FIRSTNET®

Newsletter

October 2019   **Share with a friend!**   **Volume 3, Edition 10**

Transforming communications for Seattle Fire Department

FirstNet is connecting the Seattle Fire Department firefighters and paramedics with new capabilities and reliable access to critical information while in the field. FirstNet allows Seattle's first responders to better serve those who live in, work in and visit the city. **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.

Starting this month, we will highlight one or more apps in the FirstNet App Catalog. This month you will learn about **AccessMyLAN for FirstNet®** (AML) – an Asavie

Connectivity during the Camp Fire

In November 2018, the Camp Fire roared through Paradise, Calif., destroying property and taking lives. Kim Zagaris, Wildfire Policy and Technology Advisor for the Western Fire Chiefs Association, explains how FirstNet helped first responders maintain communications. **WATCH VIDEO**

Reliable communication critical in emergencies, day-to-day operations

By Kim Zagaris
Western Fire Chiefs Association
Wildland Fire Policy & Technology Advisor

One of our most critical items during emergencies and day-to-day operations is to have reliable, very resilient communication capability. So we can communicate amongst ourselves and with other fire agencies. And just as importantly, so we can communicate with the public.

As the Wildland Fire Policy and Technology Advisor for the Western Fire Chiefs Association, I've been helping to deal with the wildland fire problem in the Western United States. Part of my job is to work with the states and territories in the West to come up with a better policy. At the same time, we're working on innovative technologies that we can use to assist us in all phases of emergency response and recovery. That's where FirstNet comes in.

Reliable communication is critical in emergencies, day-to-day operations

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FirstNet is bringing more reliable capability, targeted for first responders. And that's what really needs to happen in today's day and age – so we're not competing with commercial traffic out there.

We have a system that we asked for – built just for us. We have priority, we set who needs to have it, and the system's only getting better and better.

FirstNet adoption

One of the things that drove me towards FirstNet when I was California State Fire and Rescue chief for the Governor's Office of Emergency Services Fire and Rescue was the new technology. As we started to move forward, we put our entire fleet on Fleet Complete for FirstNet.

Fleet Complete allowed us to track our fleet and see where our people were at any given time – both for safety and so we could direct or redirect our apparatus as needed. We could also see how many miles we'd driven on the vehicles and when the apparatus was pumping and how many hours it had pumped. We could geo-fence the apparatus to a given area. And when it left, we would get an electronic notification.

It's been great. And it's going to have even greater capabilities with the continued FirstNet buildout up and down the state, as well as the country.

Those are the types of things we're looking at. While this originally started as a situational awareness tool for our fleet, it's going to save us even more money on the maintenance.

Caring for first responders

We want to take good care of our first responders, so they're able to complete their mission and provide for the public each and every day.

In November, when the Camp Fire started here just below Paradise, we knew it wasn't going to be a good day. It turned out to be, for California, one of the worst days on record. Within a couple hours, we had two fires start in Southern California, that would

"We were able to reach out as a FirstNet subscriber and request FirstNet deployables to assist us..."

become disastrous fires, at least in LA County's history.

The destruction was unbelievable. While we don't have everybody on FirstNet here in California yet, we do have a lot of folks on board. We were able to reach out as a FirstNet subscriber, and request FirstNet deployables to assist us at the Camp Fire in Paradise, and at the Woolsey Fire down in Southern California.

Having FirstNet helped not only the boots on the ground, but the incident command team and the staff manage the incident. We were able to push data back and forth. We could supply information to the public and to the coordination points within the state, as well as to the state legislature, and all the way to D.C.

By having multiple deployables – and intermixing them with other support – we had more robust capability to assist us in performing our mission.

Why FirstNet?

What I tell most folks is that if you're not on FirstNet now, it's probably because they haven't built it out in your area. Or maybe you don't know about it. Become more aware of what it can and will do for you. Because you're either supplying resources and mutual aid to somebody. Or you're the one receiving mutual aid.

And we have to have one way to communicate, one way to be able to

share information back and forth. That's FirstNet. That's what we asked for and that's what we got from Congress. Now it's up to us to complete and work with them to build it out.

If I had to describe FirstNet in one word, it'd be "Wow."

We've always fought for access with the public. During emergencies – especially the larger ones – everybody's got a cell phone and everybody gets on board. It becomes like the freeways where you can't move. Now, we've got a network that allows us to communicate back and forth.

And we won't have log-jams, the way we do with other providers. So let's get on board, let's save lives, let's make situational awareness better.

Kim Zagaris is the Wildland Fire Policy and Technology Advisor for the Western Fire Chiefs Association. He recently retired as California State Fire and Rescue Chief for the Governor's Office of Emergency Services Fire and Rescue, where he coordinated the state's emergency response to major and catastrophic events. He also chairs the International Association of Fire Chiefs Emergency Management Committee. And he sits on the Urban Search and Rescue Committee that works with the Urban Search and Rescue groups.

OCTOBER FOCUS: FirstNet App Catalog

Making it easier to select the right mobile tools for your needs

product available through AT&T.

In a recent case study the Wagoner Sheriff's office describes how the agency realized improved productivity and response times with AML. Link Mock, Deputy Sheriff and IT Administrator, said agency implementation of AML resulted in "a significant time-saving, with potentially life-saving consequences".

AML provides first responders with a safer internet experience on all SIM-enabled devices such as smart phones, ruggedized tablets and cellular routers across cellular and Wi-Fi networks. IT administrators in both primary and extended primary communities, large and small, use AML to manage mobile security, productivity and compliance for first responder devices in their agency.

Key Features include:

- Content and categorization controls
- Data governance and threat mitigation/prevention
- Network based security controls with insights into content requests per device
- Private APN with static IP address per device, VPN for highly secure data transfer
- Device and OS agnostic, with better secure data on cellular devices and devices tethered over Wi-Fi hotspots.

COMING NEXT: Learn about the new **Response for FirstNet®** release from Intrepid Networks. If you want to learn more about the apps available in your catalog, please visit our FirstNet App Webinar Series website.

There, you'll find past webinar recordings and tear-away App Product Booklets. And register for our next webinar **Oct. 31**.

FirstNet Smartphone, Tablet, and Watch.
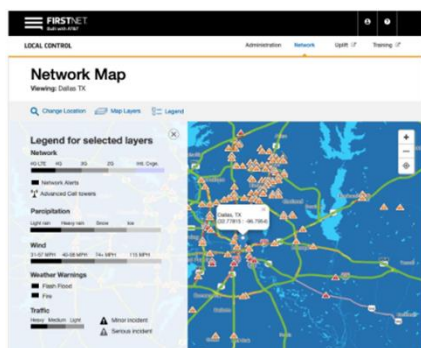Connect all three just $75.00/mo.*

*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.

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** 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