FIRSTNET®

Newsletter

July 2019

City of San José Joins FirstNet to Strengthen Emergency Response

City becomes first in the country to deploy FirstNet to all public safety personnel and emergency response staff

The City of San José, Calif., is ushering in a new era of public safety communications as it connects its first responders and key personnel to FirstNet – America's dedicated public safety communications platform. This move reflects San José's spirit of innovation and its dedication to using advanced technologies to increase the safety and well-being of those who live, work and visit the city.

FirstNet is designed to improve communications across public safety entities nationwide. It gives first responders the reliable, unthrottled connectivity they need to share critical information, communicate and coordinate during day-to-day situations, large events and emergencies.

Depending on the situation, first responders may rely on a broad ecosystem of partners behind the *(Continued on Page 4)*

A lifeline for surf rescue in Duck, N.C.

The Town of Duck, on North Carolina's Outer Banks, sees tens of thousands of tourists every summer. Hear how Surf Rescue uses FirstNet to help keep tourists on the town's beaches safe. **WATCH VIDEO**

"From a firefighter perspective, communication is our No. 1 priority – 24x7x365" – *Donna Black*

By Donna Black
Fire Chief, Duck, N.C.

The ability to go into an area you're not familiar with, with people you don't know, and to have consistent, reliable and sustainable communications during an event, is huge. So, from a firefighter perspective, communication is our No. 1 priority – 24 x 7 x 365.

That's why we're on FirstNet. I need to know I can pick up the phone or I can pick up the radio and I can get who I need to get – whether it's my firefighters in a

in a building or on a call somewhere in town. We need to have reliable, consistent communications – whatever the situation.

(Continued on Page 2)

"…Communication is our No. 1 priority – 24 x 7 x 365."

Serving the community

I've been fire chief in Duck, N.C., since 2006. When I joined in the '90s it was all volunteer and most everyone then could go into a burning building. That was their job. They weren't support firefighters. They were what we call suppression firefighters.

As the town has grown and changed – and people have moved away and others moved in – we've become more of a combination department to serve the needs of a retirement/tourist community.

We're both paid and volunteer. And we're pretty proud about how we've developed our program so that we can get community members involved. They don't necessarily want to be the ones to go in to a fire. But they can drive the apparatus, they can do traffic control, they can pull lines to the exterior, they can help with extrication.

Overcoming challenges

One of the things we really struggle with here is that we're one long island with one road cutting through. Our mutual aid is coming in a train, so we have to make sure we can handle things until help arrives. We need to be able to sustain ourselves for about 20 minutes before we're going to get extra help.

And the biggest difference between Duck and other areas in North Carolina and around the country is the change in the volume of calls during the summer months. We put about 25,000 people in 2.32 square miles for several months. So, the number of calls per day goes up. And sometimes the intensity of the call goes up when you have people vacationing 20 in a house.

We all tend to have majority medical. That's still probably 50 to 60 percent. But we also have water, so we have this whole other piece with surf rescue. And we have a contracted

Chief Black has been in fire service for over 22 years. She began her career as a volunteer and worked her way up as both a paid and volunteer firefighter.

service for that. Every year we train with surf rescue. We'll go down with the lifeguards and do scenarios where we're rescuing folks in trouble, bringing them to shore. We will do scenarios where they might have a neck injury because they dove into the surf and hit the sandbar.

We'll simulate near drownings, where they actually took in water and maybe drowned and then we're having to do CPR and trying to resuscitate. Or, it can be a simple they just got in the water, got in trouble, and they're fatigued and we're checking vitals. So, we'll play out all those scenarios. They'll go out and rescue them and then, we'll do our part on shore.

Interoperability

When you look at the potential of what FirstNet can do for first responders, it's huge.

The ability to monitor the firefighters, to have consistent communications with our partners when you look at a large incident is really important. If we have a wind driven fire and two or three houses are involved and it's the middle of the night, we've got crews everywhere. I need to know my communication is reliable – to be able say, "Where are my firefighters and how are they feeling and how are

they looking?"

Incident command, especially down here, is dependent on communication because we don't have a lot of advances in technology. If we can get everyone else on board with what we're seeing and what we're trying to do, that's where FirstNet will make the biggest difference for us.

Chief Donna Black has been in the fire service for over 22 years. She started her career as a volunteer, and worked her way through the ranks as a paid and volunteer firefighter. In 2006 when she became the Fire Chief for the Town of Duck, N.C. Chief Black graduated from the National Fire Academy's Executive Fire Officer Program, holds the Chief Fire Officer (CFO) designation and obtained a post-graduate Certificate in Community Preparedness and Disaster Management from the Gillings School of Public Health at University of North Carolina-Chapel Hill. Black serves on the International Association of Fire Chiefs (IAFC) Board of Directors and is co-chair of the IAFC Women Chiefs Council.

"In the next 8 to 10 years, public safety communications will change more than in the last 50 years"

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.

As a director of strategy and policy for the FirstNet Program at AT&T, Stephen Devine helps support public safety with Land Mobile Radio (LMR) and LTE interoperability solutions. And he's working to drive awareness about FirstNet with state law enforcement agencies across the country.

"This is all I've ever wanted to do," said Devine, who came to AT&T in 2017 after a career in public safety communications. "In the next 8 to 10 years, public safety communications will change more than in the last 50 years. I'm excited to be a part of this evolution. And I'm even more excited about the tools we're going to develop to help first responders keep all of us safe."

A career in public safety

Over his 30-year career with the State of Missouri, Devine managed a dispatch facility and worked as Frequency Coordinator. He worked to help improve communications capabilities for Missouri public safety agencies. And he was the technical lead for the development of a statewide Project 25 LMR network. The network offered new LMR-based technologies, capabilities and a wide area interoperability not previously available to agencies.

After retiring from the State of Missouri in 2015, he worked for APCO International as Project 25 Manager and as a contractor to the First Responder Network Authority.

Steve credits two colleagues in the Missouri State Highway Patrol with helping fuel his passion for public safety. They allowed him to participate in national initiatives to improve communications for first responders.

"My participation in FCC initiatives and other national public safety programs – including APCO International and the National Public Safety Telecommunications Council – gave me invaluable insight into what we could do for public safety communications."
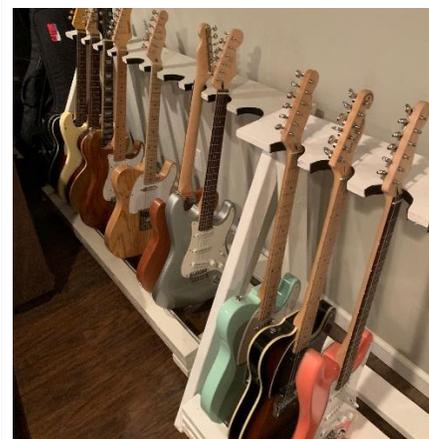
A passion for advocacy

On a typical day, Steve works on a number of projects to support FirstNet. But lately he has been working with the FirstNet Response Operations Group at AT&T, which works with agencies subscribed to FirstNet to provide support both in crisis situations and for large events.

"The public safety community has not had opportunities available to them like they do with FirstNet," Devine says. "I want them to know that with FirstNet, if they can imagine it, it's probably possible."

FirstNet is revolutionary, Devine says. And each day is unique. But every day, he's focused on FirstNet advocacy.

"I'm passionate about the work. And I'm proud that it's bringing new features sets and capabilities to the people who need it," he says. "I want to shrink the gap between the need and the deliverable."

SPOTLIGHT PROFILE
Stephen Devine

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Technology and music

As a child, Devine says, he wasn't one of those kids listening to the scanner all the time. He went to technical school so he could learn how to fix his guitars. But once he realized the scope of what he could do with technology – and for public safety – he was hooked.

In his spare time, he splits his time between his family – which includes his wife, daughter and five dogs – and his passion for guitar and piano.

His guitar collection includes about 40 guitars. "I really enjoy music as a hobby," he says. "And spending time at the beach with my wife."

City of San José Joins FirstNet to Strengthen Emergency Response

scenes to help coordinate their complex response to keep the public safe. That's why San José is equipping both its first responders and those critical to their response with FirstNet.

To align with the city's Emergency Action Plan, agencies subscribing to FirstNet include:

- San José Police Department
- San José Fire Department
- Office of Emergency Management
- Office of the City Manager
- San José Environmental Services
- San José Parks, Recreation & Neighborhood Services
- San José International Airport
- Office of Civic Innovation
- Public Works
- Transportation

"Implementing FirstNet at full scale across the City is key to helping us create a new standard for public safety," said Sam Liccardo, Mayor of San José. "We believe this is a model for cities across the country to ensure those charged with maintaining the safety of our residents and communities have the tools they need to stay connected during disasters and emergencies."

"Outdated and unreliable communications have slowed down our public safety response for far too long. In an industry where every second matters, it's about time that we change the face of public safety communications, and I'm proud to see San José lead the way with FirstNet," said Ray Riordan, Director of the San José Office of Emergency Management. "We can't predict when the next emergency will strike, but with FirstNet, we can be better prepared to respond, recover and keep our people safe."

FirstNet is being built with AT&T in a public-private partnership with the First Responder Network Authority (FirstNet Authority) – an independent government authority.

San José's FirstNet adoption builds on the City's public-private partnership with AT&T, which is focused on expanding public safety and addressing some of the critical issues facing the community. As part of this relationship, AT&T is deploying 670 smart lighting controllers and 550 LEDs that improve lighting in 14 city parks, as well as installing 15 Digital Infrastructure nodes that will help support San Jose's first responders. In addition, AT&T will support the San José community by providing $200,000 to help local community organizations tackle the digital divide.

FirstNet has deployed Band 14 spectrum across San José to provide optimal coverage and capacity for public safety. Band 14 is high-quality spectrum provided by the FirstNet Authority. And with the specialized capabilities enabled by FirstNet, FirstNet performs over 25% faster than any commercial network in the nation.[*]

"We're honored that the City of San José chose FirstNet to elevate their communications capabilities," said Chris Congo, assistant vice president – AT&T Public Sector. "It's our mission to give first responders the cutting-edge tools they need to safely and effectively achieve their mission. FirstNet will help the City's entire public safety community perform at the highest levels to keep themselves and those they serve out of harm's way."

"FirstNet is the exclusive communications platform being built with AT&T for public safety, inspired by public safety. There is no substitution for this dedicated network," said Jeff Bratcher, Chief Technology and Operations Officer, FirstNet Authority. "We look forward to supporting the City of San José and all of California's public safety community with FirstNet, making sure it delivers what they need, when they need it."

To learn more about the City of San José, visit sanjoseca.gov. To learn more about FirstNet, go to FirstNet.com.

*Based on AT&T analysis of Ookla® Speedtest Intelligence® nationwide data average download speeds for Q1 2019. Ookla trademarks used under license and reprinted with permission.

See for yourself!

Checklist

FirstNet plan +
FirstNet Ready™ device +
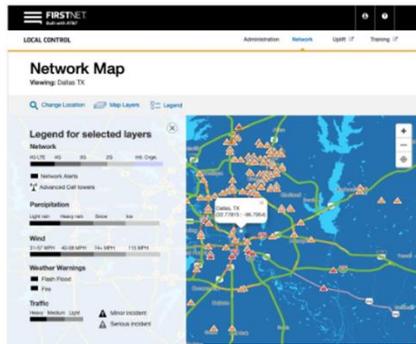FirstNet SIM =
Checking all these boxes!

OTHER NEWS

New features for FirstNet users

Network Status Map Enhancements

- The basic map shows network coverage, network alerts, vehicular traffic and weather, including fire, flash flood and high winds. Among the improvements in the user experience and navigation within Local Control:
  - Show/hide legend – replacing the static legend
  - User does not need to scroll down to manage filters

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.