MEMORANDUM

DATE: January 25, 2018

TO: BayRICS Directors, Alternates and TAC Members

FROM: Barry Fraser, BayRICS General Manager

**RE: Initial Questions for AT&T about FirstNet Services**

As promised at the January Board meeting, here’s my off-the-cuff list of Bay Area Agency questions for FirstNet-AT&T. These questions may be tailored for use in discussions with both AT&T and with competing data/cell service providers. Note that the list is not necessarily in order from high to lowest priority.

1. In what ways will FirstNet-AT&T meet or exceed the service levels currently available with our current data/cell service?
   1. Why should we consider migrating from current services to FirstNet?
   2. Can we use our existing devices (handhelds and in-vehicle), and if not, can we get discounts on new equipment?
   3. This question should also lead to a discussion of priority/preemption and new applications on the service. Agencies should ask for any available case studies from others that have adopted the services, and also request a pilot or demonstration period to allow their staff to test the new services.
2. What are the costs for FirstNet service and devices? Are they negotiable? Volume discounts or introductory rates? Will they be competitive with (or better than) existing commercial service plans?
3. Will the cell sites and backhaul be “public safety grade” (enhanced power back-up, redundancy tower reinforcement, physical security, fiber vs. microwave, etc.)?
4. Coverage and Capacity. Will there be:
   1. Detailed coverage maps available for our jurisdiction?
   2. Expanded large event capacity, including pre-planning and enhanced capacity solutions?
   3. Adequate in-building coverage, including underground parking and public transit tunnels?
   4. How will AT&T address the known coverage gaps in our jurisdiction?
5. Do you have any plans to use existing public agency radio sites or infrastructure (for example, to resolve any gaps in coverage or to meet public safety grade standards)?
6. Will you provide adequate training for public safety users prior to beginning to use the service?
7. Are there any plans for field testing the service for signal strength, throughput speeds, and to verify detailed coverage maps?
8. Will there be secure back-end connectivity to PSAP/Dispatch/Data Centers for access to CAD, crime data, and other local applications/databases? Specifically, will there be an additional cost to agencies for this connectivity?
   1. Will there be applications interoperability across carrier systems for seamless access to these data sets by users on FirstNet and those on competitive carriers?
9. Will there be adequate cybersecurity and security of sensitive law enforcement data (CJIS, CRIMS, COPLINK, ARIES Data Warehouse, etc.). What are the rumors about “free” NetMotion Mobile Management/VPN tools for FirstNet subscribers?
10. Will there be routine technology refresh and upgrade cycles? Will this involve system down time and how will we be informed of downtimes?
11. We need the ability to port LMR communications to broadband for first responders. Where on the FirstNet roadmap would we get that ability?

Bonus questions:

* Will region have a role in coverage expansion and new site location decisions, to help improve coverage during regional response and mutual aid efforts?
* Will the urban area region have the ability to develop regional policies for the system, especially policies relating to local control, Priority and Preemption?
* Will the urban area region have the ability to develop regional bulk pricing arrangements for services, devices, and potentially for access to agency cell sites to enhance coverage?