Nashville Christmas Bombing: Communications, Response, & Lessons Learned
Relationship between Natural and Man-Made Disasters

• Natural Disasters:
  A major adverse event resulting from natural processes of the Earth that causes disruption to every day life, great damage and/or loss of life.

• Man-Made Disasters
  Disasters that have, as a root cause, an element of human intent, negligence or error involving failure of a man-made system that create disruption to every day life, great damage and/or loss of life.
Natural Disasters

• Earthquakes
• Ice Storms
• Blizzards
• Floods
• Droughts
• Hurricanes / Tornadoes
• Extreme Temperature Events: Hot or Cold
• Wildfires
Natural Disasters: Local Events

• 1978: Blizzard

• 1994: Ice Storm

• 1997: Flood

• 2009: Ice Storm

• 2010: Flood
Man-Made Disasters

• Transportation:
  • Plane Crashes, Train Derailments, Traffic Accidents

• Industrial
  • Natural Gas and Oil Production Accidents, Bridge Failures, Dam Failures, Infrastructure Failures, Explosions, Mining Accidents

• Man-Made: Explosions, Fires, Riots, Wars, Terrorism
Relationship between Natural and Man-Made Disasters

• All disasters create and require similar critical response needs

• 3 C’s: Communication, Coordination and Cooperation

• NIMS: National Incident Management System

• ICS: Incident Command System
Nashville Christmas Day Bombing Timeline:

- 1:30 AM  RV is parked on Second Avenue
Nashville Christmas Day Bombing Timeline:

• 4:30 AM Sound of rapid gunfire is heard by residents

• 5:32 AM Second round of rapid gunfire is heard by residents
  Recorded announcements from RV that the vehicle will explode and residents should evacuate

• 6:00 AM 15 Minute Countdown begins
  Announcements from RV that residents should evacuate and song “Downtown” by Petula Clark plays on loudspeaker from RV
Nashville Christmas Day Bombing Timeline:

• 6:30 am Bomb Explodes
Nashville Christmas Day Bombing
Timeline:

• Generators provided power to keep system going for a few hours

• 11:45 am: Generators were flooded and/or shut down

• AT&T Communication systems shut down regionally
Public Safety Impact

• Public Safety Answering Points (PSAP – 911 Centers) lose 911 and administrative phone line capabilities
• Intermittent loss of internet capabilities
• Intermittent loss of NCIC Capabilities
Key Partners Affected

• Local
  Emergency Communications Center, Law Enforcement, Fire, Rescue, EMS, Elected Officials, Emergency Management

• Regional
  PSAP’s/911 Centers, Emergency Management: Contiguous counties and Area Manager

• State
  Emergency Management, State EOC, National Guard
Emergency Response Plan Implementation

• Contact AT&T reps to ascertain issue and thoughts as to restoration of services
• Notification of response partners
• Notification of regional and state partners
• Re-Establish telephonic communications with key response/administrative personnel
• Develop plan for emergency communications
• Public Information
Emergency Response Plan Implementation

• Establish alternate phone numbers and operational activities

• Release information related to alternate numbers to media outlets and social media platforms
Local Effects & Recovery Timeline

December 25th

• 11:20  Christian County residents started to experience intermittent cell phone coverage
• 11:50  ECC lost all capabilities to receive or place outbound calls
• 12:00  ECC started utilizing social media & overlay text to 911 as primary
• 12:20  Emergency Mgt. brought in Verizon phones to test
• 12:30  Notifications have been made to City and County Mgrs. and local law enforcement have established a plan and have additional personnel out
• 15:00  Other cell phone carriers were able to process most cell phone calls
• 16:30  Established a phone line at CCSO and sent out media blasts
Local Effects & Recovery Timeline (Cont.)

December 26th

- 09:15  First contact with AT&T resolution Center via Skype
- 09:30  Copperband Technologies called in to establish SIP phones
- 13:00  Received notification that one 911 tandem from Nashville was successfully rerouted
- 17:00  Received notification that second 911 tandem from Nashville was successfully rerouted
- 19:30  All local 911 lines have been transferred to SIP phones utilizing a ten digit number
December 27th

- 10:30 AT&T Cell phone services start working intermittently
- 19:20 All administrative lines have successfully been rerouted to SIP phones, however still no outbound calling capabilities via AT&T equipment
Local Effects & Recovery Timeline (Cont.)

**December 28**

- 09:00-11:00  IT made contact with AT&T resolution center with no new updates and still utilizing SIP phones
Local Effects & Recovery Timeline (Cont.)

December 30th

• ECC discovered our system was functioning and were able to transfer all incoming lines back to normal operation utilizing our regular AT&T equipment. SIP phones were still in place for outbound calling.
Local Effects & Recovery Timeline (Cont.)

January 4th, 2021
11 DAYS AFTER THE BOMBING

• All 911 and administrative inbound and outbound calls are back to being received and made via AT&T equipment and phone lines
## PHONE CALLS

<table>
<thead>
<tr>
<th>Phone Calls</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>1st Quarter</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>2nd Quarter</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>3rd Quarter</th>
<th>October</th>
<th>November</th>
<th>December</th>
<th>4th Quarter</th>
<th>ANNUAL TOTAL</th>
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</thead>
<tbody>
<tr>
<td>Admin/ Incoming</td>
<td>5911</td>
<td>5619</td>
<td>6311</td>
<td>17841</td>
<td>5498</td>
<td>6237</td>
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8-10,000 Monthly  
333 Daily Average
CALLS for SERVICE

25-Dec 26-Dec 27-Dec 28-Dec 29-Dec 30-Dec 31-Dec 1-Jan 2-Jan 3-Jan 4-Jan
PLANS & LESSONS LEARNED

✓ Purchase of backup Command Post phones (replicate of the actual console phones on AT&T FirstNet network)
✓ Aircards for other networks to Cradle Points with multiple network capabilities
✓ Reserve cell phones that are on different network than department cell phones
✓ Reserve SIP phones that are accessible and plug in ready
✓ Social Media and other Media platforms such as radio and television with multiple ways to connect
✓ Reserve back up radio channels that can be utilized in the event primary channels are lost
PLANS & LESSONS LEARNED (cont.)

✓ Internet services through different carrier than phone systems so that VOIP calls can be utilized (SIP phones)
✓ Text to 911 service through over the top program and not integrated into the phone system
✓ Local servers to phones, radios, and network, not all housed in the same location with redundancy to each one
✓ Work with current carriers and vendors to see what their plan is going forward to prevent future loss of services and understanding why their redundancy failed
✓ Pre-set backup numbers for frequent outside services such as Air Medical, Hospitals, Coroners Office, surrounding counties, IT, and Vendors.
☐ Backup 911 Center with full capabilities as main center (tested monthly)
✓ Pre-established responder plans for reporting and staging