FIRSTNET®

Newsletter

FIGHTING FIRE: The Oregon Bootleg Fire Response

The Bootleg Fire is the largest wildfire currently burning in the United States. Here's how FirstNet, Built with AT&T is assisting fire fighters and first responders during this natural disaster. **WATCH VIDEO**.

Creating connections for first responders fighting Oregon fire

By Jason Porter
President, Public Sector and FirstNet Program at AT&T

Wildland fires continue to burn at all-time highs. More than 90 wildfires – accounting for 1.8+ million acres – are currently raging across the United States according to the National Interagency Fire Center. And Oregon's Bootleg Fire has turned into the nation's largest active blaze, destroying more than 400 buildings and hundreds of vehicles.

With more than 1,000 first responders deployed – spanning agencies including Oregon Emergency Management, Tualatin Valley Fire & Rescue, Lake Oswego Fire and more – the need for reliable, interoperable communications is vital. FirstNet®, Built with AT&T has deployed dedicated portable network assets

FirstNet cell sites launching nationwide

Giving first responders – and those critical to their mission – coverage and capacity where they need it

By AT&T

FirstNet gives first responders – and those critical to their mission – a purpose-built experience they can't get anywhere else. That includes dedicated coverage and capacity, when and where they need it.

FirstNet already covers over 99% of the U.S. population today. But to better serve public safety, we're continuing to extend the nationwide reach of FirstNet by rolling out high-quality spectrum, known as Band 14. The FirstNet Authority – an independent government agency – granted AT&T the right to use Band 14 specifically to support public safety on FirstNet. This gives agencies large and small the reliable, unthrottled connectivity and modern communications tools they need.

In areas where coverage already exists, Band 14 helps first responders get the capacity they need to get the job done. We're also launching new FirstNet cell sites across the country to expand rural

Mental health apps, FirstNet App Catalog an invaluable resource

By Mostafa Sanati
FirstNet Health and Wellness Program
and Dr. Anna Fitch Courie
Director, Responder Wellness, FirstNet Program at AT&T

"mHealth" is a term widely used to refer to any healthcare service accessed through mobile electronic means such as mobile phones, laptops, tablets, smartwatches, wearable electronics, and others. Professor Robert Istepanian first coined the term and described it as "emerging mobile communications and network technologies for healthcare."[1] mHealth is the evolutionary progress of traditional desktop or telephone healthcare services to the realm of mobile, handheld, and wearable technologies.

The term "mHealth" refers to the use of portable devices in healthcare settings. The mHealth market is expanding, right along with the daily advances in mobile technology. There is an app for almost anything imaginable in the ever-growing mobile application ecosystem, including apps focused on health and wellness. According to the Statista Research Department, as of May 2021 there were over 5.5 million applications in commercial app stores combined. [2]

More and more, mHealth is gaining acceptance in psychosocial wellness care.[3] And mobile devices – because of their portability, ease of use, and connectivity – are ideal for providing mental health services to first responders. And various studies support the feasibility of mHealth apps. Using mobile mental health applications with the assistance of trained mental health providers has demonstrated positive outcomes.[4] mHealth apps create an excellent opportunity for self-monitoring and self-reporting, which takes away the stigma of reporting a mental health crisis.

Mental health apps can reach first responders who would have previously gone without access to any form of mental healthcare services because the

There is an app for almost anything imaginable in the ever-growing mobile application ecosystem, including apps focused on health and wellness.

only option was traditional mental healthcare. These apps can target a broad spectrum of mental health issues such as depression, anxiety, mindfulness, depression, and, most importantly, suicide prevention. Mobile health applications provide unconventional services, such as symptom reporting, on-demand support services, self-help and cognitive improvement, among other services.[4]

The availability and accessibility of mobile mental health applications make them an ideal candidate for first responders. With the demands of shift work, irregular hours, desires for confidentiality, and mental health stigma, this can be a game-changer for first responders addressing their mental health needs proactively, effectively, and efficiently. Additionally, first responders can self-report emotional symptom onset and duration when experiencing a mental health crisis. It is this characteristic that makes Mental health and wellness mHealth applications an invaluable resource for first responders.

The Department of Defense (DoD) and Department of Veteran Affairs

(VA) National Center for PTSD have embraced mHealth technologies and created their own mental health app suite available for veterans on the Google Play Store and the Apple App Store.[4]

FirstNet is committed to first responder health and wellness and provides an expansive library of pre-evaluated and approved apps that FirstNet users can access to assist with their daily occupational responsibilities.

The FirstNet app catalog includes mental health apps designed to help first responders experiencing mental health distress or apps simply to engage with others in addressing social support for their overall mental wellness. Some of these include the BetterApp to promote better sleep; ResponderRel8, to chat with peers who may be going through similar experiences and the Lighthouse Health & Wellness app, which provides access to health and wellness programs, and the Valor Training App, offers training and technology assistance resources for law enforcement officers.

The FirstNet app catalog includes

Mental health apps, FirstNet App Catalog an invaluable resource
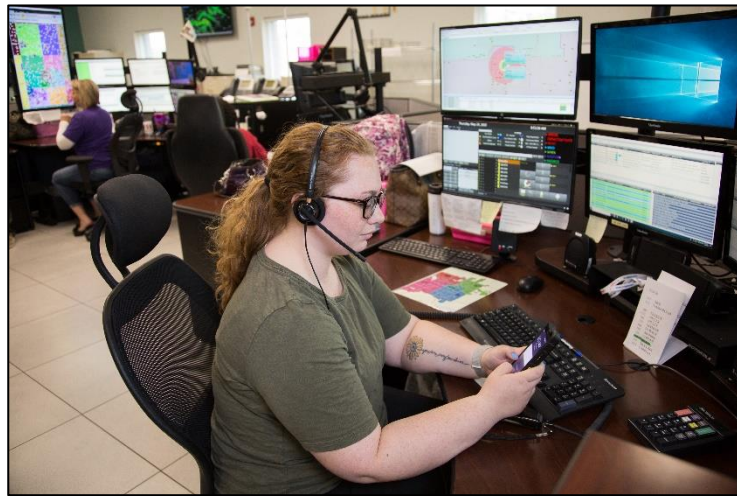
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over 170 apps and makes it easy for first responders to choose from a list of public safety relevant apps without searching through the numerous applications in commercial app stores. These applications provide first responders with the tools they need to address their mental wellness without worrying about being stigmatized.

Mostafa (Moe) Sanati is a Doctorate in Nursing Practice student at the Ohio State University. He currently serves as an intern at the FirstNet Health and Wellness Program. In addition, Moe currently works as a trauma nurse in Ohio. Before his nursing career, Moe served as a volunteer firefighter and EMT for the village of Versailles. Moe has a master's in business administration (MBA) from SolBridge International School of Business in South Korea and a bachelor's degree in engineering. Moe is passionate about public health, especially that of first responders and Veterans.

Dr. Anna Fitch Courie, Director of Responder Wellness, FirstNet Program at AT&T, is a nurse, Army wife, former university faculty, and author.

Dr. Courie has worked for over 20 years in the health care profession including bone marrow transplant, intensive care, public health, and health promotion practice. Dr. Courie holds a Bachelor's in Nursing from Clemson University; a

Applications provide first responders with the tools they need to address their mental wellness without worrying about being stigmatized.

Master's in Nursing Education from the University of Wyoming; and a Doctor of Nursing Practice degree from Ohio State University. Dr. Courie's area of expertise is integration of public health strategy across disparate organizations to achieve health improvement goals.

[1] Istepanian R. S. H., Pattichis C. S., Laxminaryan S., (2006). Ubiquitous M-Health Systems and the Convergence Towards 4G Mobile Technologies. https://doi.org/10.1007/0-387-26559-7_1

[2] Statista Research Department Statista Research Department, & 27, M. (2021, May 27). *Biggest app stores in the world 2020*. Statista. https://www.statista.com/statistics/276623/number-of-apps-available-in-leading-app-stores/.

[3] Kenny, R., Fitzgerald, A., Segurado, R., & Dooley, B. (2020). Is there an app for that? A cluster randomized controlled trial of a mobile app–based mental health intervention. *Health Informatics Journal*, *26*(3), 1538–1559. https://doi.org/10.1177/1460458219884195

[4] Gould, C. E., Kok, B. C., Ma, V. K., Zapata, A. M. L., Owen, J. E., & Kuhn, E. (2019). Veterans Affairs and the Department of Defense mental health apps: A systematic literature review. *Psychological Services*, *16*(2), 196–207. https://doi.org/10.1037/ser0000289

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First Responders – Connect your way and save

Check out the latest promotions for individual users.

SEE OFFERS

Enhancing situational awareness, interoperability and security

By AT&T

First responders and those who support them now have access to additional mission-centric applications and solutions. FirstNet®, Built with AT&T* is continuing to spur innovation for public safety, introducing 4 new solutions in collaboration with industry leaders.

"We are here to serve America's first responders with new tools and technologies on their network, helping to ensure they have access to the information they need, when they need it," said Jason Porter, President, Public Sector and FirstNet Program at AT&T. "We continue to innovate new solutions and improve existing ones to give public safety a seamless, interoperable experience and equip first responders with better situational awareness."

The solutions include:

- **Motorola Solutions' MCPTT, Interoperability and Critical Connect** – We're collaborating with Motorola Solutions to deliver a new Mission-Critical Push-to-Talk (MCPTT) solution this winter, enabling public safety agencies to use Motorola Solutions' cloud-based Critical Connect for essential interoperability. The FirstNet interoperable platform will provide options for connectivity between land mobile radio (LMR) systems, the new MCPTT solution, as well as AT&T Enhanced Push-to-Talk (EPTT), which is FirstNet Ready, for seamless communication and collaboration.

- **MissionKeeper® from KSI Data Sciences** is an easy-to-use streaming software that gives multiple users access to live streamed video and data from drones, submersibles, robots, dash cams and other IoT devices. And with instant scalability, teams can better collaborate and make field-based decisions quickly, from any location.

- **NetMotion® by Absolute** provides

First responders and those who support them now have access to additional mission-centric applications and solutions

a mobile-first VPN solution that helps accelerate, optimize and secure mobile device traffic directly to the dedicated FirstNet network core, improving the user experience by providing resilient connectivity both inside and outside coverage areas. NetMotion is a leading mobile VPN solution that is highly adopted by public safety. FirstNet has expanded its relationship with NetMotion offering multiple ways for public safety to get access to a known solution that provides users a seamless mobile experience with the security and controls that agencies require.

- **FirstNet Messaging**[1] is a highly secure, group notification and messaging service that integrates seamlessly with a wide range of notification applications.

Why this is important

FirstNet is expanding public safety's network to reach more communities across the country and continuing our roll-out of mission-driven innovative solutions.

"Since FirstNet launched, the network has continued to drive the expansion of the public safety broadband marketplace," said Ed Parkinson, CEO of the FirstNet Authority. "We are pleased to join AT&T in welcoming these newest innovations to the FirstNet ecosystem as the network continues to evolve to meet public safety's critical communications needs."

These new solutions will give public safety new capabilities:

- **Motorola Solutions Collaboration:** Nothing is more crucial during emergency response than reliable voice and data communications between first responders, agencies and jurisdictions. Motorola Solutions is a global leader in mission-critical communication and LMR interoperability. The forthcoming standards-based broadband MCPTT voice, video and data solution will deliver greater situational awareness and more informed emergency response, as
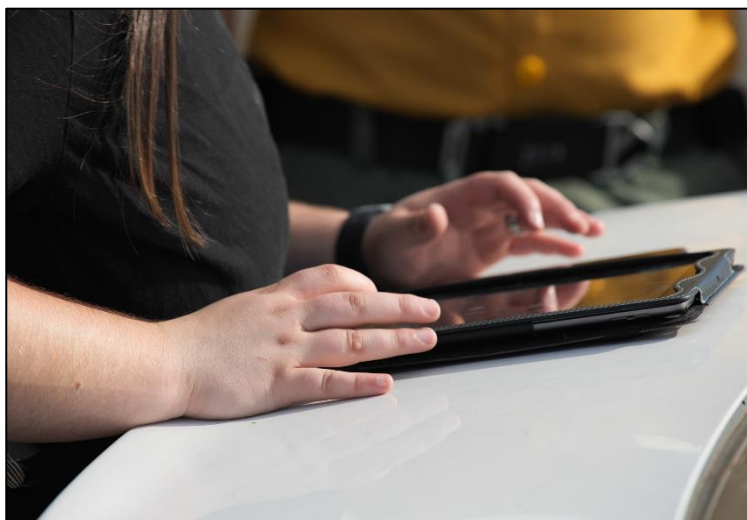
Enhancing situational awareness, interoperability and security

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well as seamless connectivity to LMR networks through Critical Connect. Mission Critical broadband communications are based on public safety standards set by the 3rd Generation Partnership Project (3GPP) – the body responsible for global LTE and 5G standards – to provide modern, interoperable broadband communications.

Providing the mission-ready and mission-critical standards-based solutions public safety needs is part of the FirstNet mission.

- **MissionKeeper® for Public Safety:** A new app launched and now in the FirstNet App Catalog, **MissionKeeper** by KSI Data Sciences provides near-real time video streaming/archive from drones, phones and IoT devices through a single and shareable view that can be accessed within or across agencies. MissionKeeper is a secure web-based, collaborative environment that allows public safety to view and share live and archived video and telemetry (altitude, attitude, heading, etc.) from multiple sources over virtually any available network. Invite guest users from other agencies on the fly. MissionKeeper is a scalable, secure, affordable solution for any agency needing to share near real time video with multiple stakeholders for complete situational awareness.

- **NetMotion by Absolute:** NetMotion, recently acquired by Absolute Software™, is a leader in next generation Endpoint Resilience™ solutions. It provides a mobile-first, software-based VPN solution that helps accelerate, optimize, and secure mobile device traffic to improve the user experience. NetMotion is a client/server software-only VPN that maintains continuous, reliable connections even when devices are in areas with no coverage, dead spots, or marginal signal strength – and when users roam.

  Workers can use a combination of networks, roam freely between them,

cross gaps in coverage, and suspend and resume sessions without losing connectivity, repeating logins or managing their connections. NetMotion requires just one login to grant a user access for the entire workday and automatically handles subsequent logins. With NetMotion, FirstNet administrators control access to applications and devices – for a single user, a group, or an entire organization. The IT team can set custom access conditions like the time of day, network type, or application bandwidth requirements. Additionally, traffic optimization support includes traffic shaping/Quality of Service (QoS), data compression, seamless roaming, voice/video optimization, and image acceleration. These capabilities help FirstNet users improve throughput speeds, maintain continuous application sessions, and allocate network resources to compensate for weak coverage or intermittent connectivity. As a result, crucial applications get priority, and users can send and receive data more quickly.

- **FirstNet Messaging:** This app enhances safety, makes critical communications easier, and is

available to first responders on FirstNet – both primary agencies and primary subscriber-paid users – at no additional charge with their FirstNet plans. In fact, we are automatically provisioning FirstNet Messaging to all qualified customers. And because it's interoperable among agencies and first responders, it enables true collaboration during an emergency.

We continue to listen to public safety and focus on delivering the services they need, on their network.

Nowhere else can public safety get the *only* nationwide, communications platform with the mission-ready and mission-critical standards-based solutions they need to protect themselves and our communities.

Already more than 17,000 public safety agencies and organizations – accounting for more than **2.5 million connections** nationwide[2] – are on FirstNet.

The FirstNet network is providing first responders with truly dedicated coverage and capacity when they need it, unique benefits like *always-on* priority and preemption, and high-quality Band 14 spectrum.

[1] FirstNet Messaging is also available to extended primary agencies and subscriber paid users for an additional fee.
[2] As of July 2021

FirstNet cell sites launching nationwide for public safety

(Continued from Page 1)

and remote coverage. So far, we've deployed Band 14 on existing cell sites in more than 700 markets nationwide. This includes areas where connectivity has created a challenge for emergency responses. Areas benefiting from a new, purpose-built FirstNet cell site include:

- Alabama
- Arkansas
- Arizona
- Connecticut
  - Easton
- Delaware
  - Townsend
- Florida
- Georgia
- Idaho
  - Garden Valley
  - Kamiah
- McCall
- Illinois
- Indiana
  - Indiana Update
- Kansas
- Kentucky
- Louisiana
  - East Carroll Parish
- Maine
  - Millinocket
  - Penobscot County
- Maryland
  - Baltimore County
  - Cecil County
  - Dorchester County
  - Maryland Update
  - Tilghman Island
  - Waldorf
- Massachusetts
  - Monterey
  - Western Massachusetts
- Michigan
- Minnesota
  - Echo Trail
  - Lewiston
  - Northeastern Minnesota
  - Northern Minnesota
  - Northwestern Minnesota
- Mississippi
- Missouri
  - Wright County
- Montana
  - Columbus
  - Hysham
  - Fort Benton
- New Hampshire
  - Antrim
  - Conway
  - Danbury
  - New Hampshire Update
- New Jersey
  - Hunterdon County
- New Mexico
- New York
  - Albany County
  - Broome County
  - Onondaga County
  - Oswego County
  - New York Update
- North Carolina
  - Alleghany County
  - Beaufort County
  - Currituck County
  - Mitchell County
  - Mitchell County Update
  - Moore County
  - Transylvania County
  - Warren County
  - Wilkes County
- North Dakota
  - Spirit Lake Reservation
- Ohio
- Oklahoma
- Oregon
  - Yamhill County
- Pennsylvania
  - Bedford County
  - Clinton County
  - Lycoming County
  - Northern Pennsylvania
- Rhode Island
  - Tiverton
- South Carolina
  - Berkeley County
    - Berkeley County Update
  - Chester
  - Colleton County
  - Greenville County
  - Hampton County
  - Kershaw County
  - Spartanburg County
- South Dakota
  - Waubay
  - Yankton Sioux Reservation
- Tennessee
- Texas
- Vermont
- Virginia
  - Fairfax and Prince William Counties
  - Page County
  - Virginia Update
- Wisconsin
  - Iron County
  - Red Cliff Reservation
- West Virginia
  - Preston County
- Wyoming
  - Mule Creek Junction
  - Owl Creek.

Using FirstNet® to improve public safety communications

Safe environment engineering and FirstNet expand first responder capabilities to better serve the city and county of Los Angeles

LOS ANGELES, AUG. 5, 2021 – The Los Angeles City Fire Department and Los Angeles County Department of Public Health are using FirstNet® and Safe Environment Engineering to access critical information while in the field. These tech advancements allow first responders and other personnel who support them to better serve those who live, work and visit the city and county of Los Angeles. The Los Angeles City Fire Department and Los Angeles County Department of Public Health are connecting their firefighters, first responders and other personnel to FirstNet – the *only* nationwide communications platform built with and for America's first responders and the extended public safety community. The Los Angeles City Fire Department uses FirstNet on frontline apparatus, vehicles, modems, routers, and department-issued smartphones, while LA County Department of Public Health Radiation Management use FirstNet services on smartphones.

FirstNet, Built with AT&T is a public-private partnership with the First Responder Network Authority – an independent agency within the federal government. It is designed to improve communications across public safety entities nationwide, allowing first responders to communicate with one another easily and quickly during everyday situations, big events or emergencies. This is integral to solving the communications challenges public safety has experienced in the past.

Safe Environment Engineering provides an IoT system solution for collecting, monitoring, displaying, notifying and aggregating instrumentation sensor data, including the Chemical, Biological, Radiological, Nuclear, and high yield Explosives (CBRNE) family of devices. First responders and other personnel

The Los Angeles City Fire Department is using FirstNet on frontline apparatus, vehicles, modems, routers, and department-issued smartphones. The LA County Department of Public Health Radiation Management use FirstNet services on smartphones.

use Safe Environment Engineering solutions to detect and monitor CBRNE hazardous situations, such as gas leaks, refinery explosions, and poisonous plumes/clouds.

The Safe Environment Engineering solutions support access to the physically separate and dedicated FirstNet network core, which enables First Priority® capabilities on FirstNet – *always-on* priority and, for first responders, preemption – and the Band 14 spectrum. LAFD and LA County Department of Public Health feel confident the Safe Environment Engineering solution combined with FirstNet services will provide the necessary critical connectivity they need in a reliable, highly secure and cost-effective manner.

"Working with Safe Environment Engineering and FirstNet we have established a Los Angeles County wide radiation detection network," said Jeffrey Day, Director, Radiation Management, Environmental Health, Los Angeles County Department of Public Health. "This system is utilized regularly and was key in our response efforts during the Fukushima disaster."

As part of the agreement through the FirstNet Embedded IoT Program, the Safe Environment Engineering solution will include FirstNet connectivity. The program allows for industry leading FirstNet eligible

devices to be combined with FirstNet service to create a single, end-to-end solution that a solution provider such as Safe Environment Engineering can sell to FirstNet-eligible customers for a single monthly fee.

FirstNet embedded solutions go through extensive review, so first responders can be confident that the Safe Environment Engineering solution meets the highest standards for reliability, security and performance.

"The Los Angeles City Fire Department utilizes Safe Environment Engineering's systems both as component of our Hazmat Teams Personal Protective Equipment as well as being an integral component of our Hazmat apparatus, said Captain Robert M. Dunivin, Los Angeles City Fire Department, Homeland Security Division – CBRNE/Hazmat Section, Joint Hazard Assessment Team. "Combined with FirstNet, we have the connectivity and capabilities we need to keep our first responders and Angelenos safe."

"We're honored that LAFD and LA County Department of Public Health chose FirstNet to elevate their communications capabilities," said Stacy Schwartz, vice president, FirstNet Program and Public Safety at AT&T. "It's our mission to give first responders the cutting-edge tools they

Creating connections for first responders fighting Oregon fire

to provide fire fighters and other crew members with the dedicated connectivity and *always-on* priority communications they require.

Dedicated portable cell sites like FirstNet SatCOLTs help provide better situational awareness via applications, near real-time footage and communications. Plus, the added connectivity helps first responders catalog their efforts, plan and coordinate activities and reach their families during their down time.

"Staying connected on the ground during these kinds of wildfires is crucial," said Bryan Greene, a firefighter for Tualatin Valley Fire & Rescue that is currently supporting response efforts. "The coverage that we get from FirstNet allows us to have a better awareness of how the situation is changing at any given moment and gives us better peace of mind. We can stay connected to each other and our loved ones at home."

First responders supporting the Bootleg Fire also got a visit from ROG the Dog, one of more than 30 trained labradoodles specializing in therapy for first responders.

Animal-assisted therapy has proven successful for so many struggling with mental health challenges, and these canines will continue to answer the call and serve public safety on the front lines.

Dedicated portable cell sites like FirstNet SatCOLTs help provide better situational awareness via applications. Plus, the added connectivity helps first responders catalog their efforts, plan and coordinate activities and reach their families during their down time.

"Having ROG the Dog come in is great for our first responders because it helps bring in that home feeling and take their mind off of the high-stress of the fire," said Rick Heuchert, Communications Unit Leader, Oregon Office of State Fire Marshal.

Beyond the massive Bootleg Fire, FirstNet continues to support wildfire response efforts across the country.

FirstNet already covers 2.71 million square miles nationwide, but for missions in rural or remote areas, we've also deployed dozens of SatCOLTs across 10 states nationwide – including Alaska, California, Colorado, Idaho, Montana, Nevada, Oregon, South Dakota, Utah and Washington. Because where public safety goes, we go.

From the dedicated FirstNet fleet of 100+ portable assets to ROG the Dog, FirstNet is ready to *Be There* to support the well-being and connectivity needs of those who put their lives on the line each and every day – no matter the disaster or emergency.

Using FirstNet® to improve public safety communications in Los Angeles

need to safely and effectively achieve their mission. FirstNet will help first responders in Los Angeles and across the country 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 purpose-built network," said FirstNet Authority CEO Edward Parkinson. "We look forward to supporting LAFD and LA County Department of Public Health 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 Los Angeles Fire Department, visit lafd.org and for Los Angeles County Department of Public Health, visit publichealth.lacounty.gov.

To learn about the Safe Environment Engineering IoT solution visit safeenv.com

For more about the value FirstNet is bringing to public safety, check out FirstNet.com.