

HURRICANE FLORENCE: PREPARE, RESPOND, RECOVER

Q&A WITH ROBERT MARSHALL, VICE PRESIDENT, SOUTHEAST REGION

On Sept. 14, 2018, Hurricane Florence made landfall in North and South Carolina. The Category 1 storm brought with it epic flooding (life-threatening storm surge and rainfall . . . rivers crested up to 62 feet) and pounding winds (up to 90 mph). The devastating wake of Hurricane Florence claimed 42 lives and damage estimates up to \$18.5 billion. South Carolina Gov. Henry McMaster described it as one of the worst disasters in that state's modern history.

How did Motorola Solutions prepare first responders for Hurricane Florence?

First, our Land Mobile Radio (LMR) networks and our emergency response teams are built to respond and perform during natural disasters like this. That's why LMR systems are the technology of choice for public safety customers around the world. While broadband networks are making progress to meet mission-critical standards, today only LMR delivers what our customers need during and immediately after a natural disaster: Always-on, instant push-to-talk functionality that can deliver resilient mission-critical communications during the worst imaginable conditions.

Second, resilience depends on readiness. Our customers are fantastic about practicing with periodic drills, but you never know what any single storm is going to deliver until it actually happens. Before Florence made landfall, we were calling our customers twice daily to ensure they had what they needed beforehand, and that they knew we'd be right there with them.

Finally, we staged our emergency response teams and extra equipment in Savannah, Georgia so we could get into the hardest hit areas quickly and troubleshoot any potential issues. Based on the intelligence we saw before Florence made landfall, the big concern was massive flooding. So, we mobilized our teams – and our suppliers – with a surplus of two-way radios and chargers, programming cables to configure talk groups, antennas to ensure expanded coverage and site equipment. We also stocked up on generators and fuel so we could operate even if the local power grid was crippled.

How did Motorola Solutions' LMR systems respond during Hurricane Florence?

Outstanding. Our LMR networks are built to provide our customers with the coverage, capacity, capability and control they need, even they are dealing with a natural disaster on the scale of Hurricane Florence.

We had 27 systems – which includes 553 sites – across the hardest hit areas in North and South Carolina. Of the 553 sites, all but three performed flawlessly. In all three cases, however, our customers were

OUTSTANDING LAND MOBILE RADIO (LMR) PERFORMANCE:

- Our LMR systems performed as planned and first responders were never without mission-critical communications on our 27 systems and 553 sites in the hardest-hit areas across North and South Carolina.

HUMANITARIAN RESPONSE:

- Motorola Solutions Foundation donates \$10,000 to American Red Cross to assist with recovery efforts.

STORM SURVIVOR STORY:

- APX 6000 P25 mission-critical radios work flawlessly after being underwater for one week.

able to use adjacent, interoperable LMR systems with no interruption in usage. So, we're pleased that our customers across North and South Carolina were never without mission-critical communications before, during or after the storm.

How did public safety LTE networks respond during Hurricane Florence?

Despite a number of cell tower outages across both states, FirstNet, the nationwide public safety broadband network (NPSBN) was helpful in providing data solutions and push-to-talk communications to some first responders.

Our customer experiences from Hurricane Florence reinforce what we've always believed – that future users will have the ability to seamlessly bridge communications between LMR and LTE networks to share data – such as pictures and video – during disasters. And Motorola Solutions is uniquely positioned to deliver both.

What is Motorola Solutions doing as recovery efforts continue?

Some of our emergency response teams are still there providing support during the recovery efforts, which are expected to take weeks, if not months.

The Motorola Solutions Foundation, our charitable giving arm, has made a \$10,000 donation to the American Red Cross to assist with recovery efforts and will match personal donations made by our employees.