

# Newsletter

November 2020

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Volume 4, Edition 11



## Born in crisis

In the wake of 9/11, FirstNet was established to help you with communications during everyday responses as well as times of crisis. Watch to learn how first responders feel about the country's first network specifically for public safety.

[WATCH VIDEO](#)

## FIRSTNET APP CATALOG

### The apps you need for the job you do

The general public has gotten used to digital bots and high-tech data algorithms anticipating what we "need" before we do. So there is a growing expectation that we should use such innovations "for good" – to keep us safe by equipping first responders with the right tools. Our ability to make that happen is now more promising than ever.

FirstNet, Built with AT&T, makes it possible for first responders and those who support them to connect and share voice, text, data, and video with ease. It's a network designed to avoid the problems of congestion caused by large

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## Enhancing communication during East Troublesome fire

When communications went down as Grand Lake County Fire Department battled the East Troublesome Fire, the department needed help. Hear how they resolved their communication issue during this critical time. [WATCH VIDEO](#)

## FirstNet provides Atmos Energy vital support after Hurricane Laura

**By Rich Gius,**  
CIO Atmos Energy,  
**and Stacy Schwartz,**  
Vice President, FirstNet Program at AT&T

In the midst of one of the worst hurricane seasons on record, COVID-19 and other natural disasters, like wildfires this summer and tornadoes earlier this year, even the best emergency response plans are put to the test. But FirstNet has one mission: serve America's first responders and the extended public safety community that supports them during their life-saving missions.

During Hurricane Laura last month, the public safety community from across the region came together to

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**Rich Gius**



**Stacy Schwartz**

# OTHER NEWS

## FirstNet provides Atmos Energy vital support after Hurricane Laura

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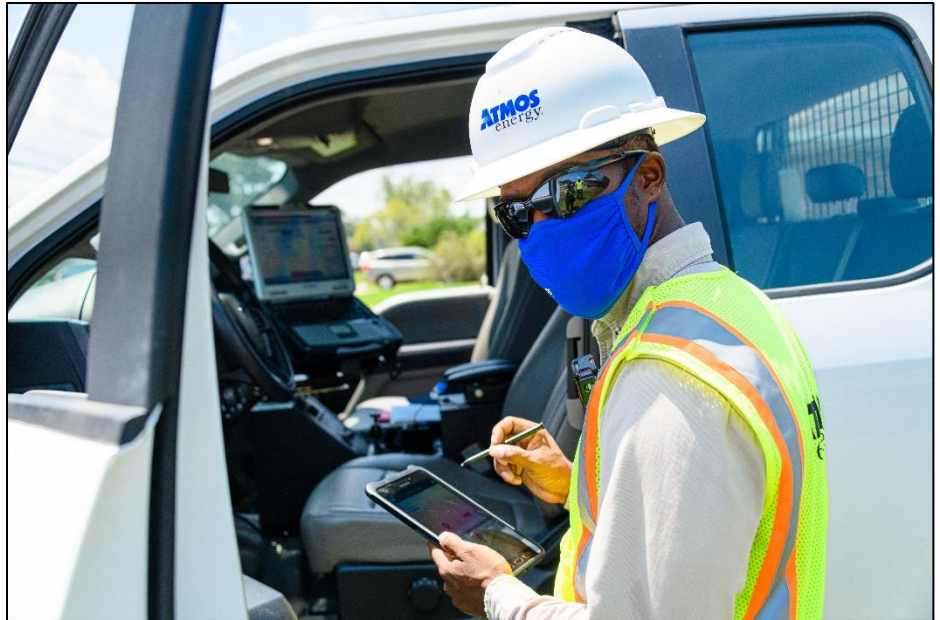
respond. Many were already on [FirstNet](#), including Atmos Energy Corp. – the largest natural-gas-only distributor in the U.S. Due to Atmos Energy’s commitment to safety, especially when dealing with potential emergencies or working to restore service after a disaster, the company subscribed to FirstNet in 2019.

When disasters occur, Atmos Energy’s emergency dispatch and personnel work closely with firefighters and other first responders. Recognizing the public safety concerns and coordination required, FirstNet is pivotal to the safety of Atmos Energy employees and the more than 3 million people (in 1,400 communities across 8 states) they serve.

FirstNet stands above commercial offerings, combining the capabilities public safety needs with the affordability they require. After Hurricane Laura impacted some of Atmos Energy’s operations in Louisiana, the FirstNet team at AT&T jumped into action to make sure Atmos Energy Louisiana Division President Jennifer Ries and her personnel had the right connectivity toolset to respond to the disaster. And since FirstNet is built specifically for public safety, it delivers an experience unlike any other.

This includes features like *always on* priority across voice and data, which provides protection against commercial traffic congestion. It’s like giving public safety communications the “lights and sirens” treatment. When you see or hear an emergency vehicle coming, you get out of the way, so they can quickly get to those in need. This follows that same approach, just on the communications highway.

Before, during and after the storm, the FirstNet team was very responsive in helping Atmos Energy identify front-line personnel’s smartphones to [uplift](#) their priority service. Having prioritized cell service on FirstNet helped the Atmos Energy leadership team in Louisiana as



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it coordinated its restoration efforts with local leaders and first responders in the aftermath of the destruction caused by the hurricane.

FirstNet has quickly become both an economically beneficial service as well as a key component of our Business Continuity Planning toolset for Atmos Energy – ultimately helping to better serve our customers and keep our communities safer.

It’s been a game changer for us – and when the next emergency strikes, we can trust the FirstNet team to be there.

FirstNet is built with AT&T in public-private partnership with the [First Responder Network Authority](#). It’s designed with and for public safety to

improve communications across public safety entities nationwide. And it allows first responders and those who support them to easily and quickly communicate with one another during everyday situations, big events or emergencies.

This is integral to solving the common roadblock that communications issues have posed on past public safety responses.

*Rich Gius is the Chief Information Officer for Atmos Energy, based in Dallas. Atmos Energy serves over 3 million customers in over 1,400 communities. Stacy Schwartz is the vice president for the FirstNet Program at AT&T, responsible for the FirstNet sales organization*

# OTHER NEWS

## FirstNet joins All Clear Foundation in bringing you ResponderRel8

Get a one-year pre-paid subscription to ResponderRel8 First Responder Peer to Peer Chat App. Pre-paid for the first 5,000 firstNet smartphone users who download the app and sign up. The



ResponderRel8 application allows first responders to join chat rooms about health and wellness topics that are most important to them, including PTSD, weight loss, career progression, financial wellnes sand many, many others.

[SEE OFFER DETAILS](#)

## The digital tools you need now, more than ever

During this critical time, we are learning to navigate in different ways. As more and more people are working remotely, online resources have become a very important part of our daily routine.

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.

[REGISTER TODAY](#)

# FirstNet App Catalog: The apps you need for the job you do

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numbers of users on commercial networks in any specific location. Open and reliable connections let you explore mobile solutions that enable highly secure communications; simplify data sharing; and help you synthesize the data into an actionable operating picture.

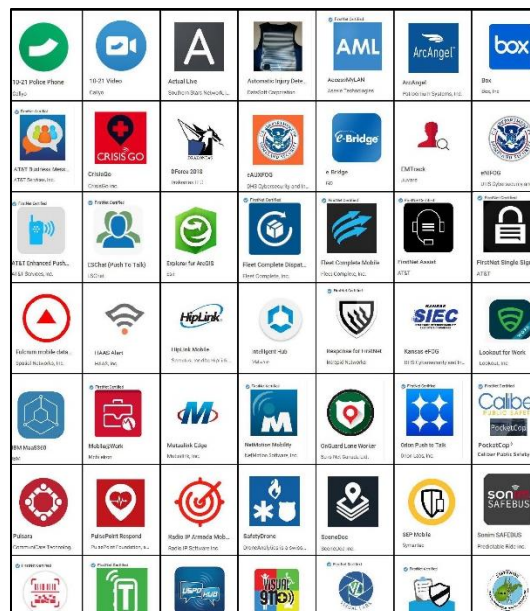
Apps in the [FirstNet App Catalog](#) can turn your smartphone into an ever-expanding collection of digital tools and enhanced capabilities. App empowered smartphones can transform your phone into a body-worn camera, a mobile data terminal, a portal into enterprise systems or a stack of live tactical maps.

They can convert your device into a location tracker and safety beacon, a radiation detector, a digital notebook and an alarm for situationally relevant alerts. The uses are as diverse as the people using the apps. They include digital medical alerts, field operation guides, activity and resource tracking tools, HAZMAT and medical pocket handbooks.

With the FirstNet App Catalog – which is a library of pre-evaluated apps – you can find what you need without worry.

- No more hunting through countless apps in the commercial app stores. If it's in your FirstNet Catalog, you know its relevant.
- No more worrying about whether your enterprise systems or sensitive data will be compromised. If it's in the Catalog, you know it passed a thorough security evaluation.
- And no more wondering if your tool will work when you need it. If it's in the Catalog, you know it has proven to be at least 99.9% available.

In the [FirstNet App Catalog Booklet](#), you'll find over 150 Android and iOS versions of 87 unique, relevant, highly-secure and reliable public safety apps. You and your



*Apps in the [FirstNet App Catalog](#) can turn your smartphone into an ever-expanding collection of digital tools and enhanced capabilities.*

agency can use these apps to help you:

- Mobilize first responders with multi-media communications; endpoint security
- Enhance mission execution with discipline-relevant tools; customized responder resources
- Grow situational awareness with remote visibility, environmental insights; IoT support and smart maps and dashboards
- Engage with the community with actionable information from the public or relevant messages that go to the public.

Visit our the [App Ecosystem Playlist](#) on our YouTube Channel, where Madison County, Indiana, San Antonio, and the Texas City school district share stories about how they use apps on FirstNet.