

Emergency Management Communication Solutions

Starlink Satellite Internet Connectivity

In today's rapidly changing environment, effective communication during emergencies is paramount. Access to reliable internet connectivity is an essential lifeline to connecting people and directly contributes to a community's resilience. Tidal Basin can deploy Starlink satellite communication systems to provide high-speed, low-latency internet access to areas where traditional systems are unavailable.

Key Features of Starlink

- **Global Coverage:** Starlink's satellite constellation offers extensive coverage across urban and rural areas, providing reliable internet access to support emergency response teams and communities in need
- **Rapid Deployment:** Starlink terminals can be quickly deployed in disaster zones, enabling first responders to establish communication lines in minutes rather than hours or days. During Hurricane Ian, which made landfall on September 28, 2022, Tidal Basin procured units to arrive at the staging area on October 3, 2022
- **High-Speed Connectivity:** Internet speeds that can keep up with the demands of emergency management operations, from real-time updates to video conferencing capabilities
- **Robust Performance:** Designed to perform in adverse weather conditions, providing consistent connectivity when traditional communication networks fail
- **Improved Public Safety:** Communities can receive critical alerts and updates, reducing confusion and enhancing the safety of residents during emergencies
- **Flexible, Cost-Effective Solutions:** Starlink reduces the reliance on expensive traditional infrastructure, providing a flexible solution that supports various emergency management needs

Communication & Logistics Solutions

Tidal Basin has both a pre- and post-disaster deployment team ready at a moment's notice to deploy Starlink satellite communication systems to provide stand-alone internet access points for survivors of a disaster.

Once we procure the units, they are owned by the state, allowing full access and use at any time for any reason without being dependent on a consultant for emergency communications, increasing capacity to maintain emergency communications.

Our services include:

- Managing inventory, delivery and set up of units to field locations upon request
- Technical support and troubleshooting and ongoing maintenance during deployment
- Tracking the location and point of contact of each unit to ensure accountability
- As the operation begins to downsize and/or demobilize entirely, we will pick up units from the field, check them for any damage or problems, make repairs where applicable, and return the units to inventory. All units are palletized and returned to the appropriate storage location (typically a warehouse) and a full inventory is provided to the client
- Logistics support including coordination of CONUS and OCONUS transport and shipping



Preparedness



Response



Recovery



Mitigation



Deployed

140

Starlink satellite
communications
units for
**Hurricane
Idalia**

**Be
stronger
than
before**

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Demonstrated Starlink Experience

Tidal Basin provides exceptional Starlink communication systems support and expertise for states, counties, and governments. Some of our recent experience includes the following projects.

Florida Division of Emergency Management (FDEM)

FDEM-ESF20 Hurricane Ian Starlink Deployment

Disaster Type: Category 4 Hurricane



On September 28, 2022, Hurricane Ian, the first Category 4 hurricane to impact Southwest Florida since Charley in 2004, became the deadliest hurricane to strike Florida since the 1935 Labor Day hurricane – causing 157 fatalities, with 146 of those in Florida. Tidal Basin was called in to support the Florida Division of Emergency Management (FDEM), under Emergency Support Function #20 Cybersecurity, with program management, deployment and demobilization, technical support, business analysis, user acceptance testing, inventory management, and logistics management of critical communications systems in Southwest Florida. The project's goal was to provide internet and cellular communications to the government, essential businesses, and the public in locations where infrastructure had been impacted or destroyed by the hurricane.



Public Hotspot Locations

Our team deployed Information Technology (IT) Help Desk staff and satellite communications equipment to 20 public locations to create public hotspot communications sites in Ft. Myers Beach, Sanibel Island, Captiva Island, Pine Island, and Bokelia. Hotspot locations provided a critical lifeline for residents, visitors, and workers in heavily impacted areas by providing internet and cell phone communications, enabling the public to communicate with friends and family, insurance agencies, FEMA, and contractors. Tidal Basin

provided technical assistance and human resources to each hotspot location ensuring all equipment was operating effectively and providing support to the public within accessing and navigating the internet.

Essential Business Communications

Tidal Basin also mobilized and deployed over 600 satellite communications units to governments and essential businesses throughout Southwest Florida. Our team delivered and set up units, provided IT technical support, and tracked and maintained inventory of the units.

Rapid Deployment and Staffing Capability

During Hurricane Ian, Tidal Basin provided staff at each public hotspot 7 days a week, to assist community members in the State of Florida with accessing the internet and provide any technical assistance needed to the Starlink units.

When facilitating Starlink management, Tidal Basin deploys the same staff as often as possible. This ensures continuity in our response and allows us to lean on the experience and knowledge built by these team members from previous deployments.

Many of the experts who deploy for Starlink are the same team members who were on the initial Hurricane Ian deployment, building the program from the ground up. Team members have varied backgrounds including emergency management, public safety/first responders, and information technology experts.

Hurricane Ian

Provided technical support and monitoring to over

15K
users at hotspot locations and deployed sites

Purchased

1277
Starlink units for the State of Florida

Florida Division of Emergency Management (FDEM)

FDEM-ESF2 Hurricane Idalia Starlink Deployment

Disaster Type: Category 3 Hurricane



On August 30, 2023, Hurricane Idalia made landfall as a Category 3 hurricane in the Big Bend Region of Florida. Communications systems were damaged or destroyed in the impacted area. Tidal Basin was called in to support FDEM under Emergency Support Function #2, with program management, deployment and demobilization, technical support, inventory management, and logistics management of the State's Starlink communications systems. The goal of the project was to provide internet and cellular communications to government, infrastructure companies, and first responders.

Tidal Basin mobilized and deployed approximately 140 satellite communications units throughout the Big Bend Region. During the response, we delivered and set up units, provided IT technical support, and tracked and maintained inventory of the units. The status of all requests was documented in WebEOC. Our team also mobilized units from the State Logistics Resource Center (SLRC) in Orlando to Gainesville and transported units back to SLRC following the response. In addition, we completed a full inventory of all Starlink systems belonging to FDEM and ensured units were palletized and stored appropriately at the SLRC.

Hawaii Emergency Management Agency (HIEMA)

HIEMA-ESF2 Maui Fires Starlink Deployment

Disaster Type: Wildfire



On August 8, 2023, multiple brush fires ignited in Pūlehu-Kīhei, Kula, and Lahaina on the Island of Maui. In the early morning hours, strong winds pushed flames through Lahaina, destroying the town. Tidal Basin deployed to Oahu and procured and mobilized satellite communications to support response efforts in Maui. Tidal Basin continues to support the Hawaii Emergency Management Agency (HIEMA) under Emergency Support Function #2, with program management and technical support of Starlink communications units. In addition, our team provides logistics support for the project, including coordination of transport and shipping between the mainland and Oahu, as well as interisland transport.



Tidal Basin is delivering

50+

Starlink units to every county in Florida to ensure communications for future disasters

For more information on our program support, contact Tidal Basin today.



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