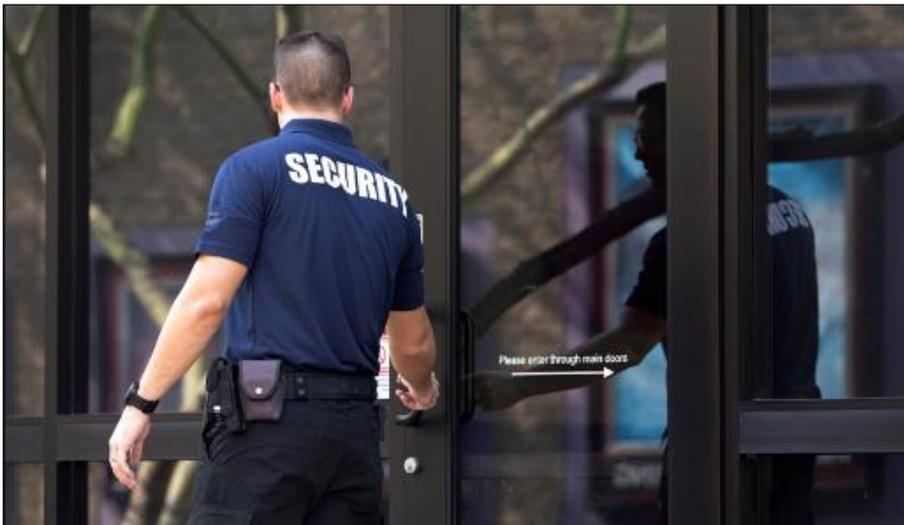


# Newsletter

September 2020

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## Private security supporting first responders

Private security companies are the eyes and ears for their clients. Because they're often the first to call first responders during an emergency, reliable communication with public safety is imperative. Hear what one security company has to say about its use of FirstNet. [WATCH VIDEO](#)

## Link to first responders is key for security firm

**By Kenneth Laird**  
CEO, Canyon Security  
Specialist and Consulting



I've worked with different agencies in the time I've been in law enforcement – including as a supervisor with the Phoenix Police Department, as the police chief at Grand Canyon University after I retired and as the director of public safety and emergency management at Hartnell Community College district.

So I've had the opportunity to use communications in various stages of development. And I've seen what communications issues can mean to an organization.

And FirstNet is probably one of the best solutions I've used in law enforcement.

At Grand Canyon University, we'd run into dead spots – even on the small, 200-acre campus. We had the same problem in California. We ended up

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## Communication critical in SWAT situation

When a SWAT situation occurred in Anderson, Indiana, police used a FirstNet Ready™ device in an innovative way to work toward a peaceful resolution. Hear what they did.. [WATCH VIDEO](#)

## Expanding FirstNet across N.Y to advance public safety

New York's first responders are getting a major boost in their wireless communications with the addition of **22 new**, purpose-built [FirstNet](#) cell sites and other network enhancements. This new infrastructure is part of the FirstNet network expansion taking place across the state, bringing increased coverage, capacity and capabilities for public safety.

These sites were identified by state and public safety stakeholders as priority locations. With FirstNet, it's about where first responders need connectivity. That's what is driving the FirstNet build.

FirstNet is the *only* nationwide, high-speed broadband communications

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## Expanding across New York to advance public safety

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platform dedicated to and purpose-built for America's first responders and the extended public safety community. It's built with AT&T in a public-private partnership with the FirstNet Authority – an independent agency within the federal government. That's why AT&T has a responsibility unlike any other network provider.

And unlike commercial networks, FirstNet provides real, dedicated mobile broadband when needed with always-on priority and preemption for first responders. This helps ensure first responders in the Empire State connect to the critical information they need – every day and in every emergency. Plus, it's giving first responders unthrottled access to the nation's fastest overall network experience.<sup>1</sup>

Building upon our current and planned investments in New York we're actively extending the reach of FirstNet to give agencies large and small the reliable, unthrottled connectivity and modern communications tools they need. Currently well ahead of schedule, the FirstNet build has already brought New York first responders:

### **Purpose-built network enhancements**

– 22 new [FirstNet cell sites](#) have launched in the following New York communities:

- Cattaraugus County in Versailles
- Chenango County in Greene
- Clinton County in Ellenburg Center
- Franklin County in Chateaugay
- Jefferson County in Antwerp Center
- Lewis County in Croghan
- Madison County in Madison
- Niagara County in Gasport
- Oneida County in Holland Patent, Camden, Forestport and Deerfield
- Otsego County in Mount Upton
- Schoharie County in Esperance
- Schuyler County in Watkins Glen
- Seneca County in Romulus
- St. Lawrence County in Richville, West Stockholm, Potsdam, Parishville, Madrid, and Winthrop

**Public safety-specific advanced capabilities** – FirstNet is the only



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

nationwide platform that gives first responders entire communication ecosystem of unique benefits including mission-centric devices, certified applications and *always-on*, 24-hours-a-day priority and preemption across voice and data. This is like giving public safety communications the “lights and sirens” treatment so that they stay connected, no matter the emergency.

**Unparalleled emergency support** – New York agencies on FirstNet also have 24/7 access to a nationwide fleet of 76 land-based and airborne deployable network assets. These portable cell sites can either be deployed for planned events or in emergencies at no additional charge. FirstNet Response Operations – led by a group of former first responders – guides the deployment of the FirstNet deployable assets based on the needs of public safety.

**Free smartphones for life for public safety agencies** – We've also expanded the benefits of FirstNet for New York agencies – spanning law enforcement, fire, EMS, healthcare, hospital emergency departments, emergency management and 9-1-1 operations. Now, they can stay up-to-

date with free smartphones for life at no additional cost on their FirstNet Mobile—Unlimited plans.<sup>2</sup> This means first responders across agencies of all sizes will have affordable access to *their* network for decades to come.

“New York's first responders deserve reliable coverage across the state to help them effectively and efficiently address incidents. And with FirstNet, that's exactly what is being delivered,” said **Amy Kramer, president, AT&T New York**. “We couldn't be more pleased to support the public safety mission and bring the state's first responders – and residents – greater access to the connectivity they need. Working with public safety we've made FirstNet nimble, adaptable and ready to scale for even the most severe situations as we're seeing currently with COVID-19.”

The COVID-19 health crisis illustrates precisely why public safety fought for the creation of FirstNet. Where public safety goes, we go. We've answered the call for tornadoes, hurricanes, wildfires, floods and other natural disasters. But with COVID-19, it is like experiencing a perpetual emergency in every community across the country. Public safety's

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## Expanding across New York to advance public safety

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Network is being tested in a completely new way, and it's hitting the mark.

"FirstNet is a dedicated broadband platform for public safety, by public safety," said **FirstNet Authority CEO Edward Parkinson**. "We worked hand-in-hand with New York's public safety community to understand their needs for the network. And these network enhancements are a prime example of how that input and feedback is becoming reality. We look forward to supporting New York first responders' use of FirstNet to help them save lives and protect communities."

In addition to further elevating public safety's connected experience in support of their emergency response, this new infrastructure will also help improve the overall coverage experience for AT&T wireless customers in the area. These sites were constructed using Band 14 spectrum, as well as AT&T commercial spectrum. Band 14 is nationwide, high quality spectrum set aside by the government specifically for FirstNet. Residents, visitors and businesses can take advantage of the AT&T spectrum bands, as well as Band 14 when additional capacity is available.

"FirstNet's expansion means our communities and first responders can stay connected during emergencies", said **U.S. Representative Anthony Brindisi**. "And I'm proud to work with them to bring our infrastructure into the 21<sup>st</sup> century, invest in rural Upstate communities, and strengthen our state's economy."

"We have long supported enhanced broadband access and new wireless communication infrastructure because they are essential to our region's well-being and economic growth. This project is a significant win for the area because it will help our first responders carry out their mission and properly care for our communities. We'll continue to do our part at the federal level to facilitate public-private partnerships like FirstNet that deliver new, cutting-edge technology to the people who need it most," said **U.S. Representative Tom Reed**.

"Expanded FirstNet service is great news for our North Country residents, first responders and public safety interests," said **U.S. Representative Elise Stefanik**. "This collaboration between the federal government and the private sector means enhanced

wireless coverage that is much needed in our communities, especially for our essential first responders. I look forward to seeing the positive impacts these projects will have, and will continue to advocate for solutions like this that bring more connectivity to the North Country."

For more about the value FirstNet is bringing to public safety, check out [FirstNet.com](https://www.firstnet.com).

1 Based on AT&T analysis of Ookla® Speedtest Intelligence® data median download speeds for Q2 2020. Ookla trademarks used under license and reprinted with permission.

2 Available only to FirstNet first responder public safety entities for Primary Agency Paid User lines of service. Requires a new FirstNet Mobile - Unlimited for Smartphone line or eligible upgrade on a two-year service agreement or AT&T installment 30-month agreement. For two-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 \$99 for eligible smartphone at purchase, credited back within three billing cycles. Upgrade requires new two-year agreement. For 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 plans, tax on full discount price (two-year agreement) or full retail price (AT&T Installment agreement) due at sale. Activation and other fees, taxes, charges and restrictions apply. See [firstnet.com/agencyoffers](https://www.firstnet.com/agencyoffers) for offer details.



### 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](#)

# Link to first responders is critical for security firm

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putting towers on top of a mountain to communicate with our different sites around the county, because we had all of Monterey County for college services.

What I found when I worked in a couple of different places in California that had FirstNet was that there were fewer interruptions. So when I came back to Canyon Security to work as the CEO, I remembered some of the pluses of FirstNet, and we ended up going with FirstNet as our primary provider for communications.

It's been working fantastically for us. And we've even gone one step further and used a Web dispatch service that provides us with coverage and immediate push-to-talk from a dispatch console.

### Keeping customers safe

Canyon Security serves the Greater Phoenix area. But we also have statewide operations – about 69 employees and five principal managers across Arizona. We have sites all over the major metro cities and some areas out west. We serve retail customers, a dot-com company, small residentials and large corporations in retail and outside of what would be normal security services.

So we have a lot of communication with police and fire. And our FirstNet phones are invaluable to us in that respect, because we can communicate seamlessly with other dispatch centers within our markets.

There were several markets I worked in that had proprietary radio systems. And they needed extra equipment to operate. We have not found that here with our FirstNet devices. And we've adopted the Web dispatch system to go with our FirstNet handsets.

### Getting the right coverage

Another reason we chose FirstNet devices is that safety is paramount for our employees. FirstNet provides us



*“When communications fail, the first thing that we see is usually someone doesn't get the help that they need.”*

**– Kenneth Laird**

CEO, Canyon Security Specialist and Consulting

the reliable communications we need. Our guards have to have a lifeline to somebody they can talk to. If they don't have the ability to talk to somebody on the first try, that could jeopardize their safety or somebody else's.

A security guard is often the first line of defense – the first person called at most properties in a metro area. And most of our major metro partners here in Phoenix are on FirstNet. So being on FirstNet gives us the opportunity to communicate with them in a more immediate fashion rather than dialing 911 or calling a non-emergency number.

### Why subscribe?

When communications fail, the first thing that we see is usually someone doesn't get the help that they need. It could risk a life. It could risk property. It could risk a delayed response and then further damage or – further loss of life, depending on what the communication issue is.

Since subscribing to FirstNet in January of this year, we've been able to get

emergency services to people quicker than we would if we had to go through traditional means. So, as the chief officer of Canyon Security Specialist and Consulting, we saw the FirstNet platform as something we could grow into – something we could expand beyond 100 or more employees. FirstNet is a cost-effective solution that anyone in any size department can use to enhance their communication ability and their dispatch ability. So it became a real easy solution for us. We would definitely recommend FirstNet.

*Kenneth Laird is the Chief Executive Officer of Canyon Security Specialist and Consulting. He spent 22 years with the Phoenix Police Department and retired from his job as supervisor in 2013. He went on to become police chief at Grand Canyon University until 2017 and then served as director of public safety and emergency management at Hartnell Community College District in California from August 2017 to October 2019.*