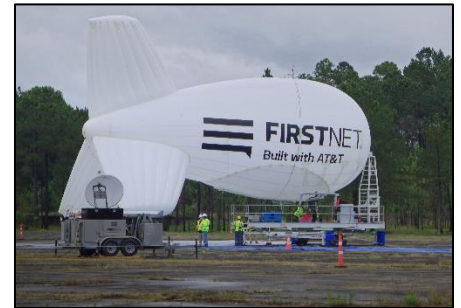
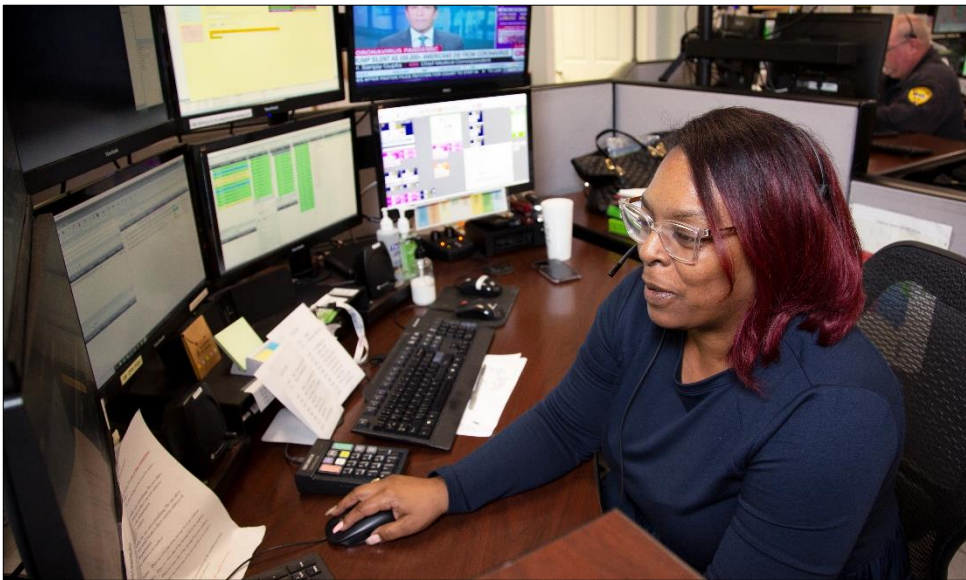


# Newsletter

June 2020

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Volume 4, Edition 6



## FirstNet is ready to support public safety for 2020 hurricane season

**By Jason Porter**  
Senior Vice President  
FirstNet Program at AT&T

FirstNet is critical to those who put their lives on the line, day in and day out, to protect and support our communities. It's the only nationwide, high-speed broadband communications platform built with and for America's first responders. And we have a responsibility to help ensure first responders, emergency management, medical professionals and those who support public safety can be confident in their critical communications capabilities.

Where public safety goes, we go.

This year, public safety's network is being tested in completely new ways, and it continues to hit the mark for our first responders. From continuing to combat COVID-19 to responding to tornadoes, wildfires

*(Continued on Page 2)*

## Devices and apps for a COVID-19 response

Indiana's Madison County Central Dispatch faced challenges with regard to devices that could be easily decontaminated and apps that would provide communications across agencies during the pandemic response. Watch to see how they resolved these challenges with FirstNet Ready™ devices and FirstNet Certified™ apps. [WATCH VIDEO](#)

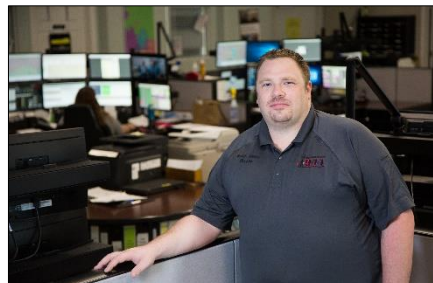
## Madison County: FirstNet provides interoperable, reliable communication

**By Brent Jensen**  
Executive Director  
Madison County Central Dispatch

One of my top priorities as executive director of the 911 center is the safety of all our responders – as well as our community.

Madison County has about 130,000 people. We have 15 police departments, 15 fire departments and numerous state agencies that we serve here in Madison County. And we manage the communications and the portal for all 30-plus agencies here at Central Dispatch. By going on FirstNet, we've been

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## OTHER NEWS

# Ready to support first responders for 2020 hurricane season

(Continued from Page 1)

and floods, there's no question 2020 is one we will remember forever. And now, forecasters at the National Weather Service expect a more active than usual Atlantic hurricane season.

FirstNet stands at the ready to be there to support response and recovery, no matter the disaster or emergency. We make public safety's mission the priority. With a dedicated fleet of more than 76 deployable network assets – available at no additional charge – we're providing fire, EMS, law enforcement and more with unthrottled access to connectivity when and where they need it, including in the immediate aftermath of a storm when commercial power and other infrastructure may be disrupted:

- **The Original 72:** These dedicated mobile cell sites, including assets such as Satellite Cell on Light Trucks ([SatCOLTs](#)), provide first responders with similar capabilities and connectivity as a cell tower. Plus, they're housed across more than 50 locations nationwide to enable a 14-hour delivery window following the initial emergency request.
- **FirstNet Flying Cell on Wings (COWs™):** In 2019, we took the FirstNet fleet airborne with the addition of [3 Flying COWs](#). They are able to reach heights of up to 400 feet, making them ideal for situations like wildfires and mountain rescue missions where the terrain may have previously made it difficult to maintain connectivity.
- **FirstNet One Aerostat:** [FirstNet One](#) brings a first-of-its-kind public safety communications solution to help keep responders connected during large-scale, catastrophic events – like potential upcoming major hurricanes. Flying up to 1,000 feet, it can replace multiple ground-based portable cell sites and free



FirstNet stands ready to support response and recovery with a dedicated fleet of more than 76 deployable network assets, available at no additional charge.

- those dedicated assets to be used by other agencies nationwide.
- **The Pacific Territories:** As part of expanding the FirstNet footprint to the [Pacific territories](#), we have also added an on-island portable cell sites for each territory. One of these assets is currently supporting COVID-19 response operations in Guam.
- **AT&T Network Disaster Recovery Fleet (NDR):** With more than \$650 million invested in the U.S. and another \$15 million invested internationally, the AT&T NDR program is one of the largest, and most advanced of its kind. In addition to the FirstNet fleet, public safety will be able to tap into the 300+ assets, from the AT&T NDR fleet when available.

Since launching the dedicated FirstNet fleet, we have seen tremendous interest and use of these portable cell sites for public safety agencies' emergency response needs. In 2018 alone, FirstNet supported public safety during 100+ emergency operations. And last year those numbers quadrupled,

accounting for more than 450 requests for deployable support by public safety agencies. We're only halfway through 2020, and public safety has turned to FirstNet deployable network assets for additional support during 200+ emergencies and planned events, including supporting the COVID-19 response operations at quarantine sites, field hospitals, testing sites and EOCs.

That's why I'm excited that public safety's dedicated fleet is continuing to grow thanks to the recently announced [network investment](#) by the First Responder Network Authority (FirstNet Authority). Beyond expanding our original 72 dedicated portable cell sites, next year, we'll be able to bring public safety agencies new types of assets for their response efforts, like mobile command vehicles. In the event of an emergency, a mobile command vehicle can be stationed near the scene or disaster and provide a central communications hub for first responders. It's just one of the ways FirstNet continues to innovate for public safety.

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## NEWS FOR FIRSTNET USERS

### Cybersecurity Aware App

The FirstNet Cybersecurity Aware app, now FirstNet Certified and in the FirstNet App Catalog, is the place for first responders to learn how to protect themselves and their agencies from phishing emails, malicious links and other cyberscams. The app contains an in-depth training video series given by cybersecurity analysts, an animated video series depicting cybercrime scenarios in public safety situations and a brand new video series on COVID-19 related scams. [Contact us.](#)

### 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.

### Agency admins save time, order your devices online

Get your quote online for routers, laptops and other specialized equipment and accessories designed to support first responders and teams in the field. Log in with your FirstNet credentials, select your products and submit your quote request. We'll process it and you will get a quote from a trusted third-party fulfillment center, which will also fulfill your order if you choose to buy. [Click here to order now.](#)

## FirstNet ready to support public safety in 2020 hurricane season

*(Continued from Page 2)*

FirstNet Response Operations – **led by former first responders** – guides the deployment of the FirstNet fleet based on the needs of public safety, coordinating across federal, state, tribal and local agencies with a focus on life safety, incident stabilization and property conservation.

As with every hurricane season, the need to be [prepared](#) is critically important this year. Connectivity is vital before, during and after any event.

That's why we pre-stage assets and remain vigilant for any storm's potential impact. We are experienced; constantly improving the process and ready to respond for FirstNet subscribers at a moment's notice. That's what it means to be [public safety's partner](#).

FirstNet is built with AT&T in a public-private partnership with the FirstNet Authority – an independent government agency. We continue to deliver on the vision of the first

responder community and Congress.

With dedicated, advanced services built to mission-critical standards interoperating across agencies and jurisdictions, custom apps and devices built for law enforcement, fire and EMS, it's clear FirstNet stands above commercial offerings.

And more than 12,000 public safety agencies and organizations – accounting for over 1.3 million connections – would agree.

### First Responder Agencies:

## FREE SMARTPHONE FOR LIFE\*

Available with a new activation or eligible upgrade on a 2-year service agreement or AT&T installment 30-month agreement.\*

\*Available only to First Responder Agencies, including Medical Emergency Departments, for their Agency Paid Users on FirstNet Mobile—Unlimited for Smartphone line. 2-year agreement: Upgrade your smartphone with a new eligible smartphone every two years at no additional cost for as long as your service plan is in effect and in good standing. Pay \$0.99 for eligible smartphone at purchase, credited back within 3 billing cycles. Upgrade requires new 2-year agreement. AT&T Installment 30-month agreement: Upgrade your smartphone with a new eligible smartphone every time you satisfy your current AT&T Installment agreement and sign a new one for no additional cost for as long as your service plan is in effect and in good standing. For both agreements, tax on full retail price due at sale. Activation and other fees, taxes, charges and restrictions apply. [SEE DETAILS](#)



# MADISON COUNTY CENTRAL DISPATCH

## Madison County depends on interoperable, reliable communication, support

*(Continued from Page 1)*

able to really connect all of our field officers, EMTs, fire departments with our CAD system here in Madison County in places they haven't been able to before.

That goes a long way toward helping us make sure communications are interoperable. We want to make sure everything is working – and that everyone is getting what they need from the data communications.

There have been very few issues since we've been able to use some of these devices on FirstNet.

We've been able to install devices, routers, tablets that can connect vehicles back to our CAD vendor in the dispatch center. And we're able to get that connectivity seamless.

We realized after a tornado in 2019 that FirstNet really was invested in us. They wanted to make sure we had a successful outcome. And the attention they put into us after that tornado really helped solidify our relationship.

### Dealing with COVID-19

With COVID-19, the EMS crews were one of our first concerns. They were using expensive radios in the field and needed to decontaminate them using harsh chemicals. We wanted to prevent damage and make sure things worked the way they should.

So, FirstNet provided devices that gave us the ability to have a field "decon-able" solution that really worked for the EMS crews.

You can dunk the Sonim XP8s in a bleach and water solution and decon them that way. EMTs don't have to spend time trying to replace covers or anything like that. They're just able to clean them with the chemicals and get those germs off.

Additionally, we can put those devices in an EMS vehicle and not worry about



We've been able to us install devices, routers, tablets that can connect vehicles back to our CAD vendor in the dispatch center.

durability or functionality. They have excellent battery life. And they're definitely built for field ruggedness.

Plus, everybody is able to share information. We're able to have truly interoperable communication.

That led us to Mutualink, which is FirstNet Certified™ and available in the FirstNet App Catalog. With Mutualink we were able to install this in the dispatch center and create a network between dispatch, EMS crews, the hospitals, and the health department and the coroner's office, all to have a seamless response during COVID.

### Tools to stay connected

We use Mutualink Edge and we use Mutualink @Teams push-to-talk, and that gives us the ability to coordinate with anybody else that we have on this program.

Currently, we have all our EMS agencies, the central dispatch center, our hospitals, our coroner's office, and our health department on the Mutualink program. They're able to use it for PTT, text, video, and data

communications, so they're able to respond to each other no matter what.

And we're able to set that up on the fly as well. One of the problems we ran into with all the extra Personal Protective Equipment (PPE) EMS responders are wearing is that they can't communicate verbally.

The masks don't make radio communication as clear and concise as it should be.

Being able to use Mutualink for the text, video and file sharing has definitely helped with the medical side of things. That includes getting those patient reports into the hospital, communicating with the nurses and doctors in the field, and being able to provide better patient care overall.

### Using apps that matter

We've watched the FirstNet app catalog grow. We've watched developers start to take an interest in public safety and what's available

*(Continued on Page 5)*

# MADISON COUNTY CENTRAL DISPATCH

“The priority and preemption FirstNet offers gives us added peace of mind”

*(Continued from Page 4)*

out there. And there definitely is room for growth in our area with it.

We see several areas where we may be able to eliminate the need for standard computers in response areas, especially with some of the networking and VPN and security apps coming through the app catalog.

We may be able to eventually go to just tablets and cell phones for complete communication in the vehicles. That definitely makes things safer for the officers and firefighters. They're not focused on a laptop. We all know the problems we have with laptops and using computers in an office setting. They have to do that in a car or in a firetruck. And when you're able to use a device from FirstNet that just works, it helps out quite a bit.

## Peace of mind

The priority and preemption that FirstNet offers gives us added peace of mind. We're only 30-40 miles from Indianapolis. They have one of the biggest convention spots in the United States, in addition to professional sports teams – the Indy 500, and many other events. Many of our responders here in Madison County go down there to assist.



We may be able to eventually go to just tablets and cell phones for complete communication in the vehicles. That definitely makes things safer for the officers and firefighters.

They go down for mutual aid or they go down to work security details. Having that priority and preemption through FirstNet on their devices really helps when you have 50,000 people, or 200,000 people in the case of the Indy 500 in one area.

It gives them the ability to be secure and know they'll have a reliable communication in their pocket if they do need to use it.

FirstNet gives us subject matter experts who know and care about what we're doing. They live in our communities and they want to see things succeed. Having people who understand why we

need them and having the ability to rapidly do what has to be done in a crisis gives us confidence in FirstNet.

*Brent Jensen has been the director of Madison County Central Dispatch since December 2017. Jensen began working as a dispatcher for Madison County Dispatch in 2005.*

*He was later tapped to supervise the training of new dispatchers and subsequently promoted to assistant director before assuming the leadership role in 2017. Jensen also serves his community as a volunteer firefighter and EMT.*

## First Responders & Individuals:

# SWITCH TO FIRSTNET & SAVE \$200

Save \$200 when you buy a new FirstNet Ready™ smartphone with new activation of a FirstNet Mobile-Responder line on AT&T Installment\*

\*Ltd. time offer. Not avail. In MA. Req's purch. on 0% APR AT&T Installment (30-mo. at max \$66/mo.) agmt. Credits start w/in 3 bills. Avail. only to elig. first responders who activate a new smartphone line of service as a Subscriber Paid User on FirstNet Mobile- Responder plan w/ elig. voice & data svc. If svc cancelled, device balance due (up to \$1979.99). Tax on full retail price due at sale. Add'l fees & restr's apply. [SEE DETAILS](#)

