function #2, Communications Coordinators, or equivalent roles.
- B. Enables personnel to view individual cell site-level information, obtain more granular information on which sites within a market area may be impacted by an outage, view the approximate geographic coverage area impacted by each site's outage, and see the reason for the outage, if that has been determined.
- C. During an outage, allows users to review what type of communication technology (LTE, UMTS) is available from a cell site, and whether the site is experiencing service issues (indicated by a red icon). If the site functionality is impacted, the tool will provide basic information about projected restoration time, if that information is available.

Access to Network Status Tool

Access to the Network Status Tool is determined by the FirstNet Central Agency Administrator. The Advanced Network View is intended for those personnel who have communications expertise, or who are responsible for managing the communications functions (daily operations, emergency incidents, planned events).

Public safety agencies have the authority to determine which personnel should have access to the Network Status Tool.

*It should be noted that a special Terms & Conditions statement must be agreed to **each time** a user opens the Advanced Network View and is watermarked with the user's email address to discourage unauthorized sharing of information.*

This is the first time we ever had this invaluable [mapping] tool. When I looked at my [Statewide LMR system] map, I knew where we had P25 [Project 25] LMR coverage and then side-by-side, I could pull up FirstNet's LTE coverage [via FirstNet Central]. That was really important to us and helpful during the decision-making process.

It enabled us to make better decisions about where to send our limited resources."

TRAVIS JOHNSON
FORMER STATEWIDE INTEROPERABILITY
COORDINATOR, LOUISIANA GOVERNOR'S
OFFICE OF HOMELAND SECURITY & EMERGENCY
MANAGEMENT

FirstNet.gov/FutureEM

Using the Network Status Tool

Emergency Managers should feel confident in using FirstNet capabilities and functionalities throughout the life cycle of an emergency. The following are suggested strategies to maximize the use of the Network Status Tool.

Pre-Planning/Pre-Event Phase:

- Identify Agency Administrator(s) and create FirstNet Central user accounts for designated personnel.
 - › To provide a user access to the standard version of the Network Status Tool only, toggle on access to the Uplift Request Tool, which automatically includes

access to the Standard View of the Network Status Tool.

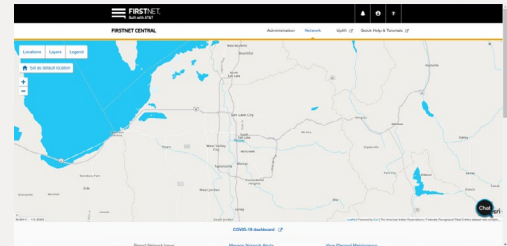
- › To provide a user access to the Advanced Network View, toggle on access to the Advanced Network View.
- Develop and implement policies, procedures, and training for the use of the Network Status Tool to ensure familiarity with the platforms.
 - › Implement routine checks of the Network Status Tool as part of EOC situational awareness activities to maintain proficiency with the Tool and ensure passwords remain active.
 - › Implement a weekly log-on task to review the status of the network and check for scheduled/planned maintenance within the local jurisdiction/region.
- Leverage user guides and instructor-led training resources on FirstNet Central and the Network Status Tool at the [FirstNet Training portal](#).
- Direct designated users to subscribe and receive notification alerts for unplanned network outages within the desired locations via e-mail, the FirstNet Assist app, or SMS text message.
- Create reports detailing planned maintenance that may impact operations during an incident or event. It may be necessary to reach out to the agency's AT&T FirstNet Solution Consultant or **FirstNet Customer Care (1-800-574-7000)** if planned maintenance might conflict with a known operational event.

During Incident/Response Phase:

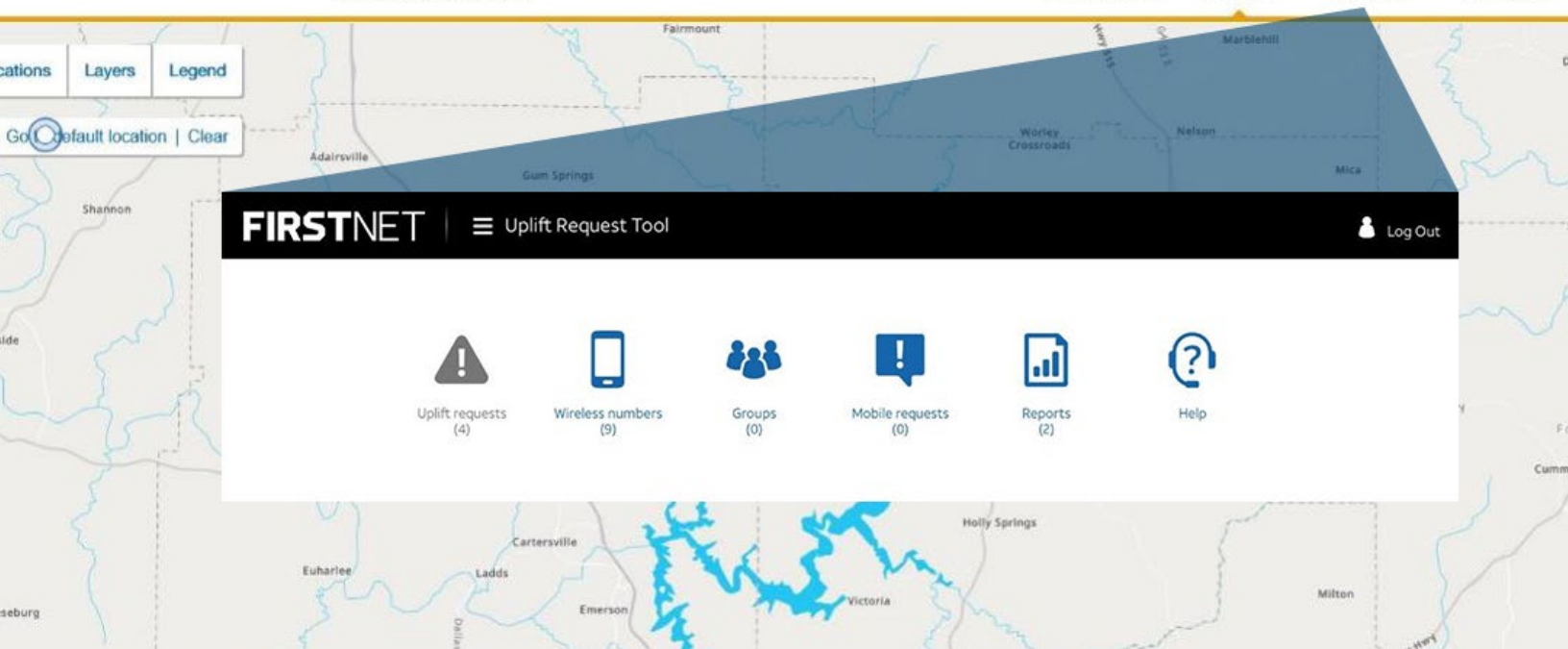
- Monitor the Network Status Tool during emergency incidents or planned events for network outages, planned maintenance, or weather events that may impact area(s) of operation.

Pro Tips: **Tower Status**

Simulated image from Advanced Network Status Tool. Red icon shows an impacted tower.



- › Continue to monitor the Tool periodically until operations are terminated.
- If sending resources, personnel, or teams outside the jurisdiction, check the Network Status Tool for the destination prior to deploying to identify the status of the network and availability of sites in the area(s) of operations.
- If deploying to an area where there is determined to be poor or no coverage, consider requesting a FirstNet deployable asset through the online Deployable Request Tool in FirstNet Central or by **calling FirstNet Customer Care at 1-800-574-7000** (see [Section 2: Understanding the FirstNet Deployable Program](#)).
- Depending on circumstances, consider use of the Uplift Request Tool (see [Section 4: Using the Uplift Request Tool](#)).



The Uplift Request Tool gives the Uplift Request manager(s) the ability to quickly “uplift” specified users or groups over congested networks when an emergency or planned event occurs.

SECTION 4: USING THE UPLIFT REQUEST TOOL

What is the Uplift Request Tool?

During an incident or planned event, broadband networks can become heavily congested as commercial users take to their mobile devices to make calls, send texts, post updates on social media, and stream live video. This can impede first responders who are utilizing those same communication networks to pass critical information to their colleagues, the EOC, and mutual aid. The Uplift Request Tool, a resource within the FirstNet Central portal, gives the Uplift Request manager(s) the ability to quickly “uplift” specified users or groups over congested networks when an emergency or planned event occurs.

The Importance of the Uplift Request Tool

While Primary users have always-on FirstNet priority and preemption for all communications, Extended Primary agencies have varying access to these capabilities depending on the FirstNet plan in which they are enrolled. Extended Primary users can be temporarily granted elevated priority and preemption status on FirstNet through a process called “uplift.”

Pro Tips:

Primary and Extended Primary

Primary Users are public safety entities that act as first responders, the agencies who are at an emergency scene first. This includes law enforcement, fire protection services, emergency (911) call dispatching and government Public Safety Answering Points, emergency planning and management offices, and ambulance safety services.

Extended Primary Users are those agencies, organizations, non-profit or for-profit companies that provide public safety services in support of Primary Users. They provide mitigation, remediation, overhaul, clean-up, restoration, or other such services during or after an incident.

Source: www.firstnet.com/power-of-firstnet/get-started.html

For a Primary user, uplift raises the device's priority on the network so that the device is retained on the network (i.e., not bumped by a higher priority level device).

For an Extended Primary user, uplift ensures that the device is a higher priority than commercial and non-uplifted FirstNet devices. The device is retained on the network, even if there is a need to shed devices from the network).

The Uplift Request Tool was created to help primary agencies—law enforcement, fire service, EMS, Emergency Management, and ECCs—bring their emergency response partners to the same level of priority and preemption during a response. Only Primary agencies have the ability to uplift an Extended Primary user. Therefore, pre-planning with all of a jurisdiction's response and mutual aid partners becomes extremely important to ensure that uplift can be enabled quickly and efficiently for targeted users during an emergency situation.

For more information on how uplift affects your particular agency, contact your AT&T FirstNet Solution Consultant.

FirstNet Assist Application

The FirstNet Assist app can be downloaded on a smartphone or tablet. When an uplift request is created by an Uplift Request Manager, FirstNet Assist app users within a 100-mile radius can view the event and request an "uplift." An Uplift Request Manager can approve or deny those event uplift requests from the app.

Notifications will be sent to the Uplift Request Manager for all uplift request transactions initiated by FirstNet Assist app users.

Notifications from FirstNet Assist to the Uplift Manager will include information such as: request to be added, time out, request denied, request approved. If the Uplift Request Manager does not act on the request within 15 minutes, the request will time out, sending a message back to the requesting user and to all Uplift Manager(s) assigned to the event. If the request is accepted or denied, the user and all Uplift Manager(s) will receive a notification.

Using the Uplift Request Tool

An uplift event can be created and launched immediately or scheduled for a planned event up to one year in advance. An uplift event can be created by an Uplift Manager in any location, and the FirstNet device will be uplifted, regardless of its location. Any device provisioned with a FirstNet SIM (phones, tablets, data devices) can be uplifted. Any wireless device number that is not eligible for uplift will be ignored and will show a status of "Not Eligible." Finally, any device in a "suspend" status will be uplifted; however, they cannot be

Pro Tips: Using Uplift Effectively

- 1 Identify Primary (public safety) and Extended Primary (support organization) users and their FirstNet phone numbers
- 2 Set up Groups in advance using FirstNet Central Uplift Request Tool
- 3 Schedule uplift events in advance, using pre-identified groups, locations, and duration

Use Case Indiana Pandemic Response

Tyler Clements, Emergency Response Director for Indiana's Integrated Public Safety Commission, turned to FirstNet to ensure the state's vaccination sites would have the coverage and capacity needed to support multiple federal, state, and local responders. Clements requested a FirstNet SatCOLT to optimize coverage within the two-block area encompassing the vaccination center and relied on the FirstNet Central tool to uplift hundreds of on-site responders to the network, giving them priority access. "Whenever you have that many people in one area, FirstNet is really the only service that's able to deliver to public safety," said Clements.

[FirstNet.gov/PandemicDeployables](https://www.firstnet.gov/PandemicDeployables)

utilized until they are reactivated by the Agency's Account Administrator. This status will also be reflected in the Uplift Request Tool.

The initial duration can be set between 1-48 hours, and once the event has been activated, can be extended for up to 30 days. Finally, the uplift event cannot be canceled once activated and must expire in order for the specific device to lose its uplifted status.

During times of normal network activity, an uplift will not necessarily provide a discernible level of higher network

performance. Uplifting a device does not impact wireless coverage or throughput speeds.

As with other aspects of the FirstNet network, the Uplift Request Tool can be adapted to meet the needs of your agency. The following are suggested strategies to maximize the use of the Uplift Request Tool.

During Steady-State Operations:

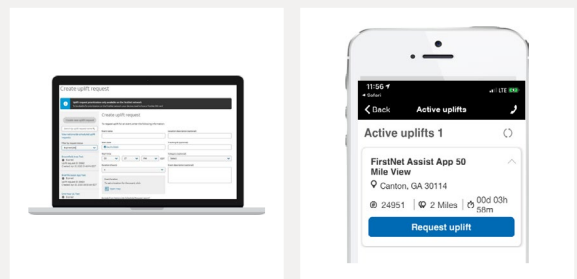
- Create FirstNet Central user accounts for a designated pool of personnel to serve as Uplift Request Manager(s). Toggle on access to the Uplift Request Tool.
- Download the FirstNet Assist app on smartphones and tablets.
- Have the Uplift Request Manager(s) create and regularly update contact groups of users that would potentially be uplifted. Use the Groups function within the Tool and/or download the CSV file template to create desired groups of users.
 - › Consider launching a brief (1 hour) uplift test at least quarterly, to verify that all of the numbers in the lists/groups are still valid
- Train on capabilities and exercise with the Uplift Request Tool and FirstNet Assist app.
- Leverage Uplift Request Tool user guides and instructor-led training resources through the [FirstNet Training Portal](#).
- Develop and implement governance, policy, and procedures for the use of the Tool.
- Check the Nationwide Scheduled Uplift Requests report to see if an uplift event has been created for a **planned event**.
 - › This report is available in uplift module—Reports—Nationwide Scheduled Uplift and can be downloaded in various file formats.
 - › If you do not want your planned uplift event to appear in the list of Nationwide Scheduled Uplift Requests (due to the sensitive nature of the event, security reasons, etc.), check the box to exclude it from this report.²

Pre-Event Planning:

- Select the desired date and time for the uplift event to launch—the Uplift Request Tool will begin the uplift process about 90 minutes prior to this time to ensure

Pro Tips: Uplift Planning

- 1 Name the Uplift event similar to the pre-planned or emergency incident name
- 2 Decide whether to make the event private or visible to FirstNet Assist app users, and whether it should appear on a report of future Uplift events
- 3 Review the uplift request prior to the event by accessing the Uplift Request Tool on a laptop, desktop, or mobile device.



all eligible devices are successfully uplifted by the start time.

- › Uplift events can be created up to one year in advance of a planned event.
- › Name the uplift event similar to or the same as the planned event.
- › If you do not want your uplift event to be visible to FirstNet Assist app users (due to the sensitive nature of the event, security reasons, etc.), check the “Make Private” box to prevent the uplift event from being seen by other users. This can be toggled on or off while the uplift event is active, in case the situation changes.
- Periodically review the uplift request prior to the event, ensuring required responders, devices, and mutual aid agencies will be uplifted.
 - › A scheduled uplift event can be edited or canceled at any point prior to its launch.

² This only removes the uplift event from appearing in the report, but when the uplift event becomes active, it is then viewable by users with the FirstNet Assist app if they are within 99 miles of the location.

During Incidents/Response Phase:

- If extreme network congestion in a concentrated area is expected or if Extended Primary entities are supporting response, consider creating an uplift event.
 - › Name the uplift event similar to the incident name.
 - › During the operational period(s) for an incident or event, the uplift event can be edited, as needed, to add wireless numbers, extend the duration, change the privacy/visibility status, or add Uplift Request Managers.
 - › It is suggested to designate at least two Uplift Request Managers, based on the operational period or duration of the incident.
- If an uplift event expires, use the 'Copy' function to duplicate the expired event and quickly activate an identical uplift event.
- Review uplift requests via the FirstNet Assist app.
 - › FirstNet Assist App users are able to view active uplift events within a 100-mile distance of their location, and can request to be uplifted if there is network congestion in their location.
 - › All active uplift events, even those not included in the Nationwide Scheduled Uplift Request report, are visible in the app, with the exception of those marked private.

Any additional questions can be directed to FirstNet Customer Care at 1-800-574-7000, live chat on the FirstNet.com site, or on the FirstNet Assist app by selecting "Customer Support."

"One of the things we love about working with FirstNet is the fact that not everybody has the same cell phone capabilities. That's how FirstNet works with us – getting together all these community partners and providing the same communication."

THOMAS MUNOZ
EMERGENCY MANAGER AND HOMELAND SECURITY
DIRECTOR, TEXAS CITY

[FirstNet.gov/Hurricane2021](https://www.firstnet.gov/Hurricane2021)



Using FirstNet Ready® devices helps ensure that responders can access FirstNet deployables when they are mobilized in an emergency. FirstNet deployables provide service on Band 14 and FirstNet Ready® devices have built-in access to this spectrum.

SECTION 5: FIRSTNET DEVICES AND APPLICATIONS FOR EVERYDAY USE

Emergency Managers have many new tools and technologies at their disposal, and this universe of devices and apps will only grow as more solutions are developed to meet public safety's needs. This section will discuss some of the considerations for selecting devices and apps for emergency management in order to take advantage of FirstNet's key benefits.

Selecting FirstNet Ready® Devices

Many of today's commonly used devices are certified for use on FirstNet, including smartphones; feature phones; tablets; laptops; WiFi hotspots and modems; and wearable devices such as smartwatches, body cameras, and more. The National Institute of Standards and Technology's (NIST) **Public Safety Communications Research Division** maintains a complete list of these devices. The list is accessible at: www.nist.gov/ctl/pscr/process-document-nist-list-certified-devices.

To be added to the NIST list of certified devices for FirstNet, a device must have gone through the FirstNet Device Approval Program and been certified by AT&T and accepted by the

FirstNet Authority. The FirstNet Device Approval Program ensures devices are compatible with the FirstNet ecosystem, including the FirstNet Evolved Packet Core and Band 14. Devices that have a FirstNet Ready® badge support access to Band 14—FirstNet's public safety spectrum—and are able to work on the FirstNet Evolved Packet Core simply by installing a FirstNet SIM card.

For Emergency Managers who evaluate and manage technology for their agency, it is important to look for devices certified for use on FirstNet. Doing so will ensure you are able to take advantage of the network's public-safety-focused features, such as tower-to-core encryption, priority, and preemption. Using FirstNet Ready® devices also helps ensure that responders can access FirstNet deployables when they are mobilized in an emergency. This is because FirstNet deployables provide service on Band 14 and FirstNet Ready® devices have built-in access to this spectrum.

FirstNet App Developer Portal

Similar to the expanding device ecosystem, there are also many software apps developed to specifically take advantage of FirstNet's public-safety-focused capabilities. To drive innovation for first responders, FirstNet has a first-of-its-kind **developer portal for public safety apps**.

By working with FirstNet, mobile app providers can integrate purpose-built and exclusive features. FirstNet provides tools for app developers, including a Single Sign-On Software Development Kit (SDK) and an App Priority™ Application Programming Interface (API). FirstNet apps can include vertical positioning for z-axis mapping, authentication for single sign-on, and device and app uplift for heightened network prioritization. FirstNet app providers can also enhance their solutions with the integration of Mission Critical Push-to-Talk and FirstNet Messaging designed specifically for public safety. The FirstNet App Developer Portal is also the avenue for app developers to submit apps for inclusion in the FirstNet App Catalog. Learn more at Developer.FirstNet.com/FirstNet.

FirstNet App Catalog

FirstNet users have access to the **FirstNet App Catalog**, which identifies pre-evaluated and approved apps for public safety's use. The apps within the catalog are relevant to the mission of public safety. Every app undergoes a thorough evaluation by an App Review Board consisting of members of both the FirstNet Authority and AT&T. The executable code for all apps is scanned and reviewed by cybersecurity experts at AT&T.

There are two levels of app certification within the catalog:

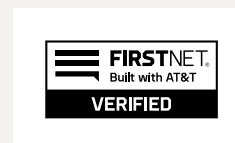
- *FirstNet Verified™* means the app meets criteria for relevancy to public safety and has gone through a vetting process that includes the security, data privacy and availability (99.9% available) needed for inclusion in the FirstNet App Catalog.
- *FirstNet Certified™* means the app meets the criteria for relevancy, security, and data privacy, but also has the increased availability (99.99% available), mobility, resiliency, and scalability to meet public safety demands. In addition, to become FirstNet Certified™, the source code for the app must pass a separate security review process.

Emergency Managers can search for FirstNet Verified™ and FirstNet Certified™ apps in many categories such as: situational awareness, public safety communications tools, in-building coverage and mapping, cybersecurity, cloud solutions, secure connections, device security, and more. The number of apps will continue to grow as more public safety solutions are reviewed and included in the FirstNet

Pro Tips: Utilizing Apps

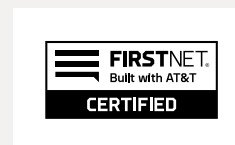
FirstNet Verified™

- The app meets criteria for relevancy to public safety
- The app has gone through a vetting process that includes the security, data privacy, and availability (99.9% available) needed for inclusion in the FirstNet App Catalog



FirstNet Certified™

- The app meets the criteria for relevancy, security, and data privacy
- The app also has the increased availability (99.99% available), mobility, resiliency, and scalability to meet public safety demand
- The source code for the app has passed a separate security review process



Emergency Managers should take an inventory of apps being used by mutual aid partners in their county or region.

App Catalog. As a best practice, Emergency Managers should take an inventory of apps being used by mutual aid partners in their county or region. These apps may be available in the FirstNet App Catalog and can be deployed to FirstNet devices.

The FirstNet App Catalog is available at: FirstNet.com/Apps.



Agencies from across Rhode Island used FirstNet-enabled devices to help manage communications between care teams and the emergency communications center during an emergency management exercise at T.F. Green International Airport.

SECTION 6: USING A FIRSTNET DEVICE CACHE

There are many preparedness measures that Emergency Managers and their partners—in coordination with their Information Technology staff—can take to improve crisis response. One recommendation is to provision a cache of FirstNet Ready® devices that may include smartphones or basic phones, tablets, or wireless internet hotspots. Having these communication tools available for rapid deployment and under the agency’s own control and oversight can hasten public safety’s ability to respond to an emergency.

In addition, agencies should consider pre-loading the cache of FirstNet Ready® devices with specific applications that their jurisdiction uses, such as push-to-talk communication programs, alerting and notification systems, location-sharing applications, or file-sharing systems. This will allow for enhanced collaboration and reduce traditional barriers to situational awareness. In addition, devices may also have apps that allow them to interwork with the jurisdiction’s land mobile radio (LMR) system, further enhancing the ability of responders to communicate with each other during an event.

The FirstNet App Catalog is a good resource for identifying apps relevant for your mission. See the latest apps at [FirstNet.com/Apps](https://www.firstnet.gov/apps) or learn more in [Section 5](#).

Enabling mutual aid during an emergency

Maintaining a cache of FirstNet Ready® devices may improve response by enabling the rapid deployment of devices when mutual aid forces that are not regular partners of the affected jurisdiction arrive on scene. Devices that are pre-configured and registered on compatible systems and applications will work together and share information easily with other responders. FirstNet priority and preemption services will ensure that mutual aid partners can communicate on a level playing field with local forces.

It is important to note that when a FirstNet deployable asset has been requested, only FirstNet Ready® (Band 14-enabled) devices will be able to connect to the deployable and benefit from its provided coverage. Mutual aid partners that are not on FirstNet may need to be given a device from the agency’s cache to be able to communicate using the deployable. FirstNet deployables **do not** come with a cache of devices on board for agency use. If you anticipate distributing devices to mutual aid partners, develop a process for tracking those devices for accountability and to ensure the devices are returned after an event has concluded.

“FirstNet has been a great resource. They were there when we've needed them. Whether it was the pandemic, wildfires, or an ice storm, they showed up and helped us improve communications for public safety and emergency management responders. The local FirstNet, Built with AT&T team has also been instrumental in our ability to selectively activate and deploy our Statewide Interoperability Program owned caches of FirstNet devices. Supported by the FirstNet fleet of deployables, these caches have allowed us to get FirstNet service into incident responders' hands, when they needed it most.”

WILLIAM CHAPMAN
STATEWIDE INTEROPERABILITY COORDINATOR,
STATE OF OREGON

Building a device cache

The first step to building a device cache is identifying the purpose of the cache. Agencies should evaluate what types of capabilities and functionalities are critical to a successful operation, today and in the future. By understanding where and how their responders operate, agencies can identify technological platforms that meet those needs.

Additional considerations when developing a device cache:

- Device types
 - › Determine whether commercial or ruggedized devices are needed to align with personnel operations.
 - » What types of working environments do you encounter in your response area?
 - » Do law enforcement agents need covert/undercover equipment?
 - › Select devices designated as **FirstNet Ready**[®].
 - › Ensure devices are compatible with technology being used by mutual aid partners.
 - › Ensure devices can connect to other public safety technology used by your agency (e.g., drones, body-worn cameras).
 - › Determine whether data-only devices are needed, or if all devices should also have voice capability.
 - › Determine what types of data sharing will be required (e.g., video streaming)
- Applications
 - › Install apps used by the jurisdiction's agencies.

Pro Tips: Distributing Devices

If you anticipate distributing devices to mutual aid partners, develop a process for tracking those devices for accountability and to ensure the devices are returned after an event.

- › General apps may include those related to mapping, translation, weather, etc.
- › Agency/operational-specific apps may include those related to situational awareness, location services, file sharing, etc.
- › Consider specialty apps and/or apps used by mutual aid partners.
- › Consider sign-on/access requirements for devices that are not permanently assigned to staff (e.g., distributed to partners/volunteers).
- Methods of communication needed for response
 - › Determine voice/text/data capabilities required.
 - › Determine push-to-talk applications needed.
 - › Determine LMR interconnection required.
- Training on devices/applications that may not be familiar or regularly used
- Cache maintenance and use
 - › Maintain and regularly refresh devices.
 - » Activate devices prior to an event (e.g., FirstNet Customer Care).
 - » If applicable, add cache device numbers to the FirstNet Uplift contact list.
 - › Maintain and update apps loaded on devices.
 - › Identify the cache storage location.
 - › Determine appropriate Point(s) of Contact for access to the cache.
 - › Establish processes to transport the cache.
 - › Establish a method to track the assignment of cache devices for accountability and demobilization.
 - › Identify costs to develop and maintain the cache.
 - › Train with cache devices.
 - › Develop Credentialing and Access Management policies and procedures to ensure users can log into devices that are distributed from the cache.



New Mexico agencies used FirstNet to enhance coverage, connectivity, and capacity during the Albuquerque International Balloon Fiesta, which attracts nearly 900,000 visits.

SECTION 7: INCORPORATING FIRSTNET INTO YOUR COMMUNICATIONS PLANS

As technology evolves and becomes more ubiquitous, it is critical that communications plans reflect those advances. Emergency Managers should incorporate broadband use—including key contacts, processes, and procedures—in plans, emergency training, and exercises, so public safety will have a more effective response when a real emergency or disaster occurs. FirstNet-specific topics to consider incorporating in plans include the utilization of deployable assets (e.g., how to request, who requests), applications used by public safety agencies, procedures and best practices for using FirstNet Central, and managing device caches.

Communications Plans

Emergency Managers can speed up equipment deployment and reduce the stress of providing robust communication capabilities at an incident scene through pre-planning. Agencies should consider amending their planning documents, such as the Emergency Support Function (ESF) annex for Communications (ESF-2), Statewide Interoperable Communications Plan (SCIP), and Field Operations Guide, to address how FirstNet will be used during emergencies.

Some questions to ask during this planning process may include:

- What agencies typically respond to incidents?
 - › Primary public safety agencies: law enforcement, fire, EMS, emergency dispatch, emergency management
 - › Extended Primary partners: transportation departments, public works, water/wastewater entities, utilities (gas, telecom, electric, etc.)
- How are you currently communicating today?
- What devices and applications are these agencies already using?
- How are you tracking the locations of resources (people, assets)?
- What information is being shared among partners?
- What can be improved in future planning cycles?

FirstNet-specific planning considerations:

- Who are the Uplift Managers?

- What devices should be uplifted in an emergency?
- Who can request a deployable? (Note, Uplift Managers can access the online Deployable Request Tool on their FirstNet Central landing page.)
- Is there a local process to request a deployable? A state process?

Emergency Support Function 2

The ESF-2 section of an emergency management organization's Emergency Response Plan should include language to define and identify deployable assets that may be required for a response. Specific directions and planning steps should be included to spell out the roles and responsibilities for EMA staff and EOC coordinators and the process by which FirstNet deployable assets can be requested, staged, and utilized in the field. Additionally, agencies may work with AT&T in advance to understand the roles and responsibilities associated with requesting a deployable asset or other need.

When compiling Incident Action Plans (IAPs), Situation Reports (SitReps), and other forms as part of the Incident Command System (ICS), the Communications List (ICS 205A) form can be used to identify FirstNet devices being used, phone number, type of device, and if that user is Primary or Extended Primary.

This type of information can be useful when coordinating an Uplift Request (read more in [Section 4](#)) or when staging a deployable (read more in [Section 2](#)). For an example of form ICS 205A, see [Appendix E](#).

Statewide Communication Interoperability Plan

The SCIP provides actionable steps toward improving emergency communications interoperability within a state or territory. Developed through statewide engagement that involves all jurisdictions and disciplines, the SCIP is a critical reference resource to better enable a unified approach to emergency response.

Jurisdictions should build FirstNet considerations into their SCIP to develop a complete picture of the various methods of interoperable communications used by public safety agencies. It is important to include how public safety broadband fits into the overall communications picture for the jurisdiction, including details on how the agency will manage the request and deployment of FirstNet deployables, how device caches will be handled, maintaining situational awareness of network status, and when or how FirstNet Uplift will be utilized.

Pro Tips: **Plan for Requesting a Deployable**

Agencies may work with AT&T in advance to understand the roles and responsibilities associated with requesting a deployable asset or other need.

For additional information on requesting a deployable, visit [FirstNet.gov/Deployables](https://www.firstnet.gov/Deployables).

Use Case: **Field Operations Guide Example**

In 2019, the Missouri Department of Public Safety included four FirstNet network-specific areas in its Field Operations Guide: deployables, recommended interoperable applications per discipline, information on the Uplift Request Tool, and FirstNet Central.

[FirstNet.gov/Missouri-Guide](https://www.firstnet.gov/Missouri-Guide)

"We were strategic in our switchover to FirstNet. We started with routers to see how the system handled the large amount of data that is shared between the city's Emergency Communications Center and the field units. Next, we began to switch out cellular devices for those that had city-issued phones in public safety. We meet with the FirstNet team once a month, now virtually, to talk about any issues, what's going well, and what's to come."

BOBBY GELORMINE
SENIOR PLANNER, CHESAPEAKE FIRE DEPARTMENT'S
OFFICE OF EMERGENCY MANAGEMENT

[FirstNet.gov/Chesapeake](https://www.firstnet.gov/Chesapeake)

Field Operations Guides

Updating a jurisdiction's Field Operations Guide is an opportunity to incorporate broadband capabilities—specifically FirstNet—into official communications strategy.

Statewide Interoperability Executive Committees and Interoperability Coordinators are encouraged to collaborate with the FirstNet Authority to ensure specific capabilities and functionalities are included in these guides.

Enhancing Response

Incorporating FirstNet technologies and capabilities into emergency plans—such as ESF-2 Response Plans, SCIPs, and Field Operations Guides—helps get these critical communications assets into the field. Identifying equipment, applications to be used, and points of contact in advance improves the ability of on-scene responders to effectively and efficiently coordinate with the EOC, thereby enhancing the overall response.

“I explain to folks that we want the utility company, we want the tow truck drivers, we want the school district and their school buses and their school bus drivers on FirstNet. If we have a major disaster—for example, if we have a 7.6 earthquake in our valley—we want everybody coming to the party and we need them to help. And if they don't have effective communications, they can't help.”

RICH OCHS
EMERGENCY MANAGER , TETON COUNTY, WYOMING
[FirstNet.gov/Uplift](https://www.firstnet.gov/Uplift)



During the Terre Haute air show, local, state, and federal first responders deployed FirstNet to provide a robust interoperable broadband connection for all public safety entities.

SECTION 8: NETWORK EXPERIENCE ENGAGEMENT PROGRAM

The key to an efficient response for public safety officials is familiarity with their technology and tools. The FirstNet Authority Public Safety Engagement team—many of whom are former first responders, communications leaders, and technology experts—aims to help public safety agencies across the nation become more comfortable with broadband technologies through our engagement efforts. Contact the FirstNet Authority Public Safety Advisor for your state or territory by visiting [FirstNet.gov/advisor](https://www.firstnet.gov/advisor).

Agencies can engage with the FirstNet Authority in facilitated discussions intended to work through pre-incident or event planning, exercise support, and post-incident or event reviews. Details on each engagement are outlined below.

Incident Pre-Planning

Emergency Managers are constantly planning ahead for all hazards that may impact their jurisdictions. Thinking about how FirstNet can support public safety's response to any potential incident is an important part of the planning

process. The FirstNet Authority is available to engage with your agency on planning discussions that seek to identify and address key considerations related to the planning, operations, logistics, and technology needed during an incident. During the planning session, the FirstNet Authority team will lead a discussion to help you consider and identify the following:

- Agencies that may be responding to the incident
- Locations where public safety will need broadband capabilities, including but not limited to:
 - › Command posts
 - › Emergency Operations Centers
 - › Operational areas (e.g., medical facilities, staging areas, camera locations)
 - › Headquarters buildings (e.g., police, fire, EMS, ECCs, EOCs)
- Broadband capabilities needed, including but not limited to:
 - › Voice/text/email

- › Enhanced Push-to-Talk/FirstNet Push-to-Talk
- › Computer-aided dispatch
- › Situational awareness
- › GPS/Location-based services
- Devices and technology that will be used, including but not limited to:
 - › Smartphones/tablets/laptops
 - › Video cameras/body-worn cameras
 - › Hotspots/MiFi
 - › In-vehicle routers

Pre-Planned Events

Similar to emergency incident pre-planning discussions, the FirstNet Authority is available to engage with your agency about public safety broadband capabilities needed at your upcoming special event. Whether it's a county fair or a large National Security Special Event (NSSE), the FirstNet Authority has the ability to scale a planning engagement session to fit your needs. During the planning session, the FirstNet Authority team will lead a discussion to help you consider and identify the following:

- Agencies that will be supporting the event
- Locations where public safety will need broadband capabilities, including but not limited to:
 - › Venues
 - › Command posts
 - › Emergency Operations Centers
 - › Operational areas (e.g., medical facilities, staging areas, camera locations)
 - › Headquarters buildings (e.g., police, fire, EMS, EOCs, ECCs)
- Broadband capabilities needed, including but not limited to:
 - › Voice/text/email
 - › Enhanced Push-to-Talk/FirstNet Push-to-Talk
 - › Computer-aided dispatch
 - › Situational awareness
 - › GPS/Location-based services
- Devices and technology that will be used, including but not limited to:
 - › Smartphones/tablets/laptops
 - › Video cameras/body-worn cameras
 - › Hotspots/MiFi
 - › In-vehicle routers

Working alongside public safety officials during all phases of the event planning process provides the FirstNet Authority with valuable feedback on their operational needs. This information contributes to the [FirstNet Authority Roadmap](#), a public-safety-driven plan designed to help the FirstNet Authority evolve the network based on your critical communications needs. Additionally, your agency will receive maps marked with the locations you identified as well as a document with the details you provided about the locations, capabilities, and technologies you will be using during the event.

“For our communications team, it has become standard protocol to reach out to the FirstNet Authority before any pre-planned event to ensure we have the broadband solutions and coverage we need. There’s nowhere else that we can get that level of expertise about broadband and FirstNet capabilities. I recommend getting the FirstNet Authority involved early to help pre-plan—they are a huge help.”

CHRIS CARNEY
FORMER COMMUNICATION SYSTEM SPECIALIST,
ORANGE COUNTY DEPARTMENT OF EMERGENCY
SERVICES

[FirstNet.gov/After-Action](https://www.firstnet.gov/After-Action)

Post Incident/Event Reviews (PIER)

Post Incident/Event Reviews (PIERs) are valuable tools for both the FirstNet Authority and users of the FirstNet network. Through the PIER process, the FirstNet Authority connects with FirstNet subscribers to learn and document their experiences using the network. This engagement is usually specific to an incident and/or event and is an opportunity to learn from public safety's use of the FirstNet network during their operations.

Following the PIER discussions, the FirstNet Authority develops and shares a document with the participating agencies. The PIER is much like a traditional After-Action Review (AAR) conducted by public safety agencies following an incident or event.

However, rather than providing a Corrective Action Plan (CAP), the FirstNet Authority PIER provides information and recommendations that emergency management agencies and their partners can utilize to improve operations during future events.

These engagements are important to helping public safety and the FirstNet Authority learn how the network is being used in emergency situations. By capturing lessons learned and identifying successes and areas for improvement, agencies are more prepared to use broadband in future response operations.

FirstNet Inject Catalog

The FirstNet Authority has created a catalog of broadband-focused injects and questions for operations-based and discussion-based exercises. Our catalog of more than 800 broadband injects/questions covers a wide range of public safety activities, including specific injects/questions on FirstNet capabilities such as FirstNet Central and Uplift. The catalog is in a format that is compatible with the Homeland Security Exercise and Evaluation Program (HSEEP) Master Scenario Events List (MSEL) template and that is easily searchable by activities to be exercised.

The FirstNet Authority recognizes that agencies may be at different stages in their broadband adoption, so we designed the inject catalog to account for these variances. Questions and injects in the catalog have varying degrees of complexity and can be modified to meet the goals of your exercise and the scenario you are using.

The inject catalog was specifically designed to assist agencies

Use Case

Rhode Island Exercise at T.F. Green International Airport

In the winter of 2020, the Rhode Island Emergency Management Agency tested the FirstNet network's capabilities during a simulation of an aircraft accident with mass casualties. Rhode Island public safety and public health representatives at the exercise needed to be able to communicate over a long distance—from the exercise scene to the emergency communications center. Rather than use LMR devices, they turned to broadband communications to facilitate the transfer of complex messages over extended distances and view data in real time.

[FirstNet.gov/Airport](https://www.firstnet.gov/Airport)

currently utilizing broadband and working to incorporate broadband capabilities in the future. The entire catalog is available to exercise planners upon request by emailing: FirstNetExercises@firstnet.gov.

CONCLUSION

This has been a high-level overview of the tools and technologies available to FirstNet users. As more public safety agencies and individuals join FirstNet for their broadband communications needs, this guide will continue to serve as a reference for specific features and functions that Emergency Managers may use as they coordinate with field forces and operate in their EOCs.

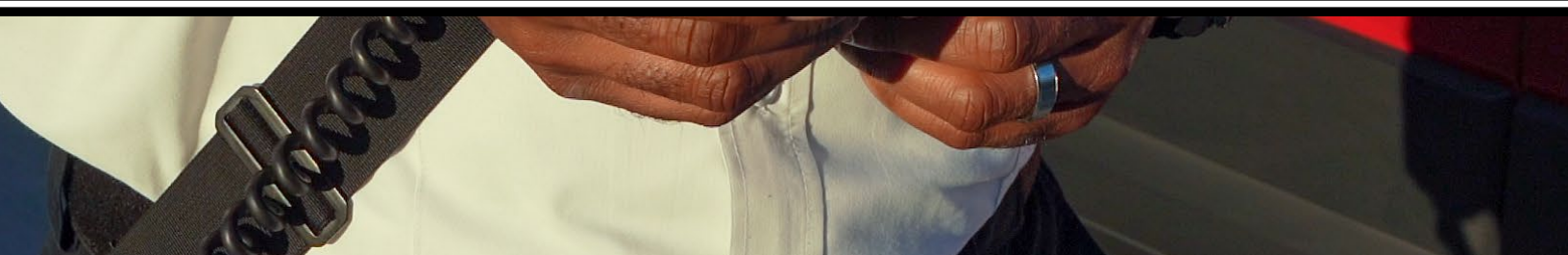
The FirstNet Authority will continue to update this guide on a periodic basis to account for changes to existing features and to provide an overview of new functions that are added to the platform. The FirstNet Authority also wants to hear from Emergency Managers about their experiences using the resources described in this guide. To share your feedback and find other public safety broadband information and resources, please visit [FirstNet.gov/EM](https://www.firstnet.gov/EM).

More information can be found by following the links in [Appendix A: Contact Guide](#).

For more information about Emergency Management and FirstNet, visit [FirstNet.gov/EM](https://www.firstnet.gov/EM).



Gainesville Fire Rescue in Florida tested FirstNet across the county to see the benefits in every aspect of their response. The agency manages specialized teams such as HAZMAT response, urban search and rescue, and advanced emergency medical services.



APPENDICES

APPENDIX A: CONTACT GUIDE

APPENDIX B: GLOSSARY

APPENDIX C: BEST PRACTICES FOR USING FIRSTNET DEPLOYABLES

APPENDIX D: FIRSTNET DEPLOYABLE REQUEST FORM

APPENDIX E: SAMPLE ICS 205A FORM INCORPORATING FIRSTNET DEVICES

APPENDIX A: CONTACT GUIDE

First Responder Network Authority:

[FirstNet.gov](https://www.firstnet.gov)

[FirstNet.gov/advisor](https://www.firstnet.gov/advisor)

FirstNet Customer Care:

1-800-574-7000

FirstNet, Built with AT&T:

[FirstNet.com](https://www.firstnet.com)

[Training.FirstNet.att.com](https://training.firstnet.att.com)

APPENDIX B: GLOSSARY

Agency Paid:

Agency-Paid users are employees and contractors of a qualified public safety entity. The public safety entity pays for FirstNet service for Agency-Paid users.

Band 14:

20 megahertz (MHz) of spectrum in the 700 MHz frequency allocated to the First Responder Network Authority (FirstNet Authority) for the Nationwide Public Safety Broadband Network (NPSBN).

Extended Primary Users:

Extended Primary users are those agencies, organizations, non-profit or for-profit companies that provide public safety services in support of Primary users. They provide mitigation, remediation, overhaul, clean-up, restoration, or other such services during or after an incident.

FirstNet Central:

A portal for FirstNet subscribers to access administrative and operational tools.

FirstNet Deployable:

Network assets available at no cost to FirstNet subscribers to utilize during planned events or emergency situations to support public safety communications. They come in a variety of form factors, such as a Satellite Cell on Light Truck (SatCOLT), Compact Rapid Deployable (CRD), Cell on Wheels (COW), and Flying Cell on Wings (Flying COW™). Deployable solutions can support broadband needs both indoors and outdoors.

FirstNet App Catalog:

Applications relevant to the public safety mission that are reviewed and approved by AT&T and the FirstNet Authority. Applications are divided into two categories: FirstNet Verified™ and FirstNet Certified™.

FirstNet Certified™:

A designation for applications that meet the criteria for relevancy, security, and data privacy, and also have increased availability (99.99% available), mobility, resiliency, and scalability.

FirstNet App Priority™ Application Programming Interface (API):

Extends First Priority™ service to automatically apply to critical public safety apps sourced from the FirstNet App Catalog. Developers must request permission to use the App Priority™ API to build in the highest level of priority access to the use of their app.

FirstNet Single Sign-On Software Development Kit (SDK):

Developers creating public safety solutions can integrate FirstNet Single Sign-On directly into their apps.

FirstNet Ready®:

A device has undergone a review by the FirstNet Device Approval Program for certification by AT&T and approval by the FirstNet Authority. A FirstNet Ready® device is compatible with the FirstNet Evolved Packet Core and can utilize Band 14.

FirstNet Verified™:

A designation for applications that meet criteria for relevancy to public safety and have gone through a vetting process that includes relevance, security, data privacy, and availability (99.9% available).

Homeland Security Exercise and Evaluation Program (HSEEP):

A set of guiding principles for exercise and evaluation programs, as well as a common approach to exercise program management, design and development, conduct, evaluation, and improvement planning. This program is developed and maintained by the Federal Emergency Management Agency (FEMA).

Internet of Things (IoT):

A network of devices with processing, connectivity, and intelligence to collect and transmit data. IoT devices may or may not have a traditional user interface or display. IoT devices often run on a limited version of traditional operating system software and firmware. IoT devices may provide connectivity via one or more technologies; for example (but not limited to) wireless broadband, WiFi, Bluetooth, Zigbee, and more. The term "sensor" is often used to refer to such IoT devices.

Network Status Tool:

Located in FirstNet Central, this tool provides visibility into the status of the FirstNet network to identify areas that may be experiencing outages. It allows users to view on-demand reports on locations scheduled for planned maintenance.

Primary Users:

Primary users are public safety entities that act as first responders, the agencies who are at an emergency scene first. This includes law enforcement, fire protection services, emergency (911) call dispatching and government Public Safety Answering Points, emergency planning and management offices, and ambulance safety services.

Preemption:

Public safety devices are treated as the most important on the FirstNet network. Network resources cannot be taken from public safety. In severe circumstances, commercial users will be moved to different frequencies or may be momentarily disconnected. End users that have been temporarily uplifted are also protected from preemption.

Priority:

Public safety devices gain access to the network first. Public safety is at the front of the line.

Subscriber Paid:

Subscriber-Paid users are (i) verified current employees/volunteers of a Primary user public safety entity or (ii) employees of an eligible Extended Primary user public safety entity. The individual user pays their own monthly bill for FirstNet service.

Uplift Request Tool:

Located in FirstNet Central or on the FirstNet Assist app, it elevates the priority of a specific device for a determined amount of time. This can be used for planned events or during emergency situations.

APPENDIX C: BEST PRACTICES FOR USING FIRSTNET DEPLOYABLES

This is a list of suggested Do's and Don'ts for an efficient and effective use of the FirstNet deployables program.

A list of deployable site requirements can also be found at: www.firstnet.com/content/dam/firstnet/white-papers/firstnet-deployable-site-requirements.pdf

DO	DON'T
<p>Know who is authorized to request a deployable.</p> <p>Know how to request a deployable (access Deployable Request Tool on FirstNet Central, call AT&T FirstNet Solution Consultant, or call FirstNet Customer Care at 1-800-574-7000)</p> <p>Be prepared to provide the agency's FirstNet Foundation Account Number (FAN).</p>	<p>Don't assume support was requested. A deployment request form from an authorized FirstNet user must be submitted to formally start the process.</p>
<p>Specify any problems that are being experienced and describe why the deployable is being requested.</p> <p>Identify locations where coverage is needed, the approximate number of users, and the approximate number and types of devices in use.</p> <p>Explain what the devices will be used for (voice, text, email, apps, data, images, video, web browsing, sensors, etc.).</p>	<p>Don't specify a particular solution. AT&T has many resources and will work with you to identify the best solution for your coverage needs.</p>
<p>Provide incident conditions (environmental concerns, extreme cold/heat, high winds, potential hazards) and how large the incident site is.</p> <p>Discuss terrain and access (passable roads, steep inclines or sharp curves, wash-outs, height/weight clearances or restrictions, escort requirements).</p> <p>Discuss site location information (security, level ground, clear 100' x 100' site for placement, >500' from any command post, clear view of southern sky, access for refueling generator).</p>	<p>Don't assume that a specific deployable or solution will automatically be deployed to a desired location. The AT&T Response Operations Group (ROG) will evaluate requirements and deployment conditions in order to send the most appropriate solution to meet the request.</p>
<p>Request a deployable for a planned event at least 30 days in advance.</p> <p>Coordinate with Emergency Operations Centers and other responding agencies that may also be requesting a deployable for the same event.</p>	<p>Don't wait for the disaster to strike. Plan ahead to request deployables and use FirstNet devices/caches before they are needed.</p>
<p>Use deployables responsibly. They are dependent on satellite bandwidth, which is a very limited resource. Only stream video or use high-bandwidth applications if they are necessary to the mission. Educate users that may be unaware.</p>	<p>Don't stream non-mission-critical video or use high-bandwidth applications unless necessary for the mission. Satellite backhaul is a limited resource and impacts the experience of all users who are connected.</p>

DO	DON'T
<p>Plan to have adequate numbers of Band-14-enabled FirstNet devices available (see Section 6: Device Caches).</p> <p>Plan to use wireless hot spots to help non-FirstNet users connect their devices to the FirstNet deployable's signal.</p>	<p>Don't expect the deployable to arrive with "spare" devices that can be distributed to non-FirstNet users. Agencies can consider procuring their own cache of devices before an emergency, including mobile data hotspots that can be used to help connect non-FirstNet devices to the deployable's signal.</p>
<p>Remember to request a Post Incident/Event Review from the FirstNet Authority to let us know about your experiences, successes, and challenges. We need your feedback to continue to improve the program.</p>	<p>Don't forget to review what worked well and any areas of improvement following a deployment. The FirstNet Authority can help identify successes and deficiencies after an event, and to recommend steps to make the next deployment go more smoothly.</p>

APPENDIX D: FIRSTNET DEPLOYABLE REQUEST FORM

An example of a fillable FirstNet Deployable Request Form can be found in the following pages. This form can be found online at: www.firstnet.com/content/dam/firstnet/white-papers/firstnet-deployable-request-form.pdf

This form is intended as a reference for agencies that are considering requesting a FirstNet deployable, in order to collect all of the necessary information that will be requested by AT&T when filing the request. Having this information at hand when making the request will speed up the process and ensure that AT&T can appropriately evaluate and manage the deployment request.

Note that the fillable form does not constitute filing the actual request. Agencies should review the form and collect as much detail about the situation as they prepare to request assistance.

Deployables can be requested in one of three ways:

1. By logging onto FirstNet Central (<https://localcontrol.firstnet.att.com>) to use the Deployable Request Tool
2. By calling the Agency's AT&T FirstNet representative
3. By calling the FirstNet Customer Care number (1-800-574-7000) and saying the word "deployable" during the automated menu prompts.



DEPLOYABLE REQUEST FORM – FIELD SHEET - FILLABLE

CUSTOMER INFORMATION

AGENCY NAME AGENCY FAN*

AGENCY CITY/COUNTY* AGENCY STATE* REQUESTOR PIN

IS THE REQUESTOR A SUBSCRIBER PAID USER? YES NO

PHONE NUMBER OF AGENCY USER DEVICE

SUBMITTER INFORMATION

IS SUBMITTER AN AT&T EMPLOYEE?* YES NO

PRIMARY CONTACT ATTUID* PRIMARY CONTACT NAME*

PRIMARY CONTACT PHONE* EMAIL

SECONDARY CONTACT ATTUID* SECONDARY CONTACT NAME*

SECONDARY CONTACT PHONE* EMAIL

PROBLEM DETAILS

PROBLEM/NEED DESCRIPTION*

NETWORK EXPERIENCE

PROBLEM IDENTIFIED FROM A DEVICE ON SCENE? YES NO

FIRSTNET LIAISON INFORMATION (IF KNOWN)

FIRSTNET LIAISON ATTUID FIRSTNET LIAISON NAME

FIRSTNET LIAISON PHONE

RESPONSE DETAILS

ASSET ON SITE DATE* TIME ASAP? YES SITE AVAILABLE FOR SET UP DATE

ASSET TURN UP DATE TIME ASSET TURN DOWN DATE



SITE DETAILS

AGENCY HAS BAND 14 DEVICES OR BAND 14 ROUTERS? YES NO USERS HAVE FIRSTNET BLACK SIMS YES NO

APPROXIMATE NUMBER OF FIRSTNET USERS ON SCENE LMR SPECTRUM/FREQUENCIES BEING USED?

IN-BUILDING COVERAGE NEEDED? YES NO BAND(S) OF LTE SERVICE REQUESTED B14 1900 BOTH

LOCATION LOGISTICS- SPECIFIC LOCATION

100FT X 100FT AREA YES NO COUNTY*

LATITUDE LONGITUDE

STREET ADDRESS*

OR
NEAREST INTERSECTION

CITY* STATE* ZIP*

CUSTOMER UNDERSTANDS THAT THE 100FTx100FT DEPLOYMENT SITE MUST BE FREE FROM ANY PEDESTRIAN AND VEHICULAR TRAFFIC? YES NO

100FTx100FT SITE FREE OF UTILITY LINES, PUBLIC RIGHT-OF-WAYS, BUILDINGS? YES NO

SPECIAL ACCESS INSTRUCTIONS OR CREDENTIALS? YES NO

LOCATION TYPE FORMAL TENTATIVE DATE FINAL LOCATION WILL BE PROVIDED

SITE LOGISTICS

SITE HAS A CLEAR VIEW OF THE SOUTHERN HORIZON FROM EAST TO WEST?	YES	<input checked="" type="radio"/>	NO	<input type="radio"/>	DON'T KNOW	<input type="radio"/>
SITE ACCESSIBLE FOR A FULL SIZE COLT? (13.4" TALL, 28'8"LONG, 8'2" WIDE, 25,000 LBS)	YES	<input type="radio"/>	NO	<input checked="" type="radio"/>	DON'T KNOW	<input type="radio"/>
SITE HAS A STABLE SURFACE? PACKED GRAVEL PAVEMENT CONCRETE	YES	<input type="radio"/>	NO	<input type="radio"/>	DON'T KNOW	<input checked="" type="radio"/>
AT&T FIRSTNET HAVE PERMISSION TO DEPLOY?	YES	<input type="radio"/>	NO	<input checked="" type="radio"/>	DON'T KNOW	<input type="radio"/>
SITE OWNER PERMITS THE USE OF IN-GROUND ANCHORS FOR MAST GUYLINES?	YES	<input type="radio"/>	NO	<input type="radio"/>	DON'T KNOW	<input checked="" type="radio"/>
SITE OWNER PERMITS THE USE OF A GROUND ROD?	YES	<input type="radio"/>	NO	<input checked="" type="radio"/>	DON'T KNOW	<input type="radio"/>
SITE FREE OF UNDERGROUND UTILITIES OR OTHER INFRASTRUCTURE?	YES	<input type="radio"/>	NO	<input type="radio"/>	DON'T KNOW	<input checked="" type="radio"/>
SITE ACCESSIBLE FOR GENERATOR REFUELING?	YES	<input type="radio"/>	NO	<input type="radio"/>	DON'T KNOW	<input checked="" type="radio"/>
CAN SECURITY BE PROVIDED FOR SATCOLT?	YES	<input type="radio"/>	NO	<input type="radio"/>	DON'T KNOW	<input checked="" type="radio"/>

* = REQUIRED FIELD

APPENDIX E: SAMPLE ICS 205A FORM INCORPORATING FIRSTNET DEVICES

A sample Incident Command System (ICS) 205A form incorporating FirstNet Primary and Extended Primary users, along with other carriers, is included in the following pages.

A fillable version of the ICS 205A form can be found at training.fema.gov/icsresource/icsforms.aspx.

ICS 205A Communications List

Purpose. The Communications List (ICS 205A) records methods of contact for incident personnel. While the Incident Radio Communications Plan (ICS 205) is used to provide information on all radio frequencies down to the Division/Group level, the ICS 205A indicates all methods of contact for personnel assigned to the incident (radio frequencies, phone numbers, pager numbers, etc.), and functions as an incident directory.

Preparation. The ICS 205A can be filled out during check-in and is maintained and distributed by Communications Unit personnel. This form should be updated each operational period.

Distribution. The ICS 205A is distributed within the ICS organization by the Communications Unit, and posted as necessary. All completed original forms must be given to the Documentation Unit. If this form contains sensitive information such as cell phone numbers, it should be clearly marked in the header that it contains sensitive information and is not for public release.

Notes:

- The ICS 205A is an optional part of the Incident Action Plan (IAP).
- This optional form is used in conjunction with the ICS 205.
- If additional pages are needed, use a blank ICS 205A and repaginate as needed.

Block Number	Block Title	Instructions
1	Incident Name	Enter the name assigned to the incident.
2	Operational Period <ul style="list-style-type: none"> • Date and Time From • Date and Time To 	Enter the start date (month/day/year) and time (using the 24-hour clock) and end date and time for the operational period to which the form applies.
3	Basic Local Communications Information	Enter the communications methods assigned and used for personnel by their assigned ICS position.
	<ul style="list-style-type: none"> • Incident Assigned Position 	Enter the ICS organizational assignment.
	<ul style="list-style-type: none"> • Name 	Enter the name of the assigned person.
	<ul style="list-style-type: none"> • Method(s) of Contact (phone, pager, cell, etc.) 	For each assignment, enter the radio frequency and contact number(s) to include area code, etc. If applicable, include the vehicle license or ID number assigned to the vehicle for the incident (e.g., HAZMAT 1, etc.).
4	Prepared by <ul style="list-style-type: none"> • Name • Position/Title • Signature • Date/Time 	Enter the name, ICS position, and signature of the person preparing the form. Enter date (month/day/year) and time prepared (24-hour clock).



FirstNet Authority Resources for Emergency Managers

Emergency Management Take

Sign up for our newsletter to understand the impact of public safety broadband on your operations. You hear directly from our emergency management subject matter expert in a quarterly dive deep into public safety broadband topics important to your discipline.

[FirstNet.gov/Newsletters](https://www.firstnet.gov/Newsletters)

Emergency Management Page

Check out this one-stop shop and learn about FirstNet for Emergency Managers.

[FirstNet.gov/EM](https://www.firstnet.gov/EM)

FirstNet in Action

Visit our FirstNet in Action page to see the best examples of public safety broadband being used in the field. Filter stories by the categories you are interested in, such as emergency management, preparedness, and natural disasters.

[FirstNet.gov/FirstNetInAction](https://www.firstnet.gov/FirstNetInAction)

FirstNet Authority Public Safety Advisors

If you need assistance in your local area, reach out to a FirstNet Authority public safety advisor.

[FirstNet.gov/Advisor](https://www.firstnet.gov/Advisor)

FirstNet Devices

Learn how public safety agencies are using FirstNet devices. These devices include smartphones, tablets, routers, modems, and wearables that use FirstNet network capabilities to meet first responders' unique needs.

[FirstNet.gov/Devices](https://www.firstnet.gov/Devices)

FirstNet Apps

Learn how public safety agencies are using apps over FirstNet and get a link to the FirstNet App Catalog.

[FirstNet.gov/Apps](https://www.firstnet.gov/Apps)

FirstNet Deployables

Get all the details on the deployables program, a unique element of FirstNet. Deployables boost coverage in the aftermath of disasters, during large planned events or incidents, or in remote areas—and are available to subscribers 24/7 at no extra cost.

[FirstNet.gov/Deployables](https://www.firstnet.gov/Deployables)



First Responder Network Authority

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