

# Post Incident/ Event Review with the First Responder Network Authority



## What is a Post Incident / Event Review (PIER)?

A PIER engagement is a structured review of incident or event operations conducted in conjunction with public safety stakeholders. A PIER is much like an After Action Review (AAR) that public safety conducts today. We conduct a PIER to analyze successes, challenges, and concerns related to an incident or event where the FirstNet network was used.

## Why is it helpful to conduct a PIER?

A PIER is a key information-gathering initiative by the First Responder Network Authority (FirstNet Authority). When your agency uses FirstNet during an event or incident, we're interested in hearing about, and learning from, your observations, experiences, activities, successes, and challenges.

The discussions help us understand your perspective about:

- how the FirstNet Authority and AT&T communicated with and supported your agency,
- how the FirstNet network and equipment performed, and
- what your agency knows about the services and resources available on the FirstNet network.

The FirstNet Authority will collect and document your FirstNet experience into a meeting summary that will be shared with your agency. This document can provide an opportunity to assess what happened during the event or

incident, including what went well and what could help improve communication planning and usage within your agency. The FirstNet Authority will use the report to inform our own operations and, when appropriate, with your prior consent, we will share information with our network contractor AT&T.

**Interested in conducting a Post Incident/Event Review?**

Contact [PIER@firstnet.gov](mailto:PIER@firstnet.gov).

## How will the FirstNet Authority work with your agency?

We will coordinate with your agency to schedule and facilitate a PIER engagement about public safety broadband successes, challenges, and concerns related to the planning, operations, logistics, and technology utilized by responders during the incident or event. These findings can help your agency continue to enhance its broadband communications capabilities and more efficiently respond to future events and incidents.

Our facilitators will help your team:

- Discuss and understand what happened at the event or incident
- Compare plans with what actually occurred
- Deepen your understanding of FirstNet's capabilities and services
- Emphasize a learning environment and underscore the value of feedback