Learn how we responded to natural disasters and kept first responders, government agencies, and customers connected.

Wildfires

Southern California:
As wildfires raged in Southern California in November and December 2017, we added capacity to cell sites near Lake Cachuma to handle increased network traffic while the Cal Fire incident command center was operational.

Northern California:
In October 2017, as wildfires broke out across Napa, Sonoma and Mendocino Counties in California, we utilized temporary microwave technology to provide connectivity to the network. We supported first responders and government officials with recovery efforts, as well as those in the community who needed assistance. Verizon deployed a cell on wheels (COW) to provide coverage to the Sonoma County Fairgrounds evacuation shelter in Santa Rosa. A Disaster Response Trailer (DRT) was deployed at Kaiser Permanente Hospital in Napa, with Internet access, laptop computers, phones and a wireless charging station for public use.

Western U.S.:
In July 2017, as wildfires burned in western U.S. states, we responded with critical communications to support more than 8,000 firefighters and first responders on the ground.

- In California, we brought satellite communications service to a remote area in Sequoia National Forest. In addition, we provided wireless devices and jetpacks to first responders.
- In Utah, we deployed a Cell on Wheels (COW) to a command center and base camp near Panguitch. The base camp needed critical communications services to support over 1,000 firefighting personnel.
- In Arizona, we deployed multiple network repeaters that amplify network signals.

Tornadoes
In April 2017, we sent a disaster relief trailer to Canton, TX, where our employees set up charging stations, passed out water, and kept locals connected with phones, Jetpacks, and tablets. We also deployed Jetpacks and phones to local officials and first responders.

In November 2016, tornadoes caused additional problems in Tennessee while emergency crews still battled wildfires. Our network team brought in a COW to provide coverage and increase capacity.
Hurricanes

Florida:

In September 2017, our network team staffed command centers 24x7 and was in contact with federal, state and local emergency management teams to coordinate communication needs and efforts in response to Hurricane Irma. Our mobile equipment fleet was deployed throughout Florida.

We deployed two SPOTs (Satellite Picocells on Trailers), as well as a Tactical Command Trailer, a Mobile Command Center, which helps provide support to rebuild network infrastructure and also provide support to government agencies; a Gooseneck Trailer, and a Wireless Emergency Communication Center.

Puerto Rico and U.S. Virgin Islands:

In the Fall of 2017, Verizon engineers were on the ground for weeks assisting our roaming partners in Puerto Rico and the U.S. Virgin Islands, offering support to carriers and coordinating with federal agencies. We provided portable equipment, including generators, mobile cell sites and antennas. In addition, we donated a generator to the University of Puerto Rico and 44 laptops to help local regulators bring Internet access to residents allowing them to apply for aid and communicate with friends and loved ones. The donation doubled the number of Internet access locations available to residents.

Texas:

When Hurricane Harvey made landfall in Texas in August 2017, we already had teams and equipment deployed, including Cells on Wheels, Cells on Light Trucks (COLTS) and mobile connection rigs and staffing shelters to assist first responders and displaced residents with mobile charging, Internet access and other communications needs. In-building solutions reinforced coverage at the command centers of several leading government agencies.

Why Verizon for Public Safety?

We’ve built a network with services for public safety. Because of our proven commitment to providing services at the highest standards, public safety agencies across the country choose Verizon as their service provider. You can expect our unwavering support and services as the provider of the nation’s largest and most reliable 4G LTE network.

For more information, contact your Verizon representative or visit: verizonenterprise.com/industry/public_sector/public_safety/.

Network details & coverage maps at vzw.com.