

Newsletter

August 2018

Connected. Prepared. United.



University Park Firefighters prepare for a drill

Common difficulties in public safety communications include reliability, functionality and interoperability. The Village of University Park adopted FirstNet because officials wanted a highly reliable network that would meet their needs. The village supports one of the largest industrial parks in Illinois, and their need for interoperability is crucial. See how University Park uses FirstNet to connect with local agencies. [WATCH VIDEO](#)

FirstNet helping to keep you connected

First responders need to have reliable communication. Especially when lives – perhaps even their own – are at risk. That’s why FirstNet is here. FirstNet is the wireless communications ecosystem created for first responders, by first responders.

It’s **YOUR** network. With the features you’ve been asking for – priority and preemption, unprecedented security and a commitment to expand rural coverage. This means you connect

first.

FirstNet is designed to keep you and your team connected with the voice, text, data and video services you need – whenever you need them. And there’s no throttling for FirstNet subscribers anywhere in the country.

So, whether you’re fighting a fire, assisting a family whose home was burglarized or extricating a victim from a vehicle – FirstNet provides reliable connections.

Firefighters, communities battling wildfires get an assist from FirstNet

Connectivity is a crucial part of public safety. When we’re on the fire line, daily briefings with all crews are critical for safety and situational awareness. We also need to coordinate for the day ahead. And we need to be able to call our loved ones. It provides a critical sense of normalcy when we’re spending days away from home. Thanks to FirstNet, firefighters responding to the recent Sugar Pine/Miles fires in Prospect, Oregon, got a boost in their



GUEST BLOG:

Mike Duyck, Fire Chief – Tualatin Valley Fire & Rescue

communications. With nearly 2,000 first responders converging on the base camp, we were having trouble

getting a reliable connection. The area was designed for sporadic, interstate travel. It’s not made for such a large community of first responders. And the influx severely bogged down the network.

So, our Fire Incident Management Team called upon FirstNet for support.

FirstNet quickly deployed a Satellite Cell on Light Truck (SatCOLT) to give

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CUSTOMER NEWS

Acadian Ambulance – better serving patients in Louisiana, Texas and Mississippi

LAFAYETTE, La., Aug. 6, 2018 — Acadian Ambulance this month joined FirstNet, connecting its medics and ambulances to the nationwide public safety broadband network.

This tech upgrade equips Acadian's EMS personnel with new capabilities and reliable access to critical information while in the field, so they can better serve patients across Louisiana, Texas and Mississippi.

"Our connected medical devices share important information with hospitals," said Joey Branton, director of Technology for Acadian Ambulance. "From voice and data to photos and video, being able to send that information while en route to the hospital is crucial. It can make the difference in getting patients to the

proper treatment centers and, ultimately, saving lives." [READ MORE](#)

DeKalb County Office of Public Safety – embracing connectivity, coverage

DeKalb County Office of Public Safety announced that it is one of the first large law enforcement jurisdictions in Georgia to subscribe to FirstNet. And the DeKalb County Police Department is the first police department in Georgia to join FirstNet.

"DeKalb County has embraced technology to aid crime reduction efforts and improve public safety," said Joseph "Jack" H. Lumpkin, deputy chief operating officer of public safety. "FirstNet will enhance the county's public safety response by providing unprecedented coverage, connectivity and interaction during everyday situations and emergency events." [READ MORE](#)

Port St. Lucie Police – touting groundbreaking technology, reliability

PORT ST. LUCIE, Fla., Aug. 6, 2018 — Port St. Lucie Police Department announced this month that it is giving its officers a much-needed technology upgrade with FirstNet – a groundbreaking new communications platform.

"This move lets us take advantage of the early benefits of FirstNet, and it sets us up for continued success as the solution evolves. We want to lead in technology, so we can better serve the people of Port St. Lucie," the new release notes. Added Chief John Bolduc: "Our Department is the first agency on the Treasure Coast of Florida to use this economic solution for cellular communication. We have high expectations for its use in a natural disaster." [READ MORE](#)

OTHER NEWS

Firefighters, communities battling wildfires get an assist from FirstNet

us additional capacity at the base camp and to those responding to the fires.

With the SatCOLT, we got greater situational awareness – with access to data, applications and communications. And this translates to a higher level of safety on the fireground.

As it stands today, we might have weather challenges. But FirstNet is meeting our coverage needs. It's giving us the connectivity we need and bringing comfort to our first responders during a time of high stress and high anxiety.

Fire Chief Mike Duyck is a member of the Public Safety Advisory Council for FirstNet

FirstNet – providing support for first responders

FirstNet has also helped first responders in California as they combat the fires on the west coast. FirstNet has helped to give public safety the connectivity they need to communicate and coordinate their response efforts. As wildfires continue to impact the west coast, FirstNet will continue to provide support to public safety.



FirstNet, Built with AT&T

The 9-1-1 attacks made it painfully clear that the very people who need the best technology don't often have it. They're often stuck using technology that is not as advanced as what the typical teenager uses? [WATCH VIDEO](#)

Serving first responders brings its own reward

Editor's Note: This article is part of an ongoing series of profiles on the people and faces behind the FirstNet Program at AT&T and what motivates them every day.

Iain Lamb witnessed firsthand how first responders struggled to communicate after the 9/11 terrorist attacks.

He was on the scene that day – helping to get temporary cell sites online around the Pentagon; deploying emergency cell phones for use by first responders; and working to restore communications so that emergency personnel could talk to each other.

He doesn't see himself as any kind of hero. Far from it, he says. "The true champions were the first responders who worked non-stop for weeks on end after the terrorist attacks," he says.

That experience, however, is one that drives his work today on the FirstNet Program at AT&T.

"There are very few people who were not touched in some way by what happened that day," says Lamb, who's been at AT&T for more than 23 years. "And it's really great to see that this network is finally becoming a reality."

A Boston native, Lamb has lived all over the world. His adoptive father was the vice president of marketing and sales for General Electric's Aircraft Engine Division and traveled a great deal. As a result, Lamb picked up



The Pentagon was one of the targets of the 9/11 terrorist attacks.



SPOTLIGHT PROFILE

Iain Lamb

Lamb was on the scene at the Pentagon after the 9/11 terrorist attacks – helping to restore communications. But he doesn't see himself as any kind of hero.

various languages over the course of his life – and he became fluent in French. Throughout nearly his entire career at AT&T, Lamb has sold mobility services and supported federal, state, and local government customers, with a focus on the law enforcement and public safety community. A graduate of the FBI Citizens Academy and former law enforcement officer himself; he has gained a great deal of respect for police officers over the years.

"It takes a lot of mental

composure to deal with a variety of difficult situations," Lamb said.

FirstNet has allowed Lamb to use his technology and sales skills to help first responders –working to remove communication barriers.

Lamb now works behind-the-scenes – managing the FirstNet customer demo program for potential customers who want to try out the service before they buy it. It's a busy but rewarding job, Lamb says, because he can serve first

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– Iain Lamb

Responders. He also helps to provide first responders with demo devices for special events, disaster preparedness and disaster recovery. So, they are prepared with the technology they need – and so they can see all that FirstNet has to offer them during real life incidents.

On 9/11, Lamb was a director of sales, supporting federal government contracts with regularly scheduled meetings at the Pentagon. But he was fortunate to not be in the building at the time of the attack. Still, being on the scene that day has given him a greater appreciation for first responders and the sacrifices they make every day. And he is excited to be working on the FirstNet Program.

"FirstNet really is the culmination of the government's review of all the things that took place on 9/11 and the lack of communication," he adds. "And that's why this network was created."