

Newsletter

December 2020

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Volume 4, Edition 12



LAS VEGAS: A smart city for the future

The city of Las Vegas has incorporated FirstNet into public safety communications and IoT applications that support first responders. Hear how and why they've done this. [WATCH VIDEO](#)

Using technology to keep Las Vegas community safe

By Michael Lee Sherwood

Chief Innovation Officer for City of Las Vegas

Everybody knows Las Vegas is the entertainment capital. Lots of exciting things happen in Las Vegas. But not only does it happen in the entertainment world, it's also in the innovation world.

While you see the lights and the shows and the action – behind the scenes is a vast technology network that helps drive the city. And having FirstNet as our partner really helps make some of those things come true for our first responders and public safety.

When I started as chief innovation officer here in Las Vegas, one of the first
(Continued on Page 4)



Supporting you in unprecedented times

2020 was filled with unprecedented challenges for first responders. Yet, you stayed the course and fulfilled your mission. Whatever 2021 brings, we will be with you every step of the way.

[WATCH VIDEO](#)

FBI expands its use of FirstNet

Approximate \$92M agreement largest commitment to FirstNet by a public safety agency

The Federal Bureau of Investigation (FBI) is expanding its use of FirstNet, signing up for additional FirstNet capabilities to support the FBI's day-to-day and emergency operations in an agreement valued at approximately \$92 million. This is the largest commitment to FirstNet by a law enforcement or public safety agency.

FirstNet, Built with AT&T, is the only nationwide, high-speed broadband communications platform dedicated to and purpose-built for America's first responders and the extended
(Continued on Page 6)

FIRST RESPONDER WELLNESS

7 things first responders can teach you about holiday resilience

By Dr. Anna Courie

Director, Responder Wellness
FirstNet Program at AT&T

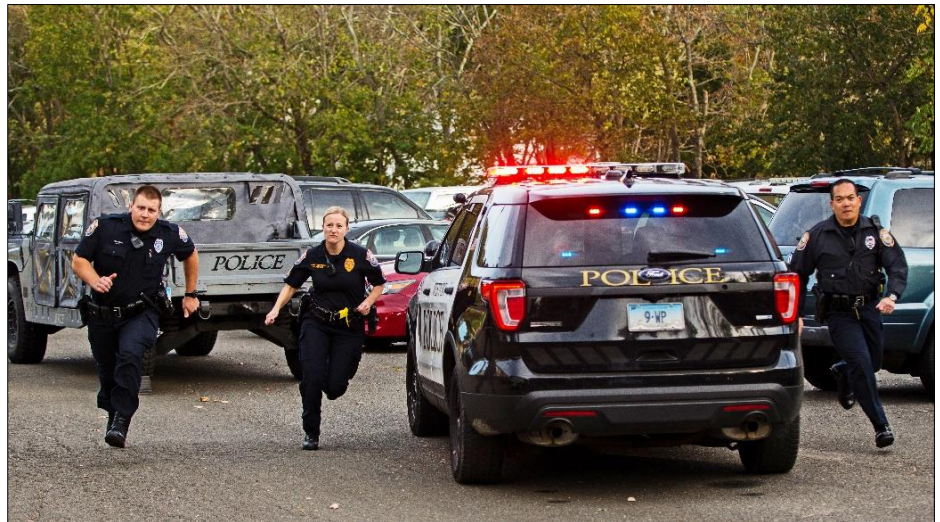
First responders are a tough breed – equipped with unique traits that allow them to run towards problems, rather than away from them. And many people see them as heroes because of these characteristics that make them who they are.



When I think of people who can teach me habits that can make me a better person or help me respond to a tough event, I think of first responders. They're incredibly resilient. And their ability to search for solutions to a problem provides a unique perspective on how to respond to the challenges inherent in this holiday season – made even more so with political and social unrest, and an ongoing global pandemic.

Let's take a look at seven skills of first responders that can help you build your personal resilience, even in the middle of a complicated holiday, and improve your overall wellness.

1. Be mindful. Veteran fireman and paramedic Ryan Fields-Spack, practices the habit of mindfulness. Mindfulness is a key habit of resilience that practices the tactical pause to self-assess mind, body, and spirit, and consciously breathe through the points of tension. These exercises facilitate coping, relaxation, and understanding of complicated feelings and events. "Mindfulness is a Superpower," says Ryan Fields Spack quoting Dan Harris. "This is especially true for public safety. Whether a structure fire, officer in distress, or cardiac arrest call; a 5-second mindfulness moment immediately grounds you and allows for better decision-making in stressful situations." The [BeMindful](#) organization is now



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- offering online mindfulness courses. And first responders can get a professional discount with the **code FIRSTRESP10**.
- 2. Maintain your exercise and healthy eating habits.** First responders know they need to be physically ready to respond to the demands of their jobs. That means a regular physical activity and food choices that fuel their body for excellence. Exercise is the number one thing you can do to improve resilience. It doesn't cost a dime. But it improves your mental, physical and spiritual health.
- 3. Seek purpose and meaning from events.** First responders see both the best and worst in humanity. The steady toll of critical events can wear on even the strongest person. Evidence suggests acute and sustained stress can accumulate over time, leading to more complex health issues. These include anxiety, depression, post-traumatic stress, and others. Some veteran first responders have learned they can grow from these events. This is called post traumatic growth and the process incorporates the

practice of searching for purpose and meaning, even from the most painful experiences. Kelley Adley, a former law enforcement officer from Texas uses his faith to discern meaning and purpose. "Remember this: You have never really lived until you have done something for someone who can never repay you," says Adley. "***This is the life of a first responder.*** Train your mind to hear what your higher power whispers and not what the enemy is shouting."

- 4. Fight for yourself.** First Responders will be the first to tell you to call for help when you need it. They also know that it's important to seek help for themselves when events try to overwhelm your spirit. If you are struggling this holiday season, pick up the phone and call or text to just talk about your feelings. Sometimes, just getting things off your chest can make a huge difference. Talk to a friend, a loved one, a chaplain, or other person you trust. If you don't feel comfortable talking to someone

(Continued on Page 2)

FIRST RESPONDER WELLNESS

7 things first responders can teach you about holiday resilience

(Continued from Page 2)

you know, you can always text the **Crisis Text Line** at 741-741 or call the **National Suicide Prevention Lifeline** at 1-800-273-8255.

5. Practice Optimism. Seeking out evidence of goodness, kindness, and hope fuels optimism. This optimism is one of those traits that gets first responders out of bed each day and back to work in serving the public. Optimism and gratitude are critical characteristics of the resilient individual. While your holiday may not be the one you traditionally have or envision, it can be just as meaningful. Perception often colors our attitude about events. But if we practice optimism, we can create a positive experience, even when things don't go as planned. Optimism and gratitude are some of the easiest habits to adopt. Try each day to name three things for which you are grateful. That's it. Name those things that bring you gratitude, optimism and hope. If you hunt the good stuff, the good stuff will find you.

6. Be Flexible. This holiday will be different. First responders are used to different kinds of holidays. They often have to work over traditional family events around the holidays. And this has taught them two things:

- a. Celebrating with family and friends doesn't have to be tied to a specific date. You can make the most of traditions with loved ones, no matter when it occurs.
- b. Celebrations with co-workers while on call can be as meaningful and valuable as those at home. There is something special about sharing Christmas morning with a co-worker while serving the public good. No, it's not blood family. But it's another kind of family. If you can't be with family this holiday, think of ways you can



First responders are equipped with unique traits that allow them to run towards problems, rather than away from them.

c. be flexible with your holiday plans and still find meaning and memories.

7. Build Relationships. No one knows first responders like other first responders. They are a close-knit group that take care of each other. Having relationships is key to personal resilience. Focus on identifying groups and individuals that have a common, shared experience. While the current pandemic may make it difficult to find those relationships face to face, there are digital options available. The [ResponderRel8 App](#) is an anonymous peer-to-peer chat app that provides a platform for you to connect, celebrate, and commiserate with other First Responders on topics related to the public safety experience. ResponderRel8 has a sister app called [iRel8](#) for individuals who are not First Responders, but are seeking social connections in a digital world.

Mike Bostic, a retired Law Enforcement Officer in California, also recommends building relationships outside of work. "For your family's sake, build strong relationships outside of work and include your

family," says Bostic. "They suffer the effects of our business as well. I chose my faith community and these relationships are significantly more important than my policing career. That space away grounds me in truth and moves me away from group think." Relationships are of critical importance to your mental and spiritual health. Cultivate them.

You may be facing an "unprecedented" holiday season. But there are things you can do to face it with resilience.

As first responders continue to run towards the problems that face us, we can all learn from them ways to come out of the holiday not just surviving but thriving.

Dr. Anna Fitch Courie, Director of Responder Wellness, FirstNet Program at AT&T is a nurse, Army wife, former adjunct professor, and author. Anna holds a Bachelor's in Nursing from Clemson University; a Master's in Nursing Education from the University of Wyoming; and a Doctor of Nursing Practice degree from Ohio State University. She is a passionate Clemson football fan; loves to read, cook, walk, hike; and an avid traveler, prior to COVID-19.

LAS VEGAS: A SMART CITY FOR THE FUTURE

“FirstNet provides that communications connectivity from the field to our offices”

(Continued from Page 1)

things we began thinking about was how do we bolster communications? How do we provide cutting-edge services to our first responders and to general city crews that are working in the field doing good work every single day?

Choosing FirstNet

We chose FirstNet as our first responder communications platform so that we could really interact and so that our first responders had the tools and services they need from a communications standpoint and from a data standpoint.

Data is really the future. So having the data when you need it and access to that data is extremely important.

FirstNet has really responded to our needs, providing great sales support and services, helping make the implementation very easy for our side. We're rolling out thousands of phones. And the FirstNet support team has been there the whole way, helping us move through that migration.

Built for public safety

People know FirstNet is public safety's network – for the hardworking men and women out there day-to-day. But we use it as both a communications platform and an IoT (Internet of Things) platform to provide first responders with critical data.

What we mean by that is we have video cameras and other IoT systems that rely on the FirstNet network to provide first responders with near real-time data. We're taking the very best in communications technology and layering that into our IoT strategy. This makes us a smart city for the future.

And we're continuing to grow our use of the platform. Now we're



“Having FirstNet be part of our community makes this a better and stronger place for the future.”

– Michael Sherwood,
Chief
Innovation
Officer, City
of Las Vegas

looking at sensors that include air quality and lighting systems. We're looking at all things that revolve around community safety and the public safety agencies tasked with providing safety.

City of the future

Las Vegas is a great city with a great culture. And we're proud of the relationships we have with some of these technology companies – including FirstNet – that are helping us be pioneers in technology.

This really is a place of innovation. And having FirstNet be part of our community makes this a better and stronger place for the future. But we also need to be the very best in delivering critical services. That includes sewer control systems, all types of different applications that support the community.

So we are working on bringing other critical services into that ecosystem. We're rolling out critical lighting systems that have control mechanisms based on the FirstNet network.

Making safety a priority

By being proactive, our lighting system now tells us when it has problems. Light provides safety. Safety provides our community what they require and what they want. So lighting is a very critical part of our entire infrastructure platform. The more you can bring technology into play, the safer community you're going to have.

We also live in a desert here, so water is a very precious resource. Having the right toolset to manage that is extremely important. FirstNet provides that communications connectivity from the field to our offices and allows us to control and communicate, understand and grab data for how we manage our water resources.

The city of Las Vegas is a very diverse community. You have the entertainment corridor; the downtown core, with municipal facilities, shopping and infrastructure; and the beautiful areas like Red Rock Canyon and residential communities beyond.

(Continued on Page 5)

LAS VEGAS: A SMART CITY FOR THE FUTURE

“Next-generation networks like FirstNet are bringing the tools...our first responders need”

(Continued from Page 4)

So having a communications platform that reaches all these demographics is extremely important, because our first responders are generally in a variety of different locations and operate under different conditions throughout the city.

Serving the community

We have a population of roughly 650,000, but upwards of 40 million people a year coming into your city. So having reliable communication services is extremely important, especially as our needs change.

Not just by the month or the year. We're

talking daily. As large conventions come in, our communications networks have to be able to support the additional needs, the strain and the stress of having all these different factions coming into our community at one time. And FirstNet delivers that communications technology to our first responders. And it gives them a solid communications platform.

It's all about capability. It's about scale, and it's about situational awareness and having the right tools at the right time. And that's what the FirstNet partnership with Las Vegas provides our city.

The future is exciting in Las Vegas. And next-generation networks like FirstNet are bringing the tools and adding the flexibility and mobility our first responders need.

Michael Sherwood is the Chief Innovation Officer for the City of Las Vegas. He was previously director of information technology for the city. Before moving to Las Vegas nearly five years ago, he worked as deputy director of public safety and city technology for the City of Irvine, California, and as chief information officer for the City of Oceanside.

NEWS FOR FIRSTNET USERS

Using Biometrics to keep your devices secure

FirstNet has introduced a new feature to the FirstNet ecosystem – Biometrics to unlock the FirstNet SSO Application. Customers can now use Biometrics to unlock FirstNet Single Sign-On for quick access to compatible FirstNet applications. With FirstNet Single Sign-On, you can seamlessly log in to any participating FirstNet application without having to reenter usernames and passwords. Make sure you have the latest version of the FirstNet SSO Application with Biometrics enabled

on your device, or download it from your app store. Go to FirstNet.com to learn more about [FirstNet SSO](#).

Agency Admins, get training on the digital tools you need

Learn how to manage your products and services with free courses that show you how to navigate the tools you need, including Uplift and FirstNet Central. Register today for our instructor-led training courses available to you and your colleagues.



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*Available only to First Responder Agencies, including Medical Emergency Departments, for their Agency Paid Users on FirstNet Mobile—Unlimited for Smartphone line. 2-year agreement: Upgrade your smartphone with a new eligible smartphone every two years at no additional cost for as long as your service plan is in effect and in good standing. Pay \$0.99 for eligible smartphone at purchase, credited back within 3 billing cycles. Upgrade requires new 2-year agreement. AT&T Installment 30-month agreement: Upgrade your smartphone with a new eligible smartphone every time you satisfy your current AT&T Installment agreement and sign a new one for no additional cost for as long as your service plan is in effect and in good standing. For both agreements, tax on full retail price due at sale. Activation and other fees, taxes, charges and restrictions apply. [SEE DETAILS](#)

FBI EXPANDS ITS USE OF FIRSTNET

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(Continued from Page 1)

public safety community. It gives first responders always-on, 24-hours-a-day priority and preemption across voice and data.

The preemption capability is key. During an emergency, if network resources are scarce or unavailable, it will automatically push non-emergency users to other bands of spectrum to allow critical law enforcement resources, like the FBI, to maintain access to their voice and data. The FBI will access FirstNet using FirstNet Ready™ devices such as smartphones, air cards, modems and more.

“FirstNet was built with and for all of public safety – including our Federal first responders,” said **Ed Parkinson**, CEO of the FirstNet Authority. “We are pleased to see the DOJ expand its use of the network platform to connect more agencies within the law enforcement community. The FirstNet Authority looks forward to continuing to work with the Department to advance and enhance FirstNet for federal law enforcement.”

Other DOJ agencies on FirstNet

Several DOJ agencies have been using FirstNet, including the Antitrust Division; Drug Enforcement Administration; Executive Office of U.S. Attorneys; Justice Management Division; U.S. Attorneys; U.S. Marshals Service; and The Bureau of Alcohol, Tobacco, Firearms and Explosives, which was the [first federal agency](#) to fully adopt FirstNet in 2018 with approximately 4,800 users.



“We’re enormously proud to help the FBI and other DOJ agencies expand their FirstNet usage in support of their critical work to keep us safe and protect our democracy.”

Stacy Schwartz,
Vice President,
FirstNet Program
at AT&T.

Under the FBI’s new agreement with AT&T, these DOJ agencies can expand their usage of FirstNet while others can choose to begin benefitting from it.

“The FBI’s award to AT&T is testament to FirstNet’s law enforcement-specific attributes,” said **Stacy Schwartz**, Vice President, FirstNet Program at AT&T. “We’re enormously proud to help the FBI and other DOJ agencies expand their FirstNet usage in support of their critical work to keep us safe and protect our democracy.”

Why FirstNet?

FirstNet is built in public-private partnership with AT&T and the First Responder Network Authority (FirstNet Authority) – an independent agency within the federal government.

The FirstNet network is providing public safety with truly dedicated coverage and capacity when they need it, unique benefits like always-on priority and

preemption, and high-quality Band 14 spectrum. These advanced capabilities enable FirstNet to perform faster than any commercial network¹ and help fire, EMS and law enforcement save lives and protect their communities.

As of Sept. 30, 2020, there were more than 14,000 public safety agencies and organizations across the country – representing more than 1.7 million FirstNet connections – subscribed to FirstNet. Federal, state and local public safety agencies have been using FirstNet to support their work related to the [Coronavirus pandemic](#), as well as fires, floods and other natural disasters.

Visit [FirstNet.com](#) for more information. Or, visit the FBI website [here](#).

¹Based on AT&T analysis of Ookla® Speedtest Intelligence® data median download speeds for Q3 2020. Ookla trademarks used under license and reprinted with permission.

First Responders – Connect your way and save

Check out the latest promotions for individual users.

[SEE OFFERS](#)

SUPPORTING DELIVERY OF ESSENTIAL AID

FirstNet strengthens NTEMC's efforts to deliver essential aid to Tribes affected by COVID-19

The National Tribal Emergency Management Council (NTEMC) is coordinating logistics and packaging food and medical supplies to support Tribal Nations impacted by the COVID-19 pandemic across 32 states. And it has turned to [FirstNet](#) for much-needed connectivity.

The FirstNet team at AT&T has deployed a dedicated FirstNet portable cell site (SatCOLT) to help ensure NTEMC and other public safety personnel have the connectivity they need. And it is providing in-building networking solutions to the Foundation of Sustainable Community, doing business as Farmer Frog logistics center, in a remote area of Woodinville, Washington. That's where NTEMC has established an Incident Command. And staff on site are using FirstNet Ready™ devices with [AT&T Enhanced Push-to-Talk](#), which is FirstNet Certified™, to communicate and coordinate efforts via a shared talk group.

"The rapid support we received from the FirstNet team at AT&T to give us the communications we require was like nothing we've ever seen before," said Lynda Zambrano, Executive Director, NTEMC. "Having a FirstNet SatCOLT available to us has been an invaluable asset to our mission. I'm encouraged to see that FirstNet has stepped up to support tribal first responders during this unprecedented public health crisis. It gives me confidence knowing that we have a network that will be there when and where we need it."

Public safety agencies on FirstNet have 24/7 access to a [nationwide fleet](#) of deployable network assets like SatCOLTs at no additional charge. And the FirstNet Response Operations



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Group – led by former first responders – guides the deployment of these assets based on public safety's needs. These assets link to FirstNet via satellite and don't rely on commercial power. So they give public safety capabilities and connectivity similar to a cell tower.

"Public safety, public health and transportation agencies are coordinating in nearly unprecedented ways to respond to COVID-19," said Bob Bass, President – AT&T Washington. "Providing responders with dedicated communications assets was a top priority for the public safety community when creating FirstNet. And now it's helping them be faster and more situationally aware on the front lines. We couldn't be more pleased to support the public safety mission and bring tribal first responders greater access to the connectivity they need."

FirstNet lets first responders communicate across agencies and jurisdictions. This allows emergency personnel, public health workers and other medical staff to effectively communicate and coordinate their efforts.

"We are pleased to see that the

FirstNet deployable program is connecting first responders in tribal nations as they serve on the frontlines of the COVID-19 health crisis," said FirstNet Authority CEO Edward Parkinson. "The FirstNet Authority remains steadfast in our commitment to providing tribal first responders across the country with a secure, reliable network built to meet the needs of their life saving mission."

NTEMC, working in partnership with Farmer Frog, received several grants from the U.S. Department of Health and Human Services and the Washington State Department of Health. This allowed NTEMC staff to provide food and aid to Tribal Nations affected by the coronavirus pandemic. The group is also translating COVID-19 safety messaging into the Indigenous languages of several Tribal Nations, as well as other minority communities the group serves. NTEMC has been delivering food and medical supplies to Tribal Nations throughout 32 states, including Tribal Nations in California, New Mexico, Arizona, Oklahoma, Alabama, Louisiana, North Dakota, Montana, Idaho, Washington and more.

(Continued on Page 8)

SUPPORTING DELIVERY OF ESSENTIAL AID

FirstNet strengthens NTEMC's efforts to deliver aid to Tribes affected by COVID-19

(Continued from Page 7)

Supporting first responders

FirstNet is built for public safety, for every first responder in the country – career or volunteer; tribal, federal, state or local; urban, suburban or rural. First responders get a dedicated, prioritized network connection when and where they need it. So they can reliably communicate even when business and consumer traffic is surging.

And FirstNet is helping to extend coverage in [rural and remote parts of America](#) by building new purpose-built FirstNet cell sites. This includes improving wireless broadband for tribal communities such as the **Red Cliff Band of Lake Superior Chippewa** in Wisconsin.

FirstNet also has been on the front lines

with tribal nations across the country as they work to combat the coronavirus. **Navajo Nation**, the largest tribal reservation in the country, has had one of the highest COVID-19 infection rates per capita in the United States.

To provide critical connectivity for federal and tribal officials responding to the crisis, the FirstNet Response Operations Group [worked with Navajo Nation](#) to deploy 2 SatCOLTs on the reservation. One SatCOLT in Arizona and the other in New Mexico. And FirstNet installed a portable cell site and positioned an in-building network enhancement to support a tribal emergency operations center and COVID-19 testing site on the Confederated Tribes of the Colville Reservation in Keller, WA.

NTEMC has been providing emergency management support and coordinating with Tribal Councils, Tribal Emergency Managers and Tribal Public Health Officers across the country who are working to protect tribal communities hard hit by the COVID-19 pandemic.

Tribal communities as far away as Scammon Bay, Alaska, and some of the largest Tribes, like the Navajo Nation and the Colville Tribes, have received aid from NTEMC as they combat the pandemic.

For updates regarding NTEMC's support for Tribal Nations, follow [NTEMC's Facebook group](#). For more about the value FirstNet is bringing to public safety, check out [FirstNet.com](#).

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