



## Public hearing Supplementary Questions

### Timeline delay

#### **1. How does NSW Rural Fire Service monitor and report on the impacts of the delayed implementation of the Critical Communications Enhancement Program (CCEP)?**

The Rural Fire Service (RFS) operates the existing Private Mobile Radio (PMR) Network, and monitors the performance, stability and operation of the network. The RFS reports on primary impacts, including the continuation of maintenance and operational costs; risks of critical equipment failures; and coverage loss due to the age of the existing PMR network.

### ESO costs

#### **2. How has the delivery of the CCEP reduced NSW Rural Fire Service's costs to maintain its own communications system?**

There has been a minor reduction in costs associated with transmission equipment repairs and/or replacement where the RFS has completely transitioned to the Public Safety Network (PSN). However, reduction of site-costs has not yet been realised due to:

- (a) The decommissioning process. Until decommissioning occurs the RFS will continue to maintain site leases and licence agreements;
- (b) A requirement for the RFS to maintain sites in areas where the RFS has transitioned, yet continues to provide infrastructure (ie backhaul network services) to those emergency service agencies yet to transition to the CCEP;
- (c) The recent scope change of the Mission Critical Messaging Program (MCMP). This will see the RFS deliver the paging network upgrade and continue maintenance of agency assets, reducing the total number of sites to be decommissioned as an outcome of the CCEP.

### Benefits realisation

#### **3. How does NSW Rural Fire Service measure and report on whether the proposed benefits of the CCEP have been realised?**

The benefits of the program are PSN geographic and population coverage. The program is delivering against the following benefits:

- Geographic coverage is currently at 53%, with a plan to achieve a target of 85%,
- Population coverage is currently at 99%, with a plan to achieve a target of 99.7%.

The progress against these benefits is tracked monthly and reported to the Program Steering Committee, the Department of Customer Service, the Board of Commissioners, Infrastructure NSW and the NSW Government.

#### **4. What is NSW Rural Fire Service's view on the public reporting on the benefits realisation for the CCEP?**

The NSW Telecommunications Authority (NSWTA) provides details as to project progress within their annual report. NSWTA has also released media updates through social channels in partnership with the NSW Government as major milestones are achieved.

#### **5. Is there anything that is not currently reported to the public or to your agency, that NSW Rural Fire Service think should be reported?**

The RFS receives regular detailed reports of most CCEP and Network Operations activities. This occurs through established channels such as the Service Delivery Group and Project Steering Committee.

The RFS would like to see an increase in reporting areas as the CCEP approaches completion, including but not limited to:

1. Network blackspots, coverage and network capacity suitability resulting from changes in land-use and urban sprawl
2. The ongoing management of the PSN, e.g. life cycle management and changes
3. The ongoing reporting of system and service performance including Information Technology Infrastructure Library (ITIL) processes where relevant to agencies. For example, product life cycle management, and ongoing service delivery performance.

#### Governance arrangements

**6. Does NSW Rural Fire Service have any concerns regarding governance arrangements after its radio networks are decommissioned and your agency completes its migration to the PSN?**

The RFS does not have concerns. The governance arrangements to support the ongoing management of the network once fully delivered, are progressed through appropriate decision-making forums and continue to align to agency requirements.

#### Other

**7. The Committee understands there is a self-service portal linked to the CCEP project schedule database that allows stakeholders to access project data at any point in time. Does your agency interact with this portal and what has been your experience with it?**

The RFS interacts with this portal frequently. It has provided a significant uplift in project visibility to agencies. The Dashboard allows internal teams to review information and transform this into a state that can be communicated with operational stakeholders.

**8. The Auditor-General made several recommendations to the NSW Telco Authority as outlined on page 8 of their report. Is NSW Rural Fire Service satisfied that these recommendations are being addressed?**

Yes.