INTEROPERABLE COMMUNICATIONS REGIONAL PROGRAMMATIC WORKING GROUP (IC RPWG)

Five Top Things to Know About FirstNet Central

(Formerly FirstNet Local Control)

Introduction: This document is intended to provide a baseline of information that public safety stakeholders should know about the current FirstNet environment. The document does not address the rules of engagement and how to deconflict multiple agencies arriving on the scene.

1. **There is a difference between "priority and preemption" and the four levels of preservation of service:**

    - FirstNet primary users always have the highest level of priority, preemption, and quality of service on the network, referred to as "First Priority^{TM}" or "QPP."
    - Priority gives FirstNet users preferred access to network resources.
    - Preemption will relocate or terminate non-primary or commercial users if needed in order to allow FirstNet primary users access (aside from 9-1-1 calls). FirstNet primary users are not pre-emptible. No manual intervention is required.

2. **FirstNet devices are assigned a preservation of service priority tier upon provisioning:**

    - When a device is provisioned on the FirstNet network, it is assigned the default preservation of service priority level Tier 4 but may also be provisioned at Tier 2 or 3.
    - At any time after initial provisioning, an Agency Administrator may elect to modify the setting for Primary Users between Tiers 2-4 as they deem appropriate. Extended Primary and Subscriber Paid Users are fixed at Tier 4, unless uplifted.
    - Uplifting an eligible device temporarily elevates it to the highest preservation of service level on the network, also referred to as Tier 1 or "incident level."
    - Preservation of service establishes protection for maintaining active connection to a service during extreme circumstances when the network is impaired.
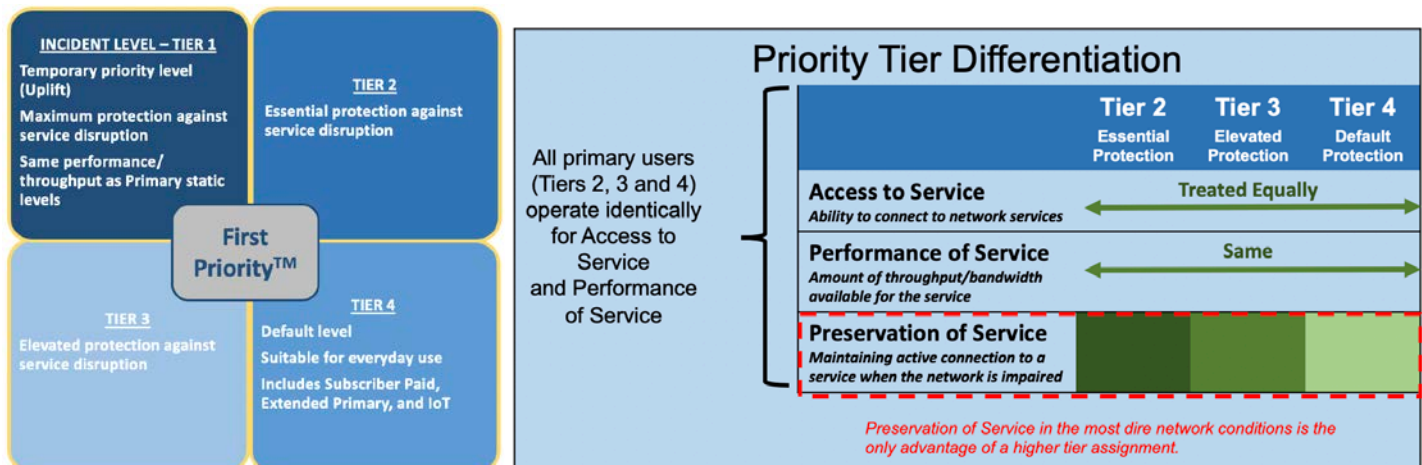
3. **FirstNet Uplift Request Tool capabilities:**
   - A FirstNet user authorized for the role of Uplift Manager by their Agency Administrator can initiate and manage Uplift Events. An Uplift Manager for an active Uplift Event can temporarily designate other FirstNet users as additional Uplift Managers to the incident on a case by case basis.
   - An uplift can be initiated from anywhere by an authorized Uplift Manager, and once uplifted, an eligible device is uplifted regardless of its location. This allows the Uplift process to be managed remotely if the impacted jurisdiction(s) are overwhelmed.
   - Uplift Events can be initiated for an initial period of between 1-48 hours and extended up to a total of thirty (30) days in increments of 48 hours at a time. Can immediately edit the event and extend the time period beyond the initial 48 hours, or incrementally extend as circumstances dictate.
   - Ideal use case is for an Uplift Manager within a Primary User organization to uplift critical Extended Primary Users who are supporting public safety during an incident or event. Uplift temporarily elevates uplifted devices to the level equivalent to Primary Users.
   - Uplifting devices does not provide a "better than primary" user experience, and it does not provide any additional bandwidth/throughput over Primary Users.

4. **Ability to cancel uplift status for a device:**
   - There is no mechanism to "cancel" an uplift for a device once it was uplifted.
   - The uplift status for a device will expire based on the period of time designated within an Uplift Event.

5. **Awareness of uplifted devices:**
   - Uplift Managers determine which devices are or are not added to an event they are assigned to. Once an Uplift Event has been created, all Uplift Managers assigned to that event can view details, see the status of included devices, and modify the event as needed. Uplift Managers receive SMS text message notifications on their mobile devices with updates to Uplift Events they are assigned to (e.g., requests from mobile app users, approved/disapproved uplift requests, devices added, etc.).
   - Uplift Managers are not able to view details for an Uplift Event they are not assigned to.
   - The FirstNet Assist mobile app can be used as a tool to view active Uplift Events within 50 miles of the device's location. FirstNet users can use the FirstNet Assist mobile app to request to be added to an active Uplift Event.

Conclusion: Through the IC RPWG, agencies in the National Capital Region should collaborate and cooperate to establish policies and procedures outlining the effective use of FirstNet resources during multi-jurisdictional operations. It is recognized that developing and maintaining effective policies and procedures will continue to be an evolutionary process.

GLOSSARY

- ***Agency Administrators:*** *Have the ability to manage users or purchase products depending on their agency's approval processes and policies (including purchasing devices, billing, management of Premier account needs for their organization).*

- ***Extended Primary User:*** *Agencies and personnel that support responses of primary user agencies.*

- ***Performance/Quality of Service:*** *Amount of throughput/bandwidth available for the service.*

- ***Preemption:*** *Relocates or terminates non-primary or commercial users if needed in order to allow FirstNet primary users access (aside from 9-1-1 calls).*

- ***Preservation of Service:*** *Establishes protection for maintaining active connection to a service during extreme circumstances when the network is impaired.*

- ***Preservation of Service Priority Tier:*** *Determines hierarchy for level of protection for maintaining active connection to network resources. Includes Tiers 2-4 for device provisioning, and Tier 1 which is temporarily assigned to uplifted devices.*

- ***Primary User:*** *Agencies and personnel from public safety disciplines of Emergency Medical Services, Fire Service, Law Enforcement, Public Safety Communications, Emergency Management, and Continuity of Government.*

- ***Priority:*** *Provides FirstNet users with preferred access to network resources. Refers to access to service, ability to connect to network services.*

- ***QPP:*** *Acronym for Quality of Service, Priority, Preemption.*

- ***Uplift:*** *Temporarily provides uplifted devices with the level equivalent to Primary Users.*

- ***Uplift Manager:*** *Refers to a role assigned to a user in the FirstNet Central Portal. The role of Uplift Manager is assigned to a FirstNet user by their Agency Administrator(s). Uplift Managers have access to the Uplift Request Tool, can create and manage Uplift Events, respond to Uplift Requests submitted by FirstNet Assist app users, manage contacts/groups, and run reports selected from a drop-down menu.*