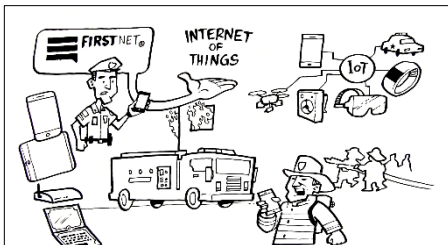


Newsletter

November 2019

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Volume 3, Edition 11



Connect all your assets with IoT

Did you know FirstNet fully embraces the Internet of Things (IoT)? IoT is the ever-expanding network of connected devices that allows organizations to be more efficient and effective. Hear how first responder agencies and those who support them can quickly and easily deploy devices critical to the mission with IoT using FirstNet.

[WATCH VIDEO](#)

APP CATALOG SPOTLIGHT

FirstNet App Catalog makes it easier to select the right mobile tools for your needs

The FirstNet App Catalog makes it easier for you to select the right mobile tools. We inspect every app before including it so you can be confident each solution is relevant, highly secure and reliable.

You can now investigate app features, functions, and recent agency use cases to make informed decisions about which mobile tools are best for your agency.

Check it out today.



Industries supporting first responders

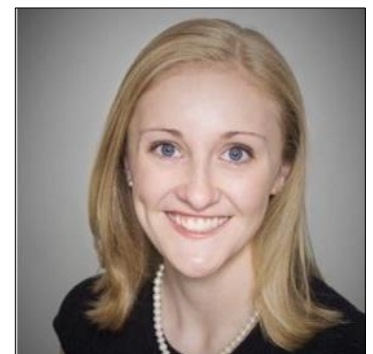
Are you a healthcare, utility or transportation company that supports first responders? FirstNet gives those who support first responders the ability to connect and communicate with emergency personnel every day. Watch to learn more. [WATCH VIDEO](#)

A FirstNet training exercise for Tribal Public Safety

By Carrie Johnson
FirstNet Program at AT&T

For tribal first responders, communication can be tough in the mountainous terrain of California.

So public safety representatives from nine federally-recognized tribes in the southern and central region of the state came together Oct. 3 for a training exercise to see for themselves the benefits of FirstNet. The Inter-Tribal Long Term Recovery Foundation (ITLTRF) and the Southern California Tribal Emergency Management (SCTEM) Group organized the event with the First Responder Network Authority and the FirstNet Program at AT&T.



(Continued on Page 2)

A FirstNet training exercise for Tribal Public Safety

(Continued from Page 1)

“Our tribal communities in California have experienced fires, floods, mudslides and other natural disasters. These emergency events are unfortunately happening more regularly,” said Theresa Gregor, ITLTRF Executive Director. “During times of emergency, the ability for tribal emergency managers and first responders to communicate is critical.”

That’s where FirstNet comes in. It’s the wireless communications network built with and for first responders, including those in rural, tribal and remote areas. As part of the initial five-year buildout, the FirstNet Program is adding public safety’s Band 14 spectrum to existing tower sites and deploying new sites to further extend the network’s reach.

In addition, agencies on FirstNet have access to 75 dedicated deployable assets, including 72 Satellite Cells on Light Trucks and three Flying Cells on Wings. And they can request deployable assets at no additional charge.

Bridging networks

Gaming security officials at the event also want to bridge disparate radio networks that tribal public safety and casino security use.

“Keeping our patrons safe is a top priority for the tribal gaming industry,” said Ernie Stevens, Chairman of the National Indian Gaming Association, who attended the event. “Effective communication and coordination between tribal casino security and public safety is essential. FirstNet provides a new tool that can improve this essential coordination.”

Floyd Velasquez, who serves as the Emergency Services Administrator for the Morongo Band of Mission Indians, had heard about FirstNet performance in other parts of the country and wanted to see a demonstration. He also leads the SCTEM group.

“I wanted to test the system firsthand to see how the network and technology work. And we invited other tribes to do the same,” said Velasquez, whose



“During times of emergency, the ability for tribal emergency managers and first responders to communicate is critical.”

– Theresa Gregor,
ITLTRF Executive Director.

group worked with the others to organize the day-long training and exercise at the Morongo Tribal Hall.

The right tools

Attendees had a chance to see the tools in action. For example, the FirstNet LMR-to-LTE tool connects push-to-talk with existing Land Mobile Radio (LMR) networks. The solution can extend the reach of an existing LMR network, provide redundancy and improve interoperability.

“I drove around with several members of my team and tested the enhanced push-to-talk application running off the Band 14 signal from the SatCOLT,” said Velasquez.

The Sycuan Band of the Kumeyaay Nation is a FirstNet user and requested the FirstNet SatCOLT to be part of the exercise.

“FirstNet is still relatively new,” said Bill Denke, Chief of Police for the Sycuan Police Department. “The training was an opportunity for tribal public safety to see a SatCOLT up close and consider how deployable assets can be called upon during emergency events.”

Representatives from Sonim and Cradlepoint demonstrated the FirstNet Rapid Deployment Kit (RDK). The kit allows first responders to create a 300-foot communications bubble using FirstNet LTE or satellite connectivity. It supports communication in remote locations. And it can serve as an

interim connectivity solution until a FirstNet SatCOLT arrives.

Grants help for FirstNet

Walter Lamar, former FBI Special Agent and Deputy Director for the Bureau of Indian Affairs law enforcement program and now a public safety and security consultant, also talked about federal grants that can help tribal public safety agencies purchase FirstNet service and equipment.

“We need to make sure Indian Country isn’t left behind or left out as new technology emerges that can help keep our tribal officers and communities safe,” said Lamar.

“Solutions like sensors in holsters that send an alert when to dispatchers when a weapon is drawn, can give officers working in remote reservation locations an important safety edge.”

Grant experts can help public safety agencies identify grants to help them expand their use of FirstNet. For help with grants, agencies should go to <https://allthingsfirstnet.com/grants/help/> or send an email to grants@allthingsfirstnet.com.

Adopting FirstNet

FirstNet adoption among tribal public safety agencies has been strong. Just this year, FirstNet deployables helped boost connectivity for public safety

(Continued on Page 5)

Working on the communications platform built with and for first responders is rewarding work

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.

Scott Agnew has spent his entire 19-year career supporting the public sector and safety communities. It's a career path he says he stumbled into in college. But he immediately knew he'd found his calling in serving the men and women that serve our communities without question every day.

"There's something truly special about working for the benefit of public safety," he said. "So, the opportunity to join the dedicated team behind FirstNet was a natural fit to continue helping public safety and the community."

For the last three years, Agnew has led the AT&T team responsible for developing FirstNet products and solutions. But his involvement with FirstNet actually started in 2013.

That's when he began working on a specialty team to develop the strategy that would turn into the response to a request for proposal from the First Responder Network Authority. It was for the first-ever, nationwide wireless broadband network for first responders.

"I guess you could say I've been on it from the ground up – before it was really FirstNet," Agnew said. "My role transformed from one of business development and strategy to product and implementation. I was responsible for helping to put the RFP response together, shaping the AT&T position and developing what was to become FirstNet. To say that it's been rewarding to help take public safety's vision from concept to reality doesn't even begin to do it justice."

A familial mission

Agnew jokingly tells people he will always know how old FirstNet is because his first child was born



"There's something truly special about working for the benefit of public safety."

– **Scott Agnew**,
Assistant Vice
President, Product
Marketing
Management,
FirstNet Program
at AT&T

shortly after Congress passed the legislation in 2012. His second arrived in 2017, right before AT&T won the contract to build and maintain FirstNet.

But FirstNet has been a strong theme in some of the most seminal moments of his life and a continued career highlight.

"There's an immediate bond across the FirstNet team, melded by a shared passion for the mission," he says.

For most, it's personal, he says. They either know someone who is a first responder or were one themselves. They understand that the success of the FirstNet program is critical to public safety's mission.

"They know our solutions have to work – have to be highly reliable, highly resilient," he says. "FirstNet is a project that's on the right side of good. And from late nights to weekends and travel in between, that makes it easy to put in the time needed to get it right. It's too important not to."

A team effort

On any given day, Agnew says, he can be collaborating with his team on any aspect of the system. From network

performance to pricing and billing to product and service innovation, the job is about solving problems for customers, helping to ensure we deliver on our contractual requirements, and advancing public safety's connected capabilities.

That – and the people in the business – is what keeps him going day after day, he says.

Agnew says he's also, "Gotten tremendous job satisfaction from seeing an organization built from the ground up.

"This is a program that started with just a handful of people. Now, we have hundreds dedicated to FirstNet and thousands supporting it in some fashion. Even more powerful, all of AT&T – as a company – has embraced the mission. It's something that just makes you proud."

Built for public safety

One message Agnew wants to convey to public safety is that FirstNet is their network. And that it's something they can trust.

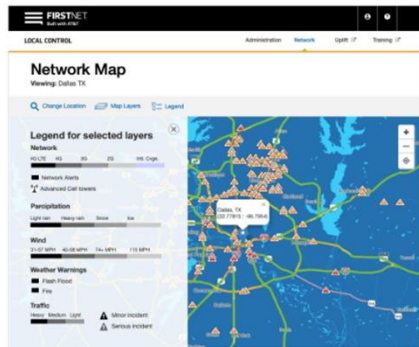
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OTHER NEWS

New features for FirstNet users

Network Status Map Enhancements

- The new Advanced Map View, which became available in early October, will provide eligible personnel access to a detailed view of unplanned network outages, including cell site locations.
- Eligible personnel must be designated by their agency as a Communications Lead, Emergency Support Function 2, Communication Coordinator, 911 Coordinator or similar role. Contact your agency administrator for FirstNet Services to apply for access.



Intrepid Response for FirstNet

Intrepid Response is a low-cost, simple to use situational awareness platform for day-to-day and emergency operations.

- Locate – Geospatial solution feature-rich mapping, view all personnel, tagged assets, markers in real-time
- Connect – A multi layered collaborative workspace that provides secure team communications and sharing of digital content on demand

- Activate – A simple-to-use emergency notification and response team mobilization tool (Coming Soon)
- Integration to ePTT – Deep Link to ePTT to engage talk groups

FirstNet leader-led Training available

- To help you use and manage features of FirstNet Local Control, leader led training is currently available. These courses are intended for FirstNet administrators, operations and Uplift managers and are available at no additional charge.
[Instructor-led courses](#) help you learn to manage your administrative needs for FirstNet wireless services. Plus, you'll have an opportunity to ask questions and get answers from the instructor in real time. Each 1-hour course is designed to efficiently and effectively manage your FirstNet service and get answers to your questions in real time! These courses will enable you to:
 - Effectively use Uplift Management
 - Manage user profiles, services, and mobile devices
 - Shop for/customize: rate plans, wireless devices, and mobile solutions
 - View wireless-account reports and information

Developer Portal

The FirstNet Application Developer Program provides a platform and tools to help the app developer community to develop apps for public safety, including a process for certification by FirstNet. Among the key benefits:

- Team members from the same organization have visibility into apps submitted by their organization.
- App review process documents and checklists have been updated



FirstNet Smartphone, Tablet, and Watch.

Connect all three just \$75.00/mo.*

*Ltd time. Not avail. in MA. Avail. only to elig. first responders with 3 Subscriber Paid User lines of service — 1 each of smartphone, tablet, and watch. Smartphone req's line w/ elig. voice & data svc (min. \$28.50/mo.; other qual. plans avail.). Tablet req's line w/eligible data svc. (min \$21.50/mo., other qual. plans avail.). Watch req's line w/elig. voice & data svc. (min. \$25/mo). \$29.99 off after credits start w/in 3 bills. Add'l fees, taxes & other charges, limits & restr's apply. See details.

A FirstNet training exercise for Tribal Public Safety

(Continued from Page 2)

during the Navajo Nation Fair, the Citizen Potawatomi Nation's balloon festival, and the Red Cliff Band of Lake Superior Chippewa's July 4th powwow.

Tribal first responders also used deployables during a wildland fire in the Pacific Northwest and for a search and rescue on the Yankton Sioux Reservation.

The Oglala Sioux Tribe Department of Public Safety, the first tribe to sign up for FirstNet, said that prior to FirstNet, it's police department had limited connectivity in its police vehicles.

"Our officers were dependent on local police substations in each town to manage reporting and other administrative tasks," the Oglala Sioux Tribe Department of Public Safety said in a press release announcing its



Carrie Johnson talks to Tribal Public Safety representatives

use of FirstNet. "This would take them away from patrolling duties. FirstNet gives us the ability to stay on the road and maintain critical police work from behind the wheel."

Working on the communications platform built with and for first responders is rewarding work

(Continued from Page 3)

"It's built to work. And it's built from the ground up to work specifically for public safety – not retrofitted," he says. "That's allowed us a unique opportunity to design and customize each aspect specifically for first responders, based on what they wanted from a dedicated communications platform.

"Every aspect has them in mind," he adds. "From customer care that speaks their language to always-on, 24x7 priority and preemption, dedicated FirstNet

deployable assets, and more."

The team will continue to take a deliberate approach in assigning dedicated resources, Agnew says.

And public safety can trust that the people working on the product are going to do everything in their power to help ensure they have the communications they need to do their jobs.

"They deserve to have communications that work effectively and are designed for the rigorous and important work they do," he says. "And it's our obligation to deliver."