



KATHY HOCHUL
Governor

Homeland Security and Emergency Services Office of Interoperable and Emergency Communications

JACKIE BRAY
Commissioner

State Interoperable & Emergency Communication Board Meeting

Wednesday, October 16, 2024
10:00 AM to 12:00 PM
Harriman State Campus, Building 7A, 1st Floor.
Albany, New York

Meeting Minutes

Welcome

Mark Balistreri, Chair: Welcome to the October 16, 2024, SIEC Board Meeting, I'll call this meeting to order. As this meeting is being recorded, and for the benefit of those who have dialed in, when recognized by the chair, or for any motions or seconding of motions, please state your name prior to speaking. Please note, that if you are dialed in, you may not make a motion, second a motion or vote on a motion. It is highly recommended that this meeting be in person whenever possible. Guests or person having relevant knowledge or information may attend and speak as part of the agenda upon acceptance of the meeting agenda by the Board. All other guests must be recognized by the Chair before addressing the Board or participating in discussion.

Roll Call for Board Members: Heather Fura

In-person attendance:

Mark Balistreri
Amanda Schultz
Jeff Nuding
Bob Terry
Todd Murray
Steve Dziura
Brian LaFlure
Allen Turner
Juan Figueroa
Michael Cerretto

Webex attendance:

Anthony Tripp

Not in attendance:

Timothy Morris
Kimberly Beaty
Michael Volk

Quorum achieved.

Approval of Agenda: Mark Balistreri

Motion to approve: Brian LaFlure

Seconded: Juan Figueroa

All in favor: Aye

Approval of Previous Meeting Minutes: Mark Balistreri

Motion to approve: Bob Terry

Seconded: Jeff Nuding

All in favor: Aye

2025 SIEC Board Meeting Dates

- January 29, 2025
- May 21, 2025
- August 13, 2025
- October 22, 2025

Approval of 2025 SIEC Board Meeting Dates: Mark Balistreri

Motion to approve: Allen Turner

Seconded: Michael Cerretto

All in favor: Aye

Committee and Working Group Updates:

911 Advisory Committee: Allen Turner, Chair

We approved the 911 standards at the last meeting. Mr. Callahan, if you could take on the process from here?

James Callahan: We now have to go through the comment process for the standard. We're right about at the stage of being able to publish it in the State Register, with a little bit of the comment period expected to run through most of November and December, and have comments ready for our review, assessment, and final adoption in time for the January meeting.

NG911 Working Group: Paul Glasser Jr., Chair

Paul Glasser is Chair, Tim Hardy is Vice-Chair

We had a meeting last week, one of the things that we did discuss, which I'll talk about later when I do the 911 report was the NextGen 911 assessment. We also discussed some call handling equipment. One of the things that was brought up as a technical standard for the PSAPs so they can prepare for NG911, so we talked about the technical standard, and I provided an example to the group. The last thing we decided on was to change the meeting, instead of doing in quarterly in conjunction with the SIEC Board, we're going to hold them monthly. As we move forward to this point, there is going to be a lot more work to be done and monthly meetings to keep track of everything.

GIS Working Group: Jason Baum, Co-Chair

Steve Carr and Jason Baum are Co-Chairs.

We have had two meetings since the last SIEC board meeting, average of 17 attendees per meeting. October and November meetings had to be cancelled due to holidays. A special meeting is scheduled for the 19th with an agenda to have counties participate in providing input to procedures and policies for GIS functionality and support of NextGen transition. The New York State GIS working group co-chairs, myself and Steve Carr, DHSES, ITS, NYSTEC and MCP are developing a presentation and drafting questions for the November meeting. The group is working on advertising the GIS working group at this meeting to a larger audience so we can get more than the 17 regular attendees.

Mark Balistreri: Now that things are moving forward in a positive direction, if you folks have individuals that are on any of the working group or committees, please ask them to start being more active with those, because now they are going to start doing a lot more work, so, it's important if they're part of the committee or working group, make sure they're active, please.

State Agency Communications Committee: Matt Delaney, Co-Chair

Mark Balistreri and Matt Delaney are Co-Chairs

We met on October 8th; we discussed the State Agency initial response communications plan. We have a final version planned to be released at the January meeting. This is a communications plan for State Agency use when responding to an incident or event on state property or state-controlled area just to ensure there is a coordinated communications plan for those responding in. and then we just went to the roundtable of agency updates just to find out what everyone was working on, what projects.

Citizen Alerting Committee: Matt Delaney, Chair

Matt Delaney is chair; Melissa Nussbaum is Vice-Chair.

We met on October 10th. We discussed how one of the carriers is now in successful testing of a wireless emergency alert, a WEA message on your cell phone. They actually transmitted from a satellite to cell phones that do not have terrestrial coverage. They originally did a test of it, and then they received special permission to use it for North Carolina after Hurricane Helene, and they were able to successfully transmit wireless emergency alert message to cell phones that had no terrestrial cell phone coverage. I think over the next few years, we are going to see quite a change here in the ability to provide service to cell phones where they are outside of the traditional cellular network area, either because there is no coverage or after a disaster, and this will provide capabilities to be able to do that from satellites to unmodified standard off-the-shelf cell phones. We also proposed the creation of the New York Alert User Group. This would be for agencies and counties who are users of the state's alerting system called New York Alert. This would be a user group to share our best practices and share templates and sample messages and so forth.

Motion to accept committee reports: Matt Balistreri

Motion: Bob Terry

Seconded: Allen Turner

All in favor: Aye

Program Updates

Grants: Amanda Schultz

Update on the PSAP, SICG Targeted grant. The 2024 PSAP Operations Grant is in process along with the other ones. The resubmittal is out, so the resubmission of the PSAP SICG grant needs to be back to OIEC by November 1st. Any questions regarding the applications and the process need to be directed to the grants program administration office.

Communications Unit (COMU): Amanda Schultz

The 2024 COMU program schedule, just a couple of updates. November 4-8 there is going to be a Regional Communication Unit Technician in Guilderland Center, and the last one for 2024 is December 10th and 11th, which is the instructor meeting at the SPTC. The 2025 COMU Program schedule of events and offerings is anticipated to be released in January of 2025, Phil and Julie have been working hard on that. We're asking you to share the schedule of the two events that are occurring in 2024, and when the 2025 schedule comes out, with stakeholders in your areas so that we can get more people to attend.

Regional requests for communication course offerings, these are great opportunities to highlight the COMU program in your region. If you would like to have that done in your region, send an email request to oiiec.training@dhss.ny.gov.

In coordination with CISA-ECD we are working to expand our cadre of instructors to teach more state courses. We do have a couple that re coming up. Incident Tactical Dispatcher, which is one of the highest rated courses, 4 of those are approved; one Radio Operator, and then the new Incident Communications Center Manger that is going to be coming and offered in March of '25.

Succession planning, we have been talking about this in our office for the past couple of weeks. A lot of knowledge base for our radio technicians and our communication specialists is kind of becoming exhausted. People are retiring, and we want you to think about the history or the future of those technical skills in your 911 centers, or for the COMU program in general.

911 Program Unit: Paul Glasser

One of the things we wanted to do this morning was give you an update on where we are with the NextGen project and some other items that we're working on in the 911 program. To date, some of the things that we've worked on, the New York State 911 plan, the NG911 Roadmap, we developed a staffing plan, we re-instituted the work groups, we did the RFI, and we completed a continuum assessment with NYSTEC and MCP.

The New York State Plan, it's an overview, we've been working on this for a while. We did have it up for review but then when the assessment was done a couple of months ago, we decided to pull back and change some parts of it, we're going to be working on that in the next couple of months. It's an outline, this is the plan that will be there after NextGen will be in place. This is a living, breathing, document, so it will change as we go through things here.

The Roadmap, we also have this in place with the help of NYSTEC and MCP. This will give us an idea where we are with the NextGen project. It will guide us through the project as we get through this very long process. A couple of things that we did in relation to the roadmap. We did an assessment, not of the PSAPs, but of the state where we are, GIS, legislative, operations, ESInet, certain things like that. We did a GIS assessment, and we worked with our partners in cyber so we did a cybersecurity assessment. We've taken this report, and we received the final draft yesterday, and are reviewing it internally. Once we get through with that, it will help us steer towards a roadmap and a strategic plan. It's an 87-page document, so it will take us a little time to get through it.

Currently we are preparing for the strategic plan. We've also engaged GIS, we worked closely with the GIS folks, we are on the committees, myself, Tyler and Amanda are on the meetings. We do have our committees up and running, as you can tell from our reports, we are active, and we're getting more active in the next couple of months. What we're working on in the future: the strategic plan, review of the continuum, we will be working on stakeholder engagement, and work with them to develop the strategic plan. We are working on the 911 plan itself too.

Mark Balistreri: as I said earlier, the important part of that is basically if you have folks that are part of the work groups or committees, we are looking for stakeholder input on a lot of this, so please bring that back and make sure everybody is attending meetings and actively participating, it will be a huge help.

Partner Updates

Federal Partner Updates

FirstNet Authority: David Cook

The Authority has put together a training class, so those of you that have academies, this is a program that is going to be rolled out next year, it's focused on fire service, and it takes a recruit from basic history of communications starting with Samuel Morris all the way up to the present, and it's designed in modules. There is about 8 hours in total class, it will have an instructor syllabus and after we're done with the fire class, we are going to roll it out for law enforcement, EMS, emergency management, and so on. We're having a beta class in New Hampshire in December and after that we should be able to make it available for everybody in 2025. More to come.

I got a call yesterday from Puerto Rico, apparently, they're aligned for another storm, so they wanted to know if we are aware of that. The FirstNet Authority has a watch desk, it's a staffed watch desk, we're in contact with lots of our fellow federal agencies, and we very, very closely pay attention to weather events so that we can work with the contractors, AT&T, to get equipment pre-stationed. The other thing we want to watch closely that doesn't affect us up here in the North as much as it does in the West, is the fire conditions, the wildfires, and things of that nature.

Cybersecurity & Infrastructure Security Agency – Emergency Communications Division (CISA-ECD): Chris Tuttle

We are currently underway for our fiscal year 2025 technical assistance requests, New York is well ahead of others. The way ECD is doing it this year is a little different. They are going to take priorities by the states. One or two priorities per state and territory to start with and then based on how many requests they receive, how much money is left over, they will have a follow-on award. Looks to be a second request for TA in March, there will be more opportunities to get additional priorities. The nice thing is New York continues to lead the nation as it pertains to the

COMU program for the work that's been done over the last several 10 years or so, so that state sponsored COML's or state sponsored COMU courses, you're going to get as many as you want, but New York is to the point where you're self-sufficient. By the end of this year or next year, you'll be self-sufficient on COMU, which is amazing. Just like the UASI grants years ago, where we always said, you know, "Money is going to run out eventually, these things will be sunset", at some point I can see the TA program being sunset to a place where we want the states to be self-sufficient, and there will be some specialized things out there like cyber, but I don't think the TA program is going to continue to be what it's been in the past, just my gut feeling. We also have followed the Director's priority through CISA and every year those change a little bit. Election security is always going to be a priority, but we are also looking at a lot of things as it pertains to critical infrastructure and China, and what the threats are to America, and we get a consistent perspective on that. So, that does come down to the communication side of the house too, and looking at next to 911, LMR, infiltration and things of that nature. More to come on that.

ESF 2 has been extremely busy with the southeast. We have invested 94L which is currently tracking across the Caribbean, we were activated yesterday. People are in the planes going down to Puerto Rico and the Virgin Islands right now, so it looks like it's going to be a tropical storm or a category 1 but hopefully stay just north. Lessons learned from hurricane Helene and Milton so far is the work that's done at the state level and the territory level pre-storm with your commercial carriers is essential, it has to happen. Not that it's not happening, you really need to know you have three, four, phone numbers deep on how to get to the right carriers, and what you need. It goes two ways; number 1 for the no notice events, you already know who you call, it's not like you can get everyone in the room ahead of time and say, hey, we're 48 hours from the storm, 72 hours before the storm. No, you need to know right now if something happens who you're calling. More importantly, the carriers, obviously do not answer to the government, we're partners together, the carriers have another level which is their national leadership. If the carriers are having good communication and good synergy at the state and territory level, the national level leadership will kind of back off a little bit, ask less questions, and get less involved. Once we start getting national level folks involved, it creates challenges which tracking down requests that don't need to be tracked down, it's already been dealt with at the state and territory level. That is something that I can tell you right now, we saw very, very problematic in Region 4 during the last 2 hurricanes. The local and state level was doing great work with the carriers did amazing work, but then we were getting a million questions down from the national level, who's doing this and who's doing that, and we need this information. We had to work to make sure the carriers are filtering information up through their chain of command while we do the executive level stuff, and make sure everyone is aware. So, kind of stay on mission, stay focused and get things done, and not waste our time and resources on things we don't need to be tracking down quite honestly.

We have NCSWIC and SAFECOM, SAFECOM is November, NCSWIC is in December, and then we have FIFA World Cup meetings at the end of NCSWIC meetings in mid-December as well. I think you're going to start to see a lot of that start up next year. New Jersey had their kickoff meeting but there's not enough information out to do much of.

Communications Consortium Chair (C3): Dana Smith, Chair

Last night we had the C3 meeting in this room, it went a little long. All the Consortiums except for one participated, a couple remotely. We had some great conversations. For those of you who don't know, it will likely be my last meeting, after 14 years and 4 county executives, I've decided to leave that government service. So, I am officially in that role until the end of the year, but I go on vacation on Friday and get to carry one cellphone for a couple of months which I'm looking forward to. We managed to do some good things in Dutchess and in the Hudson Valley with this. There are two things I want to mention before I leave: There was a discussion at the 911 Coordinator's Association Meeting and a discussion last night, and that's partnership and collaboration. We all know there's some

significant changes coming, we're urging all the counties to participate in their consortiums asking for great participation and organization with the consortium chairs working directly with the Director. We all know the Commissioner is very passionate about NextGen and is committed. Going to be committing a lot of resources, and those groups both 911 and the Consortium Chairs in this group need to really concentrate on working together. We have an opportunity to have a voice at the table, that's what we're sharing with the counties that we work with regularly, and we need them to be engaged and at the table, because decisions are going to be made and if they're not engaged, it's not going to go well.

And lastly, for many of you this doesn't impact, but it impacts our society greatly, and that's our 911 staff. There is not a 911 center in New York State that's not short staffed. Not many people grow up and say, "Oh, I want to be a 911 dispatcher", a lot of people kind of wind up there, but one of the things that's very concerning is our mental health. In Dutchess County alone, this summer, we had 4 death by suicides, 2 of them were public safety dispatchers, in different ages. We should not be operating in a field where the job kills people. DHSES did a great survey earlier this year, my understanding is the results of that survey are coming out. I've seen some of them. What our dispatch staff is going through and the mental health challenges they are facing, and the percentages of suicidal ideation that they're reporting is unacceptable as a leader in this field. And we collectively as a group need to do something, change the culture, support the programs, services and funding. Because if we don't, in a few short years, there will be nobody to answer that phone no matter what system or processing we have in place. Something I'm very passionate about. I know the 911 coordinators are as well. I know in Dutchess we are doing a lot; I have 4 people in dispatcher peer support training this week. So, it's something that we're committed to and I'm asking this group to commit that as well. Who knows what the future brings. I have some time to make some decisions, and relax a little bit, but you may see me in another role in the near future. Apparently, we've done some good things, and people want to talk to me about that. So, I thank you for the opportunity.

Mark Balistreri: Thanks, Dana. As I said last night, you'll be missed, so thank you. And thank you for championing a lot of the stuff that people have been working on.

SAFECOM: Jay Kopstein

Gerald Reardon from Cambridge, Massachusetts got me reelected for another 2 years this chair. I've been reelected for another 2 years as Chair, and Mike Davis from Ulster County 911 has been elected to the Executive Board for 2 years.

One of the concerns are foreign cyber actors. We've had some issues, we know who they are, not going to discuss it any further at this meeting. Matt Delaney and I have discussed it in the past, and he can provide further information. And he can reach back to me or to Chris Tuttle. Documents in process AI in the ECCs. How are they being used? Resource overload in the ECCs that's something that Dana was just talking about and forcing the carrier into the verification was stirred and shaken. That is still in progress and we're trying to force that issue. One of the website items is branch and we're putting that into a resource hub that we've done with some of the other products to make it easier to access information. There was a denial-of-service attack in the Austin area in Texas impacting 21 ECCs. Again, something we have to look at. As we move into CAD to CAD IO, we have to enhance our firewalls to prevent the hacks from moving from one to another through the interoperability link. Nashville 911 is experimenting with AI for speech recognition both not only for translation but determine stress level in the voice as part of swatting and spoofing. They're using AI to say well, it may not be real because there's no stress in the voice. LMR vulnerability, they're coming out with another document that's going to be the second edition, and we're looking more now in non-digital, the first edition was digital vulnerability. Which is more vulnerable, digital is more vulnerable and analog in most cases, and trunking is more vulnerable than convention. More computers more vulnerability, it's

just that simple. We can't forget the HF is still a very valuable resource, and that's been proven again in Helene and Milton. We don't look at it but it's a valuable resource. We are also looking into encryption on the IO channels. For all those that are familiar with 911 averages, a major carrier would just find a whole lot of millions of dollars for not keeping people apprised on 911 outage issues. The last study on outdated equipment \$4.98 billion nationally needed to replace outdated coms equipment. Next fiscal year SLICP grant nationwide is going to be \$279.9 million. That's going to be the pot to be divided up. As Chris mentioned, by next SAFECOM meeting in Cape Coral that's in November, in December its Orlando for NCSIC followed by a World Cup meeting.

Jump to the world cup for a minute. One of the NECP monitoring look ats is going to be COMS in world cup. So, they're going to be looking at grants how they're being used and whether COMS are being stood up properly for the world cup. I don't have to be as diplomatic as Mr. Tuttle is, as most of you know me, I'm not diplomatic, but Helene and Milton, were communications nightmares. Towers don't work when they're down physically, they don't work when there's no power. You can't bring in a COW when you've got no roads, they're kind of heavy. Even when you have a tower up when you have no electricity, and your fuel source is gone, you've got nothing. So, what did work? Well, simplex works, a lot of the LMR systems worked. Those people who had I orbit satellite systems found that they couldn't get a good site picture in the mountains. Those agencies that use low orbiting satellites or the old type iridium system had the same problem. So, what did work? It worked with the same thing that worked at Maui. Starlink. They're small, you can run them off small battery packs, they were getting downlinked on the mini systems in excess of 100 megabytes, they're come networkable. Something we should be looking at and considering. From a personal observation, New York being a home rule state, we're quite lucky, because every counties emergency management knows how to plan for its county. So, those of us from the flatlands know about costal storms, our brethren further up in the north know about blizzards and ice storms and the like. And we have a state that's got a lot of resources that can help us all. We train together we work together, and it works. And I think the COMU program has to be maintained, enhanced where possible where the funding exists, and we have to learn from others problems so that we can do joint problem solving. With that I'll be more than happy to take any questions if you've got.

Old Business

None discussed.

Motion to accept old business: Mark Balistreri

Motion: Juan Figueroa

Seconded: Mike Cerretto

All in Favor: Aye

New Business

Contingency Planning and PACE Plan: Amanda Schultz and Matthew Delany

Matt and I presented this at the Coordinators Conference a couple of weeks ago, doing a lot of research about contingency planning and PACE planning but CISA-ECD actually did a webinar about it a couple weeks also. So, we just wanted to let the 911 centers know to go back and look at their contingency plans. So, NENA has the National Emergency Number Association has really a lot of standards in regards to 911 centers that are great. So, we reference the NENA Standard, about PSAP disaster and contingency plans, the model recommendation, that's the title of it. So, each agency, obviously, is unique in its resources and operations. As Jay was alluding to, the

emergency managers should know their landscape and should know what they have and what they need. So, we were offering that PSAPs should go back and modify or update the requirements and legal obligations of the differing modes of operations.

A couple of questions that we asked the 911 Coordinator's Association in going back to their 911 centers, is: Have you reviewed your staffing levels and make plans to make sure of adequate staffing in case there's a disaster? What are those? What are the staffing plans? Do you have them? Do you have enough staff, probably not, to make it good for a disaster. Does your policy and contracts have language that reflects the time and need.

Telecommunicators obviously, union contracts have overtime, on-call, different shifts, all that, managerial rights. Make sure they look at that. In your new employee on-boarding, Mike and I were talking about this earlier, do your new potential hires know that they probably could be kept over at the 911 center in case of a disaster? Do you have showers, do you have beds, do you have all of that stuff in a 911 center or close by so that you can prepare for that?

IT security. Obviously cyber security is a big talking point in a lot of 911 centers in our field and across the board. Does your PSAP have a concise cyber plan and training and awareness? Do your dispatchers know, probably most likely they do, but just go back and make sure that all of the things that they're talking about in cyber security world are incorporated into your plan. The Denial-of-Service attacks against 911 centers, this is a check list. So, you had conversations with your service providers on how they responded to TDoS event. Frontier communications, how do you respond to it if I call you in the middle of the night and something has happened. Have you had those conversations with your providers. Ensuring, like Chris was saying, ensuring that you're telecommunicators and supervisors have access to phone numbers for our service providers, and go not one or two deep but three or four deep in that list to make sure you can get in contact with somebody at 2:00 a.m.

Discussing with your telephone system engineer or technician possible configuration changes. This is where that location base routing will be awesome in the NextGen roll-out so that you have policies in place that when your 911 center goes down, it's being transferred to somebody else. Do you have those in place now? Those are the questions that we need to go back to our 911 centers and ask.

There is a check list on that NENA standard so it just goes line by line on what you should have in your COOP Plan or disaster response plan and you can just go line by line to check it off to make sure that you have it or update it. This is yours Matt.

Matt Delaney: So, two layers of redundancy as the old expression 2 is 1 and 1 is none, so have two layers of redundancy for all your major components and all the redundant systems need to be tested at least monthly. You need to know is your failover plan and the equipment going to work? You don't want to find out when it actually happens that there was some interconnect issue or some little glitch of how things work together that they don't fail properly. But you need to check everything, your electrical power, your heating, ventilating, cooling, your telephone service, your 911 and your Admin line and other telephone services you might have coming in, your radio network, this could be having redundancies in both your maybe your console could also have say portable radios in the dispatch center that you can use to talk into your system if your consoles go down. Computer-aided dispatch, what's your redundancy there, is it activity, is it having your core, your service located in 2 different centers, is it having just your redundancy is you have pen and paper, but then again, does everybody know how to use it, and what do you do with it from there?

So, ensure that your plans account for multiple failures occurring at the same time. So, perhaps you have a loss of utility power due to lightning strike, maybe it strikes a pole outside your center, damages your transfer switch and preventing you to transfer to your generator. So, you thought you had a generator, you got a UPS and then all of a sudden, you have a failure in both systems at once, what do you do? Do you have the ability to connect in a separate generator on a trailer that your DPW can bring down to your center and get it back up and running and does that bypass your transfer switch or your UPS, because that failed. An actual center saw that not that long ago where they they heard the generator running, thought they were on generator power, turns out they had a problem

with the UPS and they were actually on batteries, when the batteries died, it never transferred to the generators. The generator was running but the UPS was the point of failure.

And then if your 911 failover is to a 10-digit line, make sure there is no commonality in your equipment or your connections, so you might lose your 911 service due to a problem with your telephone equipment or your phone system, your phone connection, but is there a commonality for failing over to 10-digits, is it the same phone system? Does it come through the same server, is it the same phone equipment on the desk. And then what if the failure is your building, so say your failover is to your 10-digit, but you can't your building is the failure point. So, you evacuate, and you can't answer your 911 lines or your 10-digit lines because it wasn't an equipment failure, it was a center or building failure. So, consider your failover to be another county or another geographically separate location than your main center regardless of the failover reason, just let it fail somewhere else so you can deal with whether it's the equipment or facility issue.

And then in the event 911 is down, do you have procedures to notify your citizens? Emergency notification systems, variable message signs, public radio and television, media outlets, you've got to factor in ADA requirements to receive and handle a call using TDD/TTY, how do you do that in your backup center or your neighboring centers, social media, craft messages ahead of time and get internal approval. So, do you have access to your social media for your county, if not who does? You have multiple levels of contact or there are multiple people that have that ability, are there internal approval processes required before you get that message out saying that you have a failure and call this number instead. Or go to local fire department. But make sure the messages also say where the issue is. So, say something like Empire County 911 outage, we've seen this a couple of times including as recently as last week, it was not a failure in New York State but residents in New York on the New York border to another state received wireless emergency alerts saying that there was a 911 failure, but it didn't say where it was. It turns out it was not where they were. It was not in New York State, but they didn't know that because the message did not have that level of details. So, that can cause undue panic or delay, an actual emergency when 911 is working normally, they may see that and go to their local fire department when they could have called 911. So, make sure you do that. We know at least one county in New York State has a predefined 10-digit emergency number that they use for dealing with a 911 outage and its set up, they have multiple PSAPs in their county, it's actually set up with like IVR where it's a pick up and it says, press 1 if you live in the towns of, press 2 if you live in the towns of, and it sends it to that PSAP's 10 digit number, so they have it all crafted ahead of time so they could just message right out. That is there's no delay trying to figure out what to say in the message. And then if your PSAP is text to 911 capable, what is your alternate routing through your text to 911 calls as well?

Amanda Schultz: So, PACE planning leads us to that. So, if you haven't heard of PACE planning, I encourage you to go to the CISA website and look it up, it's fantastic. But PACE stands for Primary Alternate Contingency Emergency. Oftentimes PACE is multiple plans for multiple systems, and can be included into your COOP plan, so as an addendum or an appendix whatever you want it to be. But it is a methodology that was developed by the US military to help build resilient communications for units that need to communicate regardless of the situation they encounter. It's a tool for helping organizations prepare for backup communication capabilities in the out of the ordinary blue-sky situations.

So, the COOP plan, we just discussed, and the PACE plan is probably going to be most likely a component of your COOP plan, but it helps organizations establish predictable and redundant communications capabilities in the changing operational environments that they encounter. Agencies need to ensure that the plans are feasible, acceptable, suitable, distinguishable, and complete and that includes a blend of technical and operational experts in the PACE plan discussion. So, bringing all the correct people to the table, the subject matter experts is pivotal in your PACE planning.

So, the primary is your typical day to day method of communications, your blue-sky situation, your alternates that backup to the primary, contingencies used when both primary and alternate have failed and emergency is that situation that we never want to encounter, but we are encountering on a pretty regular basis now.

Again, just another schematic to see your primary. So, this is your radio on day to day talk channels for your talk groups, telephones, data, e-mail, all that, if that's down, what are you using? Are you going to use a different radio system, are you going to use interoperative repeaters or base stations, are you going to try to use cellular. If those two failed contingencies, cell phone, hopefully its up, satellite phones, MSATs and our Iridium phones are awesome. And the emergency situation, do you have a person designated as a runner to pass notes to people that need to get a message to them or starlink, maybe, I don't know.

So, in the webinar that we watched the PACE planning. So, they just actually took out an 8 x 11 piece of paper and they made columns and they said getting all the people to the right table and listing out every single piece of equipment that 911 centers have access to or they actually have in their 911 center, and write then out and put them into the categories of primary, alternate, contingency and emergency, and develop this plan. Anything to add on that Matt?

Matt Delaney: No, there's so many different ways you can communicate, it's just figure out what those are and then go through them and make sure you have those tested.

Amanda Schultz: So, if there are many causes of system failure, we talked about through the last couple of minutes, but user error, internal or outside, Matt talked about power outages, cellular network congestion, there's large events and major events going on that just disrupt your service. There's a cell site actual failure, Internet loss or loss of landline telephones, and e-mail issues. Are we prepared to conduct business with runners? With our cops on the road delivering messages.

Matt Delaney: And even beyond that, one step further, are there things that maybe you don't think about are an emergency but things you do every day, maybe you have to e-mail a report every day or payroll or other things that you do by e-mail or electronic systems, what is your backup to do that, if you don't have the e-mail or the other electronic system, you have a cyber incident, your county IT has shut down your e-mail or shut down your access to Internet systems or so forth, what are your backup plans? How do you do those things that you need to do that maybe aren't part of answering the 911 call but are necessary for the everyday operation of your center.

Amanda Schultz: So, some high-level reminders that we let the 911 center the coordinators know about. Keep it simple. If you write a plan that convoluted and technically over the top and a 911 dispatcher needs to institute it in the middle of the night, they might not know what they're talking about on this PACE plan. So, keep it simple, high-level. Once completed, users need to learn it, like I just said, your dispatchers need to learn it, your departments need to know it, everybody needs to know it. So, get everybody on the same playing field.

Matt Delaney: It's really important your neighboring jurisdictions know what your PACE plan is so, you may know how to contact, what method you're going to use to contact them if you go down, but do they know what methods that they can expect to hear from you, and do they know how to reach you if they call you on the phone and your phone doesn't answer, do they know what other methods they can use to contact you.

Amanda Schultz: It's good consortium level conversations to have at the consortium meetings too about PACE planning and what the other counties are doing adjacent to you. Test, test, test your plans. Unplug stuff, Matt says it very well, we say the best. Unplug stuff, make sure your plans are being tested and that they're working, and if they're not working doing an after-action report on them and correct those issues.

Matt Delaney: Much less stressful for everyone involved if you know what to expect and how to execute it when you need to do it, rather than pulling out a binder that's covered in dust, and you're looking it over and going, I don't even know what step 1 means, because you've never done it before.

Amanda Schultz: For more information go to [CISA.gov](https://www.cisa.gov), they do have a lot of information on its and its great steps. Any questions?

Jay Kopstein: Two comments, if I may. First, for next year, we are in SAFECOM looking at PTSD in the ECCs, that's on our radar, something that we're going to be looking at because its become a problem, and the other thing is and typical for all communities, where you have back up facilities, part of your plan should be how are you going to move

personnel from your primary facility to your backup facility? Having a facility is wonderful, but how do you get people there?

Mark Balistreri: Very good point Jay. Any other questions, comments?

Jeff Nuding: Jeff Nuding, ITS. Just a recent experience underscored sometimes the frailty and complexity of things that are even built to give us the redundancy. We had a circumstance where normally scheduled power outage caused stuff to fall over, to uninterrupted power supply, UPS, but it wasn't monitored, and those don't last forever, they die, and when they did it was unexpected, so as you might imagine with any modern network, telecommunications equipment, it doesn't always handle those things very gracefully when it's not anticipated, so even, it's almost as if the things we put in that give us high availability and redundancy, and resilience can sometimes lull us into an expectation that everything is fine. It's not, if you're not watching the things that are there as your secondary or backup. Now, I don't know, that was probably just a whole lot of misunderstanding, miscommunication with 3 or 4 different entities that were involved, power company, OGS, other state agencies, other tenants, not all understanding how it all goes together, but it did provide a really good example of even when we take all those extraordinary steps, if somebody isn't knowing to look that oh the power's been off for 8 hours, I wonder if stuff is going to start shutting down. The answer is yes, it will if you don't have other, either bring the power back or if you've anticipated that or you know that, hey, we don't want things to fall over to UPS, we want them to be gracefully shut down until such time as the power is restored.

Matt Delaney: Follow-up to that, have a checklist. So, if you say you lose electrical, lose electrical power and your generator starts, have a checklist and go, okay, I need to ensure that if the power outage lasts more than 12 hours, I've scheduled for a fuel delivery. I need to ensure that UPS is transferring. Go down the checklist and then having the checklist noted every X number of hours which things you're supposed to check. I need to make sure that buildings and grounds comes and verify that there is oil in the generator that will last 24 hours or something along those lines. And the other thing is notifications. Say you have a generator test, your generator does notify you every week, you get an e-mail notification or some type of alert, and your generator is running for the test, make sure you're aware if you don't get that e-mail. It becomes noise, because you think, oh every week, no, I haven't gotten the generator test notification in the last 3 weeks. Well, that's a problem because it probably means something's wrong.

Amanda Schultz: Network diagram too, I think is another good point to have in your PACE plan or your COOP plans. Make sure that your network diagrams, even if it's a high level, you know sort of situation, but people who are coming to fix the problem might not know your systems, right? So, having that in your COOP and PACE is really good. And then roles of responsibilities along the lines of who's responsibility is it to maintain the UPS, right? I have that, unfortunately, as a fail forward sort of situation. I guess it was my responsibility at my 911 center to maintain my UPS and so, let's leave it with that, so. Good points though, thank you.

Mark Balistreri: Any questions, comments? So, I know this presentation was at the Coordinator's Conference and it centers around 911 centers, but these things apply to whatever discipline you are. And your agency, or who you work for should have a COOP plan and a PACE plan for whatever. Sometimes there are simple things too to start with like, when was the last time you updated your contact list? If you have radios, which's your UID list look like? And who's assigned those radios? You'll find people have retired and moved on and didn't update stuff. And we've started doing that here at DHSES and its been very good, and we're pulling the items out and we're testing them. We recently did testing with our iridium phones, and made sure that folks knew how to actually use them, and that they work. So, are the batteries charged on these devices? All these things are really important, and we started doing because of the predicted increase in the hurricane season just to be prepared. But it shouldn't have to wait for those type of events, we should always be updating.

Matt Delaney: And not just that your battery is charged, is it still good. You know your assets that are in your PACE plan part of that testing monthly is to so they don't become stale. If you use your portable radio every day in the field, you get used to what's the rotation cycle for that. Are you also rotating your satellite phone batteries every 3 years or whatnot? You might not think about that because it's sitting in the drawer.

Mark Balistreri: Right, when was the last time you pulled out the satellite phone or did you just throw it under the seat of the car? So, alright, good discussions, I really appreciate everybody's input, comments. So, as we stated at the August meeting, due to increased need for deployable assets from our wireless carrier partners, we've asked the major carriers to present. Last month we had Verizon, this month were going to have AT&T FirstNet do a presentation. Again, these presentations are for informational purposes only to aid in your situation of awareness, they are not going to be discussing any products or services that they may offer. AT&T FirstNet, Marie Farrell.

AT&T FirstNet

Marie Ferrell: Thank you for having us and giving us an opportunity to speak with all of you today. My name is Marie Farrell, FirstNet AT&T sales manager and along with my team, we serve the counties from Westchester, Putnam all the way up to Buffalo and all our four state agencies.

Kimberly Radesi: Hi, I'm Kimberly Radesi, I work under Marie. I'm responsible for the four agencies and the SUNY colleges. I've been with the company quite a while and I support our agencies with DEC, PARKS and so forth.

Carl Busseno: Hi, Carl Busseno, I am the radio access network director for AT&T, I have a team event of radio engineers essentially that are responsible for the overall network for all of New York state and part of Northern New Jersey. So, we support not only FirstNet but our commercial customers as well.

David Cook: I'm David Cook, I know most all of you for a long time. I'm with the FirstNet Authority, a part of the US Department of Commerce, they work for me. So, before I start, I just want to take a moment, Mark, I wanted to thank him because this is a really prestigious group, some of the most knowledgeable communications brains in the state. And what you folks talk about here is super critical. I've been in communications for my whole career, and I've had calls go bad on both sides of the radio, and it's not a good day, it's a really crappy day. Our communications have changed over course, right? We used to have wireline phones, didn't have any data. Then we got wireless phones, now we've got wireless phones that talk to satellites, it changes faster than we can keep up with it, literally. There is always something new coming out, and if you folks don't have good relationships with your cellular providers, no matter who they are, you're making a big mistake. You need to be able to call them up at any time 24 hours a day and say, Carl, I've got a problem here, Marie, I need something there. Or the folks from any other vendor, you need the same relationship. FirstNet is a result of the tragedies of September the 11th. The country had an attack, everybody knows about it. Congress looked into it, Congress created the 911 Commission, 911 Commission took years to write a report, they wrote the report, and in it identified public safety communications as one of the biggest weaknesses this country had. So, they looked at what to do with public safety communications, and it took them years to figure it out. And while they were waiting years, one of the few things that I've seen happen in my life, fire, EMS and law enforcement all got together on the same bandwagon to promote the same thing, fixed communications. So, Congress fixed communications partly by creating the FirstNet Authority which was signed into law in 2012 by President Obama. They put us in the US Department of Commerce for administrative purposes. Human resources, how do we get paid, all that kind of stuff is done through the Department of Commerce, but we're an independent authority, we don't report to anybody but Congress. So, we put out an RFP after thousands of interviews across the country, asking what do you need by way of communications support? Data was just becoming a thing. I bet there isn't anybody in this room that doesn't have a data device in their pocket. How many of you carry it on you, Paul? Just one today. Mark's got two, he's playing on one right now.

David Cook: We can't live without data communications today for business or for home. You've got to have cellular coverage. So, we put together an RFP, AT&T was the only cellular provider to bid on it. They got the award, and the law said that we have to have FirstNet services available in every one of the 56 states and territories, 50 states and 5 territories plus the district of Columbia, but the law doesn't say anybody need to use it. It only says it's got to be available. Are you going to use it, it solves a problem for you. Hopefully, it's better than any other provider, but we know it's not in all cases. Many cases one of the other vendors has a better service, they have better coverage, we know that. Go with whoever is best. I hope it's us, if it's not, use what's best. Oh, by the way, we just signed another contract to extend for 10 years with another investment. None of the money invested in FirstNet is tax money, all the money that goes into this program is self-generated, or it comes from the sale of Spectrum by the FCC. We have to work when the government shuts down. We are not part of the regular budget where some elected official can say, put a redline through that, we don't want it anymore. I got to work.

So, this is where we've gone, we've only been around a few years, there's over 6 million connections, 28,000 agencies across the country. Look at some of these numbers, and this is true for everywhere in the country, 200 applications. How many apps are on your phone? All of those apps are public safety oriented, there aren't any games up there, are there Marie?

Marie Farrell: No. There better not be.

David Cook: 800 devices, you can't list 800 devices, I can't think of 800 public safety devices, but there's 800 that have been tested and proven to work on the network. Square miles across the country mandated by the law. Best part here what you heard about last meeting from Verizon, dedicated assets didn't exist before FirstNet for public safety. You couldn't call us somebody and say, "I got a tower down I need help." Why was that? Because we were such a small group. There're only 4 to 5 million emergency responders in this country, there are 350+ million commercial users. So, you have 350 million people here, 4 million over here. Who are you going to listen to, they're a business, we're for profit. We get that. So, the government stepped in, and we put money behind developing things for public safety, like your phone. If your phone got wet if you're a fireman, you couldn't use it. If your phone got tossed because you're a police officer and it got broken, you couldn't use it. Public safety phones now can be put in a swimming pool, driven over with a truck, and you can pick it up and use it. And I could go on and on, but I don't want to spend a lot of time dragging it out. I'm hoping this is all repeat. If not, please yell at me later. If you want to talk with me as government to government, get a hold of anybody on Mark's team or go to the FirstNet.gov website and you'll find all my contact information. Thank you, Marie.

Marie Farrell: Thank you.

Carl Busseno: So, one of the important aspects of FirstNet is we are held to from the FirstNet party is providing a QoS, Quality of Service which basically means, you're going to get faster speeds than commercial networks, right. So, when we do a side-by-side comparison on average, what we see is that the speed and the quality of service that you're getting at FirstNet is better than commercial. You are on network priority. So that means, the same thing, you are first to get on a network vs. commercial. Preemption, when a first responder, if the network is busy and a first responder needs to use the network, we preempt our commercial customers. Those are what those three are all about.

Okay, what Dave forgot to mention was not only did FirstNet award AT&T the work to go deploy the FirstNet network, but they also gave us spectrum, right. So, the key is the spectrum. And what's important about that spectrum, they gave us a 10 x 10 or 20 Megahertz of spectrum in a low band that is 700 Megahertz that is designed specifically for first responders. So, when first responders aren't using it, commercial customers can use it but when a first responder needs it, they absolutely have to get it. So, we've deployed spectrum throughout, we're continuing to deploy it more and more. That is key it's what this slide is showing here. So, the blue line is showing that when a FirstNet subscriber connects to the network, they are connecting to the similar tower that commercial customers are connecting to, but they have the band that's separate. They transverse over the same fibers, our sites need to connect to our core network via fiber, they connect over that same fiber, but while they are going through that same

fiber, they do have higher priority than commercial basically, so priority is kept there. It goes all the way through, and then when it gets to our core network, there is separate servers just for FirstNet users. So, we don't keep commercial and FirstNet users on the same port. We had a situation about 6 months ago or so, where a commercial network was affected but because of our core issue, FirstNet wasn't.

Marie Farrell: So, if I could just add, so with this and with the Authority there were very specific milestones that we had to meet otherwise there are penalties against that. So, not only did we build out a dedicated core network and separate your commercial traffic away from your traffic, but we have a data center. There are 6 data centers now backing this traffic up alone. They also required us to put out a security operation system and personnel separate from what our commercial people are doing. And they're monitoring just this traffic for cybersecurity thefts, TDoS attacks. So, this is literally a separated dedicated core network that we had to build before we could even deploy.

Carl Busseno: Okay, what's also unique is that we have this what we call the Response Operations Group and it's a team of people that were ex-first responders and still do some first responding, but they were in the public safety community. The only way you could be part of this response operation group is if you were part of the public safety organization, within public safety at one point or another. Their sole job is to support public safety and FirstNet. So, as I mentioned, they are former public safety or military as well. They are the heart of when a ticket is open, it goes through that team. When complaints come in, it goes through that team. So, they keep FirstNet running essentially. So, my team supports them, we built the FirstNet network, they support the FirstNet network.

This is the team, there's just in this group alone dedicated again to FirstNet, there's 350 people that are dedicated to that. Within that we have section chiefs, you see that broken out throughout. What is interesting, even though everybody kind of has their own separate area, they all support each other. There was a person that was supposed to be here today, I just support the network, from the ROG group that was supposed to be here today presenting with the ROG does, he would have done a lot better job than me, but unfortunately, he couldn't make it because he's down southeast supporting the hurricanes that just came through.

Kimberly Radesi: I just want to point out these are aligned with FEMA territories; we have somebody like you mentioned that's not here who is aligned with New York State. Marie and I are also on the frontline working with the four state agencies, watching what's happening in this state. Whether that's at a county level, Marie has a team behind her for each county that's supported or at the state level. So, a lot of times, there was a lot of talk today about preparedness and testing, in your protocols. We also have that behind the scenes at AT&T where we're watching in alignment with the agencies we support and usually making a call out or waiting for a call in and aligning our resources to be ready for deployment. So, where there's a ticket and processes that need to be placed, we are also practically doing that.

Dave Cook: What I wanted to point out is Sebastian Donaruma that goes by Bash is your point of contact. And Bash is a retired police chief from New Jersey. They got incident command training, they know how to report to the IC post and unified command, and they know how to talk your talk.

Carl Busseno: Okay, so this just shows how over the years, we've addressed more and more incidents. These are just what's tracked. So, we have over 1800 in 2023, I don't have the 2024 numbers, but it's well over that, the number just keeps growing every year. And when I say tracked, so, there are situations where Marie will get a call, I will get a call, and we work, and we react to the issues. Those aren't tracked, okay. These are when a ticket is opened and it's brought to the ROG's attention, at that point, those are tracked. So, there's more than what's even showing here, okay. For example, I support New York City as well, and there is constantly protesting going on in New York City, and we get a phone call, "Hey, can you check out this area? Can you make sure that we're going to have good service in this area because there's going to be protesting." So, my team kind of gets involved, we don't create a ticket and go track that, but we do react to it and serve the individual customers that call us up for those.

Okay, as part of the support of the ROG, one of the things they do is they control what's called SatCOLT, a compact rapid deployment vehicle as well as some mini CRD, small ones, and then they have a bunch of other solutions at their disposal. So, when a ticket is created, they look at okay what is the problem, and they try to identify a solution

with one of these items that we have here. It depends if it's a big coverage area, they'll bring out the SatCOLT, if it's smaller or it's limited access, they will bring in the Rapid compact deployment device.

Marie Farrell: So, in the State of New York, all the governors opted, and our Governor at the time he waited till the 11th hour, and one of the negotiations was the SatCOLT, so in the state of New York, we actually staged two SatCOLT's ongoing, and then we also for the city we have one right outside in New Jersey. So, this SatCOLT is actually, we have one based in Tully and it helps us when you make that call or you open up that ticket, our response time or SLA is 14 hours or less, there is no charge to you, but we have been able to be successful in getting that on the ground with all the tools necessary within 4 hours or less. And then, we've been working with Matt, we're looking to bring one up into the Albany area as well. So, those are here and available unless we have a disaster of such, and now all of our deployables for the most part are down south helping and assisting all our first responders and survivors for that matter as well. Compact Rapid Deployable, this is amazing. So, if you went to the 911 conference, we actually had one there, and this is satellite driven as well. We sell these to our customers, and for those of you that went to 911 Chautauqua County, they purchased one of these. It actually supports Verizon as well as a back haul. So, we're not just about FirstNet in our network, we want to make sure that whatever you're carrying, that you're going to have some connectivity. So, this can literally sit on the back of a suburban. It's very lightweight, and it can fit through a people door. So, these are actually deployed, and we say we have 180 in our fleet, but when we went down south, where we are today, we spoke about it, people that own these, the counties they were kind enough, as we all work together, to bring theirs in as well. So, you can put this wherever you want. It has no interference with the macro site, and it will give you connectivity as if you were on a cell site. So, you could roll that up to the Adirondacks, god forbid if we have an emergency up there and not sure if you have coverage. Now you have support.

Kimberly Radesi: So, just two clarifying things, it's been touched on that there's no charge to this, I just want to emphasize that, and there is two ways to engage on this, either a planned or an unplanned event. So, if your agency, county, is expecting a big concert, something like that, you could open up a ticket, contact Marie, and we deploy. In an emergency, an unplanned event, that's where we also go through ticketing and we're managing that. So, there's two ways to do it. In either case, there is no charge. This is backed for you as a FirstNet customer.

Dave Cook: Marie, a couple of quick things I want to add, 1 is that when you put in your ticket you don't ask for a SatCOLT or a CRD, you tell them you have a problem and where it is. Then they figure out what the solution is. The other thing is, if you do offer help, please notify this office, we would like to coordinate through March team, because we don't want tickets coming in locally and tickets coming in from the State and so on and so forth. So, that's just a request, it's not a directive, we would appreciate if you would coordinate through OIEC.

Carl Busseno: So, we have a device called MegaRange and what's really interesting about this is it allows the device, it's a device it's a fixed device that you put inside a vehicle. It allows it to transmit 6 times more power than your standard cell phone, so the biggest challenge in any cellular network is, we talk about coverage, and coverage is definitely a challenge, but it's not necessarily the coverage from the cell site to the mobile, it's typically from the mobile back to the cell site. And that's the great thing about MegaRange is it gives you that extra power so that now the cell site can hear you better and you can actually have better connections, communication. We've had situations where we have areas where you're there with your standard cell phone in your car, you drive through it, and your phone goes to no service. If you put a MegaRange in that same vehicle, we drive through that same area and voila, you now have service where you didn't have before. What's cool about MegaRange is it's your communication to the cell site back to the network, and it creates a Wi-Fi bubble. There are different versions of it but essentially it will give you an Internet connection or Wi-Fi connection and it works great. It provides for coverage in areas that you didn't have coverage before.

Marie Farrell: So, as Carl was sharing with you, you can have it more stationary, right in your vehicle, it's a modem and it can connect to your infrastructure of Cradlepoints or CR or whatever that might be and then he shared it creates that hotspot, so now anybody any carrier with a cell phone can now connect, because they connect to your Wi-Fi, you get that pass code. If you had situation where you had a camera and it's on a pole, and you need better

coverage, you can do a fixed environment on that pole, it can bring that signal in that camera and now you have connectivity or better connectivity than you did before. And then the last piece of this is really try to close the gap, because there are areas where we don't have a cell tower. So, I have one customer who's got 99.9% coverage now, we'll never say 100. But even if I can give my first responder 3 miles that they didn't have before, that can make a difference in your day. So, we've seen it go as far as 30, but it based on terrain. This we brought today just to show, but you can also use it in a pelican case. So, you don't have to just have it in your vehicle, the lid on this is the antenna. You pair it up, you connect, perfect, go out into very rural areas. You're on a four-wheeler, there you go, and now you have coverage in areas that we didn't have coverage before. So, we just wanted to show you that not only can you have it fixed in your vehicle, but you can also have one that can be carried and be deployed very quickly with you.

Carl Busseno: Okay, so not only do we have a number of people that support the ROG, we also have a dog, a support dog. We bring these dogs out for disasters and it's really for the first responders, right, when they're out there at a disaster, they're pretty exhausted, they've seen a lot of things, and they come back and they get to play with and pet the support dog, it's made a real difference. It's really fun to have.

Marie Farrell: We call them ROG the Dog. We have multiple dogs but we spoke about it right and it helps to take a dog when you're on the ground in a difficult situation.

Carl Busseno: These are just some examples of the deployments that we've done. I do want to point out, as I was going through the numbers before, the tickets that we have, we supported for Carolina's we supported about 50 different tickets that came through that, and then for Helene they got about 200 from Florida that they responded to, and we deployed as needed. We were pretty busy, and it's just some examples of where we deployed.

Marie Farrell: Down in the City, right for New Years, and those are all planned events. We have the marathon coming and we're going to be front and center, so all those planned events are just as important. So, in our backyard, I just wanted to share a couple of areas where we were able to help and support. The PGA, we all had last summer, we were able to gather up over 100 cell phones and deployed them quickly within 24 hours of the call that came in, and we helped and assisted them, so that they had their key personnel you know FirstNet dedicated network, so that they could communicate. I mentioned the ball drop, we do that every year. Then we had an unfortunate situation, the sergeant called me personally, when the little girl went missing, but she was found, so that's a good news story, but within 3 hours, we had not only SatCOLT, we had cell phones, we had the MegaRange, we had everything in their hands in addition to them already carrying FirstNet, but that's what we do. So, I had multiple people on the ground with them. And then the eclipse. I am going to let you take this one, because this is a great story. I'll give you the start, but we didn't deploy at all for the eclipse, and the eclipse was driving me crazy a little bit, I'm going to be honest. But working with other counties and we never had to deploy, and we never had a problem, and the reason why...

Carl Busseno: so, yeah, I kind of touched on it a little bit before. We were able to dedicate and what we did for the whole state was dedicate band 14 just for FirstNet. As I mentioned before, we have a way of, so its automatic when first responders need band 14, it will push commercial customers off automatically. But when there's certain situations that are occurring when there's a disaster occurring or a special event occurring, we like to be a little extra cautious and we say, don't even let the commercial subscribers use band 14. So, we absolutely dedicate band 14 just for first responders in those situations. It's just kind of an extra step that we take just to be extra sure.

Marie Farrell: And what's why when we talk about planned events, it's really, really critical that you share that with us so that, give us 30 days, so that we can make that happen for you so if you're in FirstNet and you have that connectivity no matter what.

Carl Busseno: I do also want to point out that we do deploy our own commercial COWs for special events but when we deploy those COWs we also put Band 14 on them so that it works for first responders as well. So, during these specials at Watkins Glen was one we just had, State Fair we just had.

Kimberly Radesi: We had 33 tickets for New York State to date and we responded 22, whether it was a deployment or a network operation.

Marie Farrell: Alright, so how to reach us, we'll get through this, we've got about 5 minutes here. So, as we were sharing if you're already a FirstNet customer, you have the FirstNet Central, it's a portal that you would go into and you can actually fill out a ticket online, but if you call the dedicated 800 number that we have listed here, no matter whether you're with us or not, you can take that number, as soon as the recording comes on, just say deployable, and it routes you immediately to the team. They'll fill out the ticket and then that ticket gets routed to our ROG team, myself, and the rep of choice for that area. So, two ways to do that, again.

And then obviously, we're triaging the network on an ongoing basis as well. So, like Dave was sharing, we don't just deploy, we're already looking at the ongoing call, we're looking at the network, we're making sure cell sites surrounding that area. You know what's the health of that network? And then to her point, we have all these tickets that come in, it doesn't mean we're going to deploy, but don't not call. I would rather have the ticket, and triage that ticket than not to have it at all, because I want to know the background of the network. So, there's no charge to it, open the ticket, and we'll help and assist. So, if you have FirstNet and you haven't seen it yet, there is a tile, you just hit the tile that says, "Request a deployable" it immediately opens up and then you can start filling in your account information, and then the ticket is transmitted back out to us as well as to you. Pretty easy.

So, I just want to finish up saying that if you want more information, we have FirstNet.gov which is your organization, you can go and it's updated on a regular basis, gives you all the information. And then we have our FirstNet.com as well. Just to close out today, and again, thank you so much for this time, one of the things that we do on an ongoing basis is what we call Knowledge Session. Because I think it's really important. I met with a county the other day and the Sheriff said to me, "You're not just a cell phone and MiFi cradle point or a router company, are you?" And I was like, "No, sir, we are not." And so, we're going to be holding a Knowledge Session October 29th Onondaga Emergency Management Center, and we're going to be talking about the new developments of our technology that the Authority said we needed to do. So, I listened to what you all said today, and the planning that you're trying to accomplish, we have a lot of tool sets to augment your infrastructure and give you that resiliency and redundancy that you need. So, when you talk about your P25, your two-way radio, we now, it took is 4 years, we'll be honest, but we now can connect via an ISSI connection and central New York consortium was kind enough to work with us for the past 4 years and we have a live connection now for the two-way radios to transmit your talk path back out to a handheld device of choice. So, we're going to be showcasing that. We're also going to have school safety you all know that in our PSAPs we have a company called Intrado, they'll be there, they're expanding, so that they will have something on their hips that they can communicate right back to your PSAP. So, we'll have that there. The ROG king will be there, we hope, and we're going to bring a CRD, and we'll showcase it there. Just to give you guys more insight as to how it works and what's available to you. So, if you didn't receive an invite and you'd like to attend, it's an all-day event, it's October 29th.

Mark Balistreri: Thank you very much. Appreciate it. So, just to close out this portion, we had Verizon at the last meeting and AT&T at this meeting, again for situational awareness on the deployables they have available, now you know what's out there. Do we have any other new business? Chris.

Chris Tuttle: Two things really quick, just to remind everybody, please if you have any swatting or swooping incidents occur at your 911 centers, please report to me what you see, so we can track them. It's still a major, national level interest in that. Also, I know Jay kind of danced around and I was a little bit more frank about it, the threat from our foreign countries to our country as it pertains to critical infrastructure of communications is real, I highly recommend that you track the Select Committee on the Chinese Communist party. It's a house and senate joint committee, specifically go back to January 31st on their website. It's open source, all open source. And there is really good testimony. It's long, it's about 2 hours, but I encourage you to listen to it. Director Easterly from CISA testified there, he was very specific on critical infrastructure with communications, and all open source of information. The current administration is bipartisan, so not to get political, but it is very forthcoming and frank with what those threats are internationally to this country, and something we need to be very aware of. So, the Select

Committee on the Chinese Communist Party, it's an open source on their [web](#) site, dot gov website and all the previous stuff is posted both videos and data. <https://selectcommitteeontheccp.house.gov/>

Mark Balistreri: I watched, it was excellent, a lot of good information in there.

Motion to accept new business: Mark Balistreri

Motion: Allen Turner

Seconded: Bob Terry

All in favor: Aye

Mark Balistreri: I would like to wish everybody a happy, safe holiday season, and our next meeting is in January, so we'll see everyone next year.

Motion to adjourn:

Motion: Brian LaFlure

Seconded: Juan Figueroa

All in favor: Aye

MEETING CONCLUDED