

Newsletter

October 2018

Spring Fire



On the cutting edge, equipped to serve

Spring Fire Department is an early adopter of vetted technology that helps its firefighters better serve the community. Because Spring is located near Houston and the Gulf Coast, firefighters respond to everyday calls such as fires and vehicle accidents, as well as to natural disasters such as hurricanes. Listen to the story of how they use FirstNet to be prepared for any kind of incident.

[WATCH VIDEO](#)



Subscriber Paid: For redundancy and peace of mind in Spring, Texas

When Hurricane Harvey hit the Gulf Coast in 2017, the fire department in Spring, Texas, responded to hundreds of high-water rescues. Fire fighters quickly realized the benefits of using their personal devices for communication redundancy.

See how subscribing to FirstNet on personal devices today keeps firefighters prepared and gives them added peace of mind.

[WATCH VIDEO](#)

FirstNet delivers for agencies responding to Hurricane Michael

Keeping national, state, local agencies connected to information they need

We know how critical communications are to rescue and recovery efforts. And FirstNet is proud to deliver for the men and women working to help those in need across impacted communities.

Since Hurricane Michael made landfall on Wednesday, FirstNet has been keeping national, state and local public safety agencies connected to the information they need. So, they can make rescues, communicate and coordinate their storm response, and aid in recovery.

- We've been deploying network assets at the guidance of public safety. FirstNet-dedicated Satellite Cells on Light Trucks have boosted connectivity in hard-hit areas like Panama City, Fla.; Tallahassee, Fla.; Seminole County, Ga.; Colquitt, Ga., and more.
- These deployments are supporting national guardsmen, airmen, state patrol, trauma care, police, fire and rescue teams from as far as Oregon.

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Full fleet of deployable network assets available

FirstNet has already supported public safety response efforts at nearly 100 events this year

Public safety agencies on FirstNet now have access to the full fleet of 72 dedicated deployable network assets. And agencies can request the assets for planned events or in emergencies to help first responders stay connected – especially when lives are on the line.

So far in 2018, FirstNet has supported nearly 100 emergency and event response efforts with asset deployments and other solutions. This includes active shooter situations, tornadoes in the east, wildfires across the western states, and, most recently, deployments for the Merrimack Valley gas explosions and Hurricane Florence.

Hurricane Florence devastated several South Carolina communities and left behind dangerous flooding and an aftermath that agencies will be dealing with for a long time.

“Throughout it all, FirstNet has been with us every step of the way to provide our first responders with reliable connectivity and 24/7 support,” said Pierce Womack, Deputy Director for Pickens County Emergency Management. “The service has been aiding in our rescue and recovery from the storm, giving us a leg up to provide the best possible service to the citizens in need. It’s critical situations like these, which show FirstNet’s dedication in supporting Emergency Services.”

The FirstNet-dedicated assets, such as Satellite Cells on Light Trucks (SatCOLTs), are mobile cell sites that link to FirstNet via satellite and do not rely on commercial power availability. They provide first responders with similar capabilities and connectivity as a cell tower.

The 72 FirstNet-dedicated deployables are available 24/7 at the request of FirstNet subscribers and, when supported, are available at no charge to public safety. And, to give first responders greater command and control, the Response Operations



The 72 FirstNet-dedicated deployables were all delivered as of Sept. 30, meeting a key milestone for FirstNet.

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– Pierce Womack
Deputy Director, Pickens
County Emergency
Management

Program aligns with the National Incident Management System to better guide the deployment of these

assets.

More than 40 sites nationwide house the 72 deployables dedicated to FirstNet subscribers, enabling a 14-hour delivery window following the initial emergency request.

In addition to the FirstNet-dedicated fleet, public safety subscribers will be able to tap into assets as available from the AT&T fleet – which has one of the nation’s largest and most advanced disaster response programs.

The 72 FirstNet-dedicated deployables were all delivered as of Sept. 30, meeting a key milestone for FirstNet. As part of the validation process, the First Responder Network Authority observed a hands-on demonstration of the capabilities and functionality of the dedicated deployables for FirstNet subscriber’s use.

“Public safety underscored the value of having on-demand access to their own fleet of dedicated deployable assets, which helps ensure FirstNet is available when they need it most,” said Jeff Bratcher, Chief Technology Officer and Operations Officer with the First Responder Network Authority. “That’s why this was a core requirement built into the FirstNet RFP, and AT&T continues to hit the mark on delivering the purpose-built solutions first responders called for.

Bostic: Wake-up call that public safety needed a better system came during LA Riots in 1992

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.

Mike Bostic's eureka moment that public safety needed a better communications system came during the Los Angeles riots in 1992. He was one of three incident commanders coordinating the response after the acquittal of four police officers. The officers had been on trial for use of excessive force in the arrest and beating of Rodney King.

"I had 17 portable hand-held radios on the hood of my car – from each of the agencies trying to communicate with us," said Bostic, now a member of the FirstNet team at AT&T. "Those 17 radios became useless. We did phone calls instead. That was my wakeup call to how poor our systems were. It was a mess."

As an assistant chief of police with the LAPD, Bostic witnessed firsthand the challenges that law enforcement faced – and still faces today. He retired from the LAPD in 2007 after 34 years on the force and worked with several companies working to improve communications for law enforcement.

"There was already a push back then to have a national communications platform," he said. "We were all thinking of one

SPOTLIGHT PROFILE

Mike Bostic



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– Mike Bostic
Strategy & Policy
Director, FirstNet
Program – AT&T

gigantic LMR system." When he heard about the nationwide broadband network, he said, "I knew this was it."

"You only get one shot in a lifetime to make a difference in the future, and FirstNet was it for me," he added.

Today, Bostic is working to address some of those challenges as a director for policy and strategy for the FirstNet Program at AT&T.

Passion for policing

From the time he was a child in Lakewood, Calif., Bostic dreamed of being a police officer. He used to watch the police shows *Dagnet* and later *Adam 12*. His hero was Jack Webb, who starred in *Dagnet* and created both.

"Anyone in policing knows these shows," he said. "The moment I started watching, I told mom I was going to be a cop. I still watch those episodes. They're kind of fun."

Bostic got his first taste of policing doing ride-alongs with a friend at the Los Angeles County Sheriff's office, who kept encouraging him to apply. But he set his

heart on the LAPD. In 1973, he joined the force.

Realizing a dream

"The level of leadership in the LAPD was terrific," Bostic said. "It didn't matter where I went and where I worked. It was awesome to see the effort that leaders put into the organization. Of course, there were times where obviously it wasn't true, but one of the things LAPD did well is we weeded out our own."

"Some days were terribly depressing," he said. "But most were incredibly uplifting."

Over his 34 years on the force, Bostic moved up through the ranks – holding positions as commander of the DARE program, investigations, personnel, training and operations commands before becoming

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OTHER NEWS

Hurricane Michael response

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"FirstNet was there when we needed communications the most with our campus and community partners. During an emergency or natural disaster, the ability to communicate is paramount. And based on the support we've received from the FirstNet team at AT&T during Hurricane Michael, we know they are a partner we can trust," said Florida State University Police Chief David Perry.

"When it comes to natural disasters like Hurricane Michael, we're all in this together. And when everything else was down, FirstNet was working. It's helping keep our officers across the state stay



safe and connected during their lifesaving missions," said Steve Casey, Executive Director of the Florida Sheriffs Association.

We'll continue to stand by the men and women who put their lives on the line, day in and day out, to protect and support our communities.

Bostic got his first taste of policing doing ride-alongs

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an assistant chief of police.

After leaving the force, Bostic worked with several communications companies doing jobs that helped him

gain a national and international perspective – and an even greater urgency for a national network. "I knew that I wanted to be with the company that was going to make this happen," said Bostic. "Nothing is

going to change the way we do policing more than FirstNet. A lot of people still don't get it. This is way more than just a broadband network. That's what excites me every day."

Eligible First Responders can get a smartphone plan with unlimited data, text, and talk for just

\$39.99/mo.*

* Price shown includes a \$10.01/mo. discount on the \$50/mo. plan charge. Plan discount will appear as a bill credit. Avail. only for elig. employees and volunteers of qual. Primary User Public Safety Entities who activate svc as a Subscriber Paid User. Req's a new line of svc with a FirstNet Mobile-Responder Unlimited Smartphone plan and a qual. wireless svc agmt. Up to \$45 activation, add'l fees, taxes & other charges, & restr's apply.