

Newsletter

January 2021

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Volume 5, Edition 1



Enhancing service, connectivity for Portsmouth Police

For years, the police department in Portsmouth, Ohio, struggled with connectivity and customer service under a commercial carrier. Hear how communications have improved since they signed onto FirstNet.

[WATCH VIDEO](#)

FirstNet helping Ohio city battle multiple issues

By Debby Brewer

Chief of Police, Portsmouth, Ohio

Portsmouth is a very diverse community. We have a college here; we have hospitals that bring a lot of people in; we have a large drug rehab population here. So, we get a variety of calls. But the service was not what it should be. There were various places within our community where we didn't have connectivity.

And that was one of the reasons that I wanted to switch. The other issue was customer service. If you would call about a complaint or an issue, it would be maybe two or three days before you would get a call back. With FirstNet that's not

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Debby Brewer

FirstNet brings first responders innovative mission-ready solutions

FirstNet® MegaRange™, Z-Axis, Compact Rapid Deployables™, and LMR Interoperability for Push-To-Talk solutions launch

First responders now have access to 4 new mission-driven solutions exclusively available to all FirstNet subscribers: FirstNet® MegaRange™, Z-Axis, Compact Rapid Deployables™ and Land-Mobile-Radio (LMR) interoperability for FirstNet Push-to-Talk (PTT).

- **FirstNet MegaRange™:** Following 3GPP and FCC standards, FirstNet is the only network where public safety can take advantage of the highest power class signaling available in the U.S. with [FirstNet MegaRange™](#), the high-power user equipment (HPUE) solution exclusively available on Band 14. For rural, remote and maritime first responders, MegaRange™ can significantly improve connectivity especially at the edge of network coverage. And for urban and suburban responders, it can help

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Setting goals for the new year

How first responders can avoid common mistakes as set goals for 2021

By Dr. Anna Courie

Director, Responder Wellness
FirstNet Program at AT&T



It's a new year, a new leaf. Right? The new year is a common period where people set goals for their personal health,

wellness, well-being, and quality of life. Goals are one of the best things you can set to facilitate change in your life. And they need to be SMART goals.

Too often, people set goals that set them up for failure. And this creates a cycle of hope, determination, slipping up, self-flagellation, and then despair – until the next cycle of change comes around. I am a fan of efficiency and I want you to be successful, so let's talk about how you can avoid some common mistakes.

1) Starting an elimination diet: Every year, millions of people commit to changing their diet. Committing to a healthy diet is a great goal. But a healthy diet doesn't equate to an elimination diet. If you are a pizza lover like me, a *lifetime* of low-carb or keto dieting, isn't sustainable. (No amount of cauliflower pizza crusts will change my mind. It is just not the same.)

To lose weight, you *will* need a calorie deficit to be successful. That means a healthy balance of carbs, proteins, and fats that's under your daily caloric needs by roughly 300-500 calories to stimulate weight loss. You are far more likely to be successful in your weight loss goal over a lifetime if you focus on healthy foods your body needs.

That also incorporates reasonable portions of your favorite foods. Most diets fail because we make certain foods off-limits, which makes those foods more desirable. Rather, consider the things you really like in your diet, and how you can build in trade-offs to have them. For example, I love having pizza during family pizza and movie night. That means lunch is going to be a



Law enforcement officers and firefighters are already prone to injuries that come with the job. But you need physical activity to stay strong and fit. So it's important to set reasonable objectives when you take on new fitness goals.

salad or vegetable soup, so that I can still attain my weight goals. If birthday cake is on the menu, it's happening. But it might be half the slice, or I'll forgo the appetizer to have it. Healthy diets are about balance, not punishment.

If food discipline is an issue for you, use one of the free apps out there for food journaling (such as My Fitness Pal). That will help you identify how much food you're really eating, how much you need to cut to reach your weight goal, and give you critical insight into your habits.

Thanks to food journaling, I know I am a beast with my diet until the sun goes down. Once, I unwind for the day, if I'm not paying attention to my grazing, then all bets are off. Food journaling is a great way for you to think about your eating habits, plan for the treats you don't want to give up, but still maintain a calorie deficit to meet your weight goals.

2) Jumping into an exercise goal without attainable milestones:

Just like extremes of elimination dieting, unreasonable fitness goals can set you up for injury, rather than success. Training for a marathon, half marathon, or even a 5K takes time. Your training plan should add mileage

or intensity slowly to let your body adapt to the new activity without causing an injury. One trainer I worked with used to tell me you can increase your speed, your length of time exercising, or your intensity (i.e. adding weights or distance), but you shouldn't do all three at once. This would increase your risk for injury substantially.

Law enforcement officers and firefighters are already prone to injuries that come with the job. But you need physical activity to stay strong and fit. So, it's important you set reasonable objectives when you take on new fitness goals. This is where SMART objectives (Specific, Measurable, Attainable, Relevant, and Time bound) can be incredibly useful. One example of a SMART fitness objective would be: For the next eight weeks, I will run three times a week using the "Couch to 5K" training planning.

If you want to sweeten the deal, add a treat for yourself at the end of your first objective. I reward myself with a massage or pedicure after achieving a goal – it's self-care and motivation all in one. Once I achieve my first goal, I set the next one. Physical fitness is a never-ending journey.

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How first responders can avoid common mistakes as you set 2021 goals

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3) **Not seeking helpful resources:**

While we've focused on weight loss and fitness so far, your 2021 plan could cover a gamut of objectives. Whether you are trying to lose weight, increase your physical fitness, incorporate stress management or mindfulness into your personal wellness plan, these are all new habits and experiences for you. Consequently, there are tons of experts and resources to help you succeed.

People who reach out to experts for help with their personal goals are more likely to succeed. That means, a trainer, a coach, a nutritional expert, mindfulness expert, a therapist, or other personal goal expert is worth the time and money. You'll be more likely to obtain your goal and get that rush of personal satisfaction in getting it done.

Once you've been successful once, you'll be more likely to keep up with the habits you set for yourself. Check out the list of resources for all first responders through the All Clear Foundation [here](#).

4) **Thinking 2021 is going to be better than 2020:** Most people are saying, "So long, 2020, don't let the door hit you in the backside!" While funny and somewhat liberating, take a pause to think about what you learned from 2020. It is well-documented that resilient individuals who consider what they can learn from difficult events come out stronger.

This requires self-reflection and periods of discernment. So, take a moment to reflect on 2020. Did you learn a new skill you didn't have before? Perhaps you had a chance to take on something small: like baking bread, training for a race, or reading a book you've put off for too long.

Maybe the grind of the first responder life allowed you to reflect on your blessings and cultivate personal gratitude. Maybe the intense pressure taught you the importance of taking mindful moments to take



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Dr. Anna Courie

Director, Responder Wellness,
FirstNet Program at AT&T

care of yourself. These are all "GAINZ" (big gains) in the millennial nomenclature. Reflecting on these gains provides an opportunity to cultivate hope and positivity – even in the middle of difficulty. This is a critical habit for first responders to nurture when facing a constant barrage of negative events.

You should consider the opportunities from 2020 and look with hope to 2021 – but with realism. The difference between 2020 and 2021 is one day

and you won't be able to wave a magic wand and make all the problems of 2020 disappear. We'll still be facing the pandemic. Social unrest may continue.

And the political climate is tense. You may be grappling with feelings of burnout and the year is just beginning. You'll still need to practice habits of resilience, wellness, and well-being to tackle this new year. You survived 2020 and gained new skills. Now look to 2021 with hope. You can handle anything the new year throws at you by focusing on those habits that help you thrive, not just survive.

Dr. Anna Fitch Courie, Director of Responder Wellness, FirstNet Program at AT&T, is a nurse, Army wife, former adjunct professor, and author. She holds a Bachelor's in Nursing from Clemson University; a Master's in Nursing Education from the University of Wyoming; and a Doctor of Nursing Practice degree from Ohio State University. She is a passionate Clemson football fan; loves to read, cook, walk, hike; and an avid traveler, prior to COVID-19.

Bringing first responders innovative mission-ready communications tools

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solve the common challenge of difficult coverage spots. The stronger signal may better assist those connecting from hard-to-reach places like building shadows, parking garages, basements, elevators, and stairwells, helping first responders communicate inside and out. Learn everything you need to know about FirstNet MegaRange™ [here](#).

- **Z-Axis for FirstNet:** Imagine looking at a map and being able to know what street corner you're standing on, as well as how high up in the building you are. And then, being able to know where and how high up in the building all your team members are. That's the vision behind [our Z-Axis](#) capability. Think of it as the "vertical axis" view added to current two-dimension situational awareness applications. It's now available in more than 105 markets across the country, including Chicago, Dallas, Detroit, Los Angeles, Philadelphia, and San Francisco. And with additional markets added weekly, public safety has a new level of indoor spatial awareness not previously available using traditional GPS-based location methods. Intrepid Networks' [Response for FirstNet](#), a situational awareness platform, is the first to bring our Z-Axis capability to market. Check out how this will help communities nationwide [here](#).
- **Compact Rapid Deployable™ (CRD):** Public safety agencies can also now purchase their own deployable network assets. These agency-owned Cells on Wheels (COWs) can be deployed by a single person within a matter of minutes. CRDs link to FirstNet via satellite and do not rely on commercial power availability, making them ideal for use during emergencies in rural and remote areas, as well as areas where communications may be temporarily unavailable. Think search and rescue missions or after a major hurricane. And with on-the-go coverage,



Information is everything for first responders in an emergency.

public safety will have dedicated Band 14 connectivity wherever it's needed.

- **LMR Interoperability for FirstNet Push-To-Talk:** The first-ever nationwide mission-critical, standards-based PTT solution to launch in the U.S. now supports LMR-to-LTE interoperability. This means first responders using LMR can virtually seamlessly communicate with users on [FirstNet PTT](#) and vice versa. With LMR interoperability, FirstNet PTT can complement your agency communications – such as including support staff who regularly use smartphones and allowing team members who travel outside the LMR footprint to remain connected. Plus, 11 FirstNet Ready™ devices are now approved for FirstNet PTT. Dive deeper into how this helps first responders work better together in our latest [blog](#).

Why is this important?

Information is everything in an emergency. Before FirstNet, it was often hard for public safety officials to communicate and work together to save lives due to network congestion and interoperability issues. Now,

public safety has FirstNet – and it is not a commercial network.

"First responders are the heart of FirstNet, and it is their input that is shaping the new tools and technologies on their network, today and for decades to come," said **Jason Porter**, Senior Vice President, FirstNet Program at AT&T. "These innovative mission-driven solutions are equipping first responders with better situational awareness – whether conducting a search and rescue mission in a remote area or on the upper floors of a burning building – all while helping to ensure a seamless, interoperable connection. These are just a few of the ways that FirstNet, public safety's network, stands above commercial offerings."

FirstNet is specifically designed with and for public safety, based on what they asked for to advance their communications. As public safety's network, FirstNet is evolving based on the needs of and feedback from first responders.

These solutions demonstrate FirstNet's continued commitment to drive purposeful innovation to best support public safety and help them stay mission-ready, equipping first responders with the capabilities,

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Bringing first responders innovative mission-ready communications tools

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coverage and capacity they need to protect themselves and our communities.

"It is exciting to see the FirstNet marketplace continue to flourish and meet the unique needs of public safety," said **Ed Parkinson**, CEO of the FirstNet Authority.

"These new mission-ready features are delivering lifesaving capabilities into the hands of first responders. The FirstNet Authority will continue to work with our public safety community to innovate and advance their network."

What is FirstNet?

FirstNet is the only nationwide, high-speed broadband communications platform dedicated to and purpose-built for America's first responders and the extended public safety community. It's the most important wireless network in the country because it's serving our first responders. Shaped by the vision of the first responder community and Congress following the 9/11 terrorist attacks, FirstNet stands above commercial offerings. FirstNet is built with [AT&T](#) in public-private

partnership with the First Responder Network Authority ([FirstNet Authority](#)) – an independent agency within the federal government.

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

These advanced capabilities help fire, EMS, and law enforcement save lives and protect their communities. Visit [FirstNet.com](#) for more FirstNet news.

First Responders – Connect your way and save

Check out the latest promotions for individual users.

[SEE OFFERS](#)



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](#)

FirstNet helping Portsmouth, Ohio, Police battle multiple issues

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the issue. I call and it's taken care of within hours.

I had heard about FirstNet when it first came out. So, I had it put on my personal phone, and it changed my reception and my ability to make phone calls from my house. We have a lot of our officers who don't live in the city. So, it was a big plus to switch to FirstNet. The service is far greater under FirstNet.

The first official thing I did as chief was to switch to FirstNet because I believed in the product so much that I wanted our department to have it. It wasn't much of a hard sell because actually FirstNet was cheaper than what we were paying. Even with buying the phones and all of the hotspots, it wasn't an issue.

With the previous commercial carrier we had a lot of connectivity issues. About halfway through the billing cycle they would slow it down so bad our guys could not complete their work in their car. They would have to return to the station to do their reports.

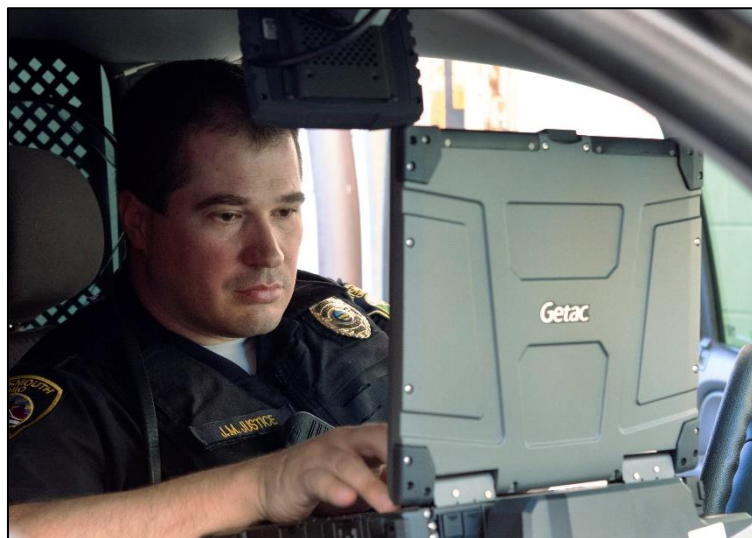
The benefit to keeping them in their vehicles is they're able to more quickly respond to calls for service. If they're in their vehicles, they can pull over to the side of the road and work on their reports and not have to return to the station.

Diverse population needs

Our population is about 20,000. But it fluctuates depending on the time of the year. Our policing is a lot different when school is in session. The college, Shawnee State, has its own police department. But they're restricted to campus unless we ask for help. So, there are a lot of off-campus fraternities and sororities that we deal with on a regular basis.

On the riverfront we have two separate boat clubs – the Anchor Pad Marina and Shawnee Boat Club. And we have the Floodwall Murals. That is a big tourist attraction for our area.

We also have an extremely large homeless population here. And with the influx of people during the day, we



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Ohio

have a variety of calls. They can range from shoplifting calls to complaints about the homeless panhandling. Or it can be a vehicle broken into overnight or somebody's garage broken into and their tools or cars stolen.

Battling drug use

But the biggest number of calls we get are on drugs. We have a lot of drug issues here in Portsmouth. We also have a lot of rehabs here. And they go hand in hand. When we get people sent here from other counties to the drug rehabs, sometimes they leave against medical advice or against their court order. Or they get kicked out for going out and using while they're there. So now we have this other population that is basically stuck here. And that's a big problem for us.

FirstNet has been instrumental in helping against the drug fight in Portsmouth. Our taskforce has FirstNet phones. Since we switched to FirstNet, they do not worry about connectivity issues or having phone service when they go out on surveillance.

Population influx

We have a festival every year around Labor Day called "River Days." And it attracts a lot of people. So, we have another influx during that holiday that brings us down. We would get throttled because there were so many people trying to use the internet at the same time.

With the number of people here and the congestion on the internet, it would be almost impossible to pull up any type of identifying verification such as a picture on our MTDs. The throttling was horrible.

Where I never had service before, I now have service with FirstNet. Our throttling issues have gone away.

We're using the FirstNet phones for communication with all upper command and detectives. And we are using the FirstNet hotspots in our vehicles for our mobile devices. We take pictures with them to add to reports for criminal prosecution. We send text messages. We do just about everything with our FirstNet phones.

Relying on FirstNet

I've been in law enforcement for 31 years. And going to FirstNet was probably the best enhancement to any communication that I've seen in all the years of my law enforcement career.

It makes me feel very good knowing that I have brought about an improvement to our service to our community. The Portsmouth Police Department works very closely with our sheriff's office here. They're short-handed. We're short-handed. So, my guys go handle calls in the county, and their people come in and

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OTHER NEWS

Upcoming webinars provide insight into FirstNet Verified, Certified™ Apps

By Suzette McLeod

Manager, Applications Ecosystem,
FirstNet Program

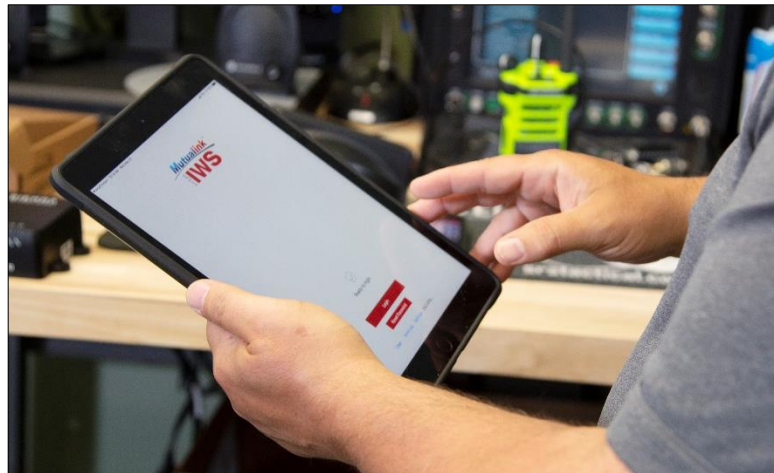
You have heard us say that first responders are using FirstNet Verified and Certified™ Apps to address emergent needs. And this year you'll get to see it for yourself in informative webinars starting in March.

Our 2021 FirstNet App Webinars will include firsthand accounts from agency leaders. These leaders will share how their agencies and communities benefit from FirstNet apps. And we'll provide live demonstrations of these trusted, pre-evaluated, tools. So you can see how you and your agency can use these apps to advance your critical mission.

During our first webinar, hosted by Mission Critical Communications on Feb. 11, you'll hear about the Response for FirstNet App. Captain Jeremy Geiger of the Minnesota State Patrol will discuss how 'Response for FirstNet' App helped his team with situational awareness. Then we'll share a live demo that introduces the Response suite of features, with new visibility into Z-Axis.

You'll also learn about FirstNet MegaRange™ – public safety's new and exclusive power class 1 High-Power User Equipment (HPUE) for Band 14. HPUE delivers stronger and more reliable connections at the cell edge and in dense urban settings such as buildings, shadows, stairwells,

| <u>DATE</u> | <u>WEBINAR HOST</u> |
|-------------|---|
| February 11 | Mission Critical Communications Registration Page |
| March 4 | Mission Critical Communications Webinar List |
| March 16 | APCO International Webinar List |
| April 8 | Mission Critical Communications Webinar List |
| April 28 | APCO International Webinar List |
| May 27 | Mission Critical Communications Webinar List |
| June 15 | APCO International Webinar List |



During a recent webinar, Madison County Central Dispatch officials talked about their COVID-19 response and how Mutualink has helped.

tunnels, and underground parking. Click [here](#) to register today. And be sure to mark your calendars with the list of FirstNet App Webinars below. If you missed our last webinar, check out the [APCO International session](#). Ramsey County Emergency Communications

Center discuss how PulsePoint Respond and AED are helping them save lives.

And Madison County Central Dispatch officials talk about their COVID-19 response and how Mutualink has helped.

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help us when we need them.

I feel that FirstNet is helping to make our community safer. It's adding a layer of protection as far as communication for the department and within the department.

I am hoping that one day we don't have to worry about a budget and that we are able to purchase the FirstNet phones for all of our officers. The Sheriff's department is

going to it, so our communications will be so much better, so much easier.

Debby Brewer is the Chief of Police in Portsmouth, Ohio, and has been in law enforcement for 32 years. Previously, she served as interim chief in Portsmouth and was a captain in the department for 28 years.

Chief Brewer is also a volunteer EMT and firefighter for the Valley Township Fire Department.

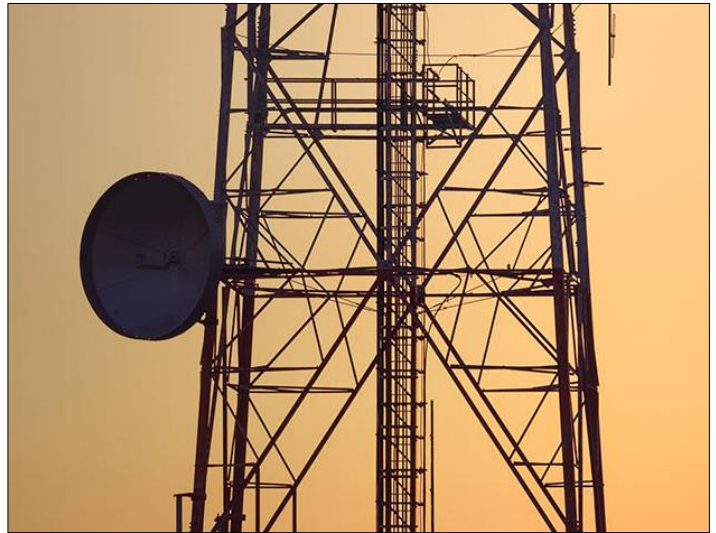
FirstNet cell sites launching nationwide to support public safety

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.

That’s why 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 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.



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Areas benefiting from a new, purpose-built FirstNet cell site include:

| | | | |
|---------------------------------------|--|---|---|
| • Alabama | • Maryland | • New Hampshire | • South Carolina |
| • Connecticut | ○ Baltimore County | ○ New Hampshire Update | ○ Berkeley County |
| ○ Easton | ○ Cecil County | • New Jersey | ○ Colleton County |
| • Delaware | ○ Tilghman Island | • New York | ○ Hampton County |
| • Florida | ○ Waldorf | • North Carolina | ○ Kershaw County |
| • Georgia | • Massachusetts | ○ Alleghany County | ○ Spartanburg County |
| • Idaho | ○ Monterey | ○ Beaufort County | • Vermont |
| ○ Kamiah | ○ Western Massachusetts | ○ Warren County | • Virginia |
| ○ McCall | • Michigan | ○ Wilkes County | ○ Fairfax and Prince William Counties |
| • Illinois | • Minnesota | • Ohio | ○ Page County |
| • Indiana | ○ Northern Minnesota | • Oregon | ○ Virginia Update |
| ○ Indiana Update | ○ Northwestern Minnesota | ○ Yamhill County | • Wisconsin |
| • Kansas | • Mississippi | • Pennsylvania | ○ Red Cliff Reservation |
| • Kentucky | • Missouri | ○ Bedford County | • West Virginia |
| • Louisiana | ○ Wright County | ○ Clinton County | ○ Preston County |
| ○ East Carroll Parish | • Montana | ○ Northern Pennsylvania | • Wyoming |
| • Maine | ○ Columbus | | ○ Mule Creek Junction |
| | • North Dakota | | ○ Owl Creek |