

Newsletter

February 2021

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Volume 5, Edition 2



Reliable connections for Ironton PD during opioid crisis

The Ironton Police Department in Ironton, Ohio, is a small agency that needed reliable communications – especially during the ongoing drug crisis. See how FirstNet is helping officers stay connected. [WATCH VIDEO](#)

Helping Ironton Police keep officers, community safe

By Pamela Wagner

Chief of Police, Ironton, Ohio

Ironton used to be a booming iron ore and steel town. It's approximately seven square miles – bordered on one side by the Ohio River; by county property to our east; the Village of Coal Grove to our south; and the Village of Hanging Rock to our north.

We have great people who live here. Sports is a very big thing here on the river. We have our Ironton High School Fighting Tigers. We have Cincinnati two hours away, so we have a lot of baseball and football fans. And Wayne National

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Chief Pamela Wagner

FirstNet expands now covers over 2.71 million square miles

Added nearly 100,000 square miles in 2020; Los Angeles Police Department and Cambridge public safety agencies sign up for FirstNet

FirstNet®, America's public safety network, now **covers more than 2.71 million square miles**. As public safety's network partner, AT&T* has moved quickly to bring more coverage, boost capacity and drive new capabilities for first responders and the communities they serve – rural, urban and tribal. In 2020, we added nearly 100,000 square miles to the FirstNet coverage footprint (that's like covering the entire state of Oregon).

"2020 made it clearer than ever before how critical it is for first responders to have the tools and wireless infrastructure they need to communicate with each other wherever their mission takes them," said Jason Porter, Senior Vice President, FirstNet Program at AT&T. "Now tens of thousands of towns and cities have access to FirstNet, bringing America's public safety community the *only* network built to their strict specifications and requirements. It's because of

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Health & Wellness Spotlight: The importance of the chief's health

By Dr. Anna Courie

Director, Responder Wellness, FirstNet Program at AT&T

About a year before I left my job working for the U.S. Army, a General Officer I had known died suddenly, shortly after retiring. I wish I could say this was the only tragic story of a great leader dying after giving their



time, talent and purpose to take care of their people and mission. But it's not.

Those in high-stress careers have a lower life expectancy than the general population. Leadership can take a toll. And while public safety is stressful, leadership in public safety can be exponentially more so. Stress is a silent killer. Yes, stress can be good to a certain degree. It heightens awareness. It focuses our attention so we can achieve specific goals.

And in dangerous situations, it's the body's defense mechanism to keep us safe. But this message can be misleading for professions that are chronically stressful. We take stress for granted because it comes with the territory. And we need to rethink this, especially in leadership.

"Sheepdog" professions

LTC (Ret) Dave Grossman, author of *On Killing* and *On Combat* (among other titles) calls public safety "sheepdog" professions or protector professions. I look at this cohort of professions (military, law enforcement, fire, EMT, dispatch, etc.) as those that run towards trouble instead of away from it. That commitment is inherently stressful. And the chiefs who lead these professions have a level of stress that has a compounding effect on their bodies.

As we move into the month dedicated to Heart Health, let's take a look at the impact of chronic stress on the human body. Stress increases cortisol and that constant stream of cortisol is tough on cardiovascular (heart) health. First responders have a higher risk for cardiovascular disease than the general



Leadership can take a toll. And while public safety is stressful, leadership in public safety can be exponentially more so.

population. The effects of chronic stress, shift work, sometimes sedentary work, coupled with a poor diet lead towards a high mortality rate associated with cardiovascular disease.¹ And while heart health is an issue for all public safety, it's important for chiefs to think about their own health and not just the health of their people.²

Lead from the front

You know the health of your people is vital to the responsiveness of your organization. Officers who are healthy and resilient are more likely to respond effectively in high stress situations than those who have not addressed chronic health issues. Your health is just as important.

I subscribe to servant leadership. We should not ask our subordinates, peers, or associates to do anything we wouldn't do ourselves. So, if you are encouraging your people to take care of their mental and physical health, you need to do the same. You will be more effective at your job when you take the time to take care of yourself.

They are watching

Your subordinates are watching. They want to see if your deeds match your words. It will be hard for your junior officers to take their mental and physical health seriously if they don't see you prioritizing your own. Your behaviors drive the culture you want

to see in your organization. People are more likely to take action with healthy behaviors when it's knit into the department's culture, starting at the top. We also know organizations that collaborate in healthy endeavors build a sense of community and belonging. Relationships built around a common theme help develop a community of resilience. And this is critical to the success of public safety in executing their mission.

Remember your purpose

Reflect on why you got into public safety. Odds are you did it out of a desire to serve and protect. That's the reason you put on the uniform every day. And the gift of leadership lets you tap into those values to guide the people you lead. People who see value and meaning in the work they do are more satisfied, have higher resiliency, and feel a sense of gratitude for the opportunity to make a difference. You're not in your leadership position by happenstance. You are there for a reason. And you can use that to drive the transformation you want to see.

Get your checkups

You already live the stressful life that public safety seems to take for the norm. That means there will be impacts on your body as you get older. You will be more prone to injury and illness – especially if you're not

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RESPONDER HEALTH & WELLNESS

Health & Wellness Spotlight: The importance of the chief's health

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taking time for self-care. As you age, things like high blood pressure, cancer, diabetes, and stroke became real threats. Getting regular checkups with a professional lets you keep an eye out for these risk factors so you can continue to age with grace and verve.

Don't put these habits off until you retire or "have more time." These habits are central to your personal health and the health of your organization. So, this is your opportunity to shift a trend where hard-charging, dedicated leaders work hard, give their all and then die of a heart attack. Let's change that.

I challenge you to work on these habits as a part of your 2021 plan. You'll see a personal benefit – and your organization will as well.

I want to help you improve your own health. So, that one day you can enjoy and thrive in a retirement you richly deserve.

Dr. Anna Fitch Courie, Director of Responder Wellness, FirstNet Program at AT&T, is a nurse, Army wife, former university faculty, 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 and was an avid traveler prior to COVID-19.

¹McKeon, G.; Steel, Z.; Wells, R.; Newby, J.; Hadzi-Pavlovic, D.; Vancampfort, D. & Rosenbaum, S. (2019). Mental health informed physical activity, for first responders and their support partners: a protocol for a stepped wedge evaluation of an online, codesigned intervention. *BMJ Open*.

²Zimmerman, Franklin H. MD Cardiovascular Disease and Risk Factors in Law Enforcement Personnel: A Comprehensive Review, *Cardiology in Review: July/August 2012 - Volume 20 - Issue 4 - p 159-166* doi: 10.1097/CRD.0b013e318248d631

First Responders – Connect your way and save

Check out the latest promotions for individual users.

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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 expands, now covers over 2.71 million square miles

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FirstNet's mission-centric design and unparalleled capabilities that more and more agencies are making the switch from best-effort commercial networks – and we'll continue to deliver on the promises of FirstNet and proudly serve as public safety's true network partner.”

Today, more than 15,000 agencies and organizations – accounting for more than **2 million connections** nationwide – have subscribed to FirstNet. As FirstNet grows, more public safety agencies are turning to *their* network.

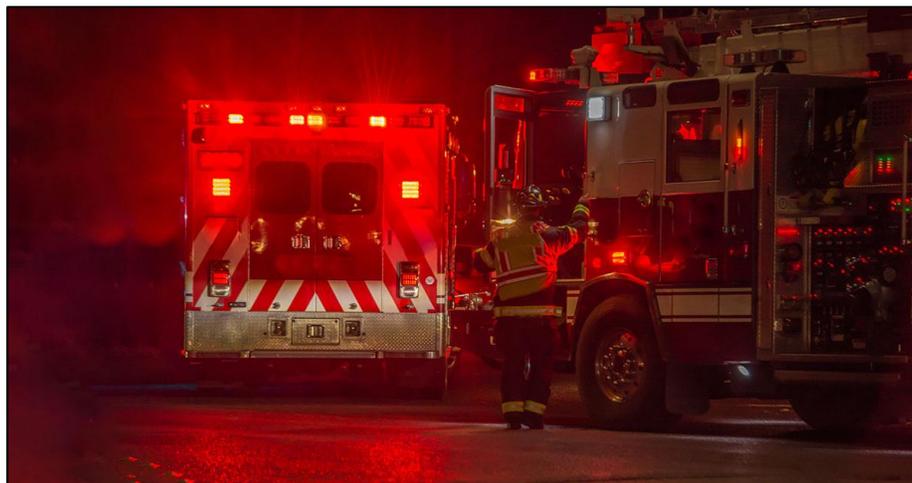
Recent agencies to sign on to FirstNet include **Los Angeles Police**

Department. The third-largest municipal police department in the United States is connecting thousands of law enforcement officers and emergency personnel with FirstNet for the priority communications they require.

The **City of Cambridge**, part of the Boston metropolitan area, also will equip its police, fire, EMS and other first responders with FirstNet, giving them the superior coverage they need for day-to-day response and life-saving missions.

“AT&T's commitment to the public safety community through FirstNet, is clearly evidenced by the quality and priority access of the cellular connectivity, and the tremendous customer service we are experiencing at the Los Angeles Police Department,” said Deputy Chief John McMahon, Commanding Officer, Information Technology Bureau, Los Angeles Police Department. “The entire FirstNet team at AT&T is thoroughly engaged, working to deliver the tools and resources necessary to meet the unique needs of the LAPD.

“Most importantly, the FirstNet team's demonstrated flexibility and willingness to adapt has become a critical aspect in the advancement of the LAPD's mobility strategy and the management of our information technology infrastructure – critical for the thousands of officers that are dedicated to protecting and serving the people of Los Angeles.”



Information is everything for first responders in an emergency.

Why it's important

FirstNet already **covers more than 99% of the U.S. population** today. But we aren't stopping there. FirstNet is built for all public safety. That means **every** first responder – career or volunteer; federal, tribal, state or local; urban, suburban or rural. We're actively extending the nationwide reach of FirstNet to give agencies large and small the reliable, unthrottled connectivity and modern communications tools they require – every day and in every emergency.

“These are major milestones in the growth, adoption and deployment of public safety's network. The FirstNet Authority is pleased that buildout continues to be ahead of schedule and that we are moving closer to fully realizing the vision of a nationwide network that serves all of public safety,” said **Edward Parkinson, CEO, FirstNet Authority**. “This progress shows the strength of our partnership with public safety and how their involvement is critical to the success of the network.”

These new agencies subscribing to FirstNet, as well as others like the [FBI](#) and the [U.S. Army](#), are a testament to the unparalleled capabilities first responders can only get on the network built specifically for them. Because no connection is more important than one that could help save a life.

Expanding the footprint

With FirstNet, it's about where first responders need connectivity. That's why we're carrying out the build with direct feedback from public safety and local stakeholders. It's bringing public safety communications into the 21st century with new, innovative capabilities to strengthen first responders' incident response. We're carrying out the build in several ways:

Deploying public safety's spectrum: Available nationwide, Band 14 – high-quality spectrum set aside by the U.S. government specifically for FirstNet – is providing public safety with a dedicated lane of connectivity when needed. So far, we've **surpassed 90% of our Band 14 coverage target** – well ahead of schedule. And we're going beyond our initial build commitment with the FirstNet Authority by installing Band 14 – public safety's VIP lane – on new and existing AT&T cell sites, to reach **several hundred thousand additional square miles** with public safety's Band 14 spectrum.

That means first responders in densely populated areas like New York City and Raleigh-Durham, as well as those in communities like Ithaca, New York, which experiences a population surge as tens of thousands of [students](#) arrive each fall, will have protection against

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FirstNet expands, added nearly 100,000 square miles in 2020

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commercial traffic congestion. Plus, this allows public safety to take advantage of the high-power user equipment (HPUE) solution, [FirstNet MegaRange™](#), exclusively available on FirstNet using Band 14.

Launching purpose-built FirstNet sites: Over 1,000 new sites are planned as part of the initial FirstNet expansion to connect rural, remote and tribal areas – including areas where emergency responses have been previously challenged. So far, over half of these new sites have launched and **every state** in the nation is currently benefitting from the new wireless infrastructure.

This includes places like the town of Otway in southern Appalachian Ohio; the area north of Gila National Forest along Route 60 near the Arizona-New Mexico border; and tribal communities such as the Nez Perce Reservation in Idaho, the Standing Rock Reservation located in North and South Dakota, and the Oglala Sioux Tribe's Pine Ridge Reservation in southwest South Dakota.

“FirstNet is building out critical broadband infrastructure in areas that have long been underserved,” said **Kevin Killer, President, Oglala Sioux Tribe**. “I’m proud of the Oglala Sioux Tribe’s leadership as an early adopter of this network. Our tribal law enforcement department was the first tribal agency in the county to sign up for FirstNet. This new cell tower east of Vetala has improved connectivity for our first responders on FirstNet and the broader community.”

Collaborating with rural network providers: We are working closely with local telecom providers across the country. This collaboration is helping to more quickly address rural coverage needs and expand the reach of FirstNet for the public safety community.

Places to benefit so far include the Rocky Mountains of Wyoming where several sites are more than 10,000 feet above sea level, the Oklahoma panhandle and “The Driftless Region” of southwestern Wisconsin. After all, emergencies don’t know zip codes.



Over 1,000 new sites are planned as part of the initial FirstNet expansion to connect rural, remote and tribal areas – including areas where emergency responses have been challenged, such as the Oglala Sioux Tribe’s Pine Ridge Reservation in southwest South Dakota.

Expanding the dedicated FirstNet fleet: We have seen tremendous interest and use of the [FirstNet fleet](#) of portable network assets for public safety agencies’ emergency response needs, with more than **750 requests** from public safety in 2020. That’s why, by collaborating with local network providers, we’ve expanded public safety’s fleet of portable cell sites to give Puerto Rico first responders dedicated, on-island portable cell sites. That means first responders across all 50 states, 5 [territories](#) and D.C. have unthrottled access to FirstNet connectivity with a dedicated fleet of more than **80 deployable network assets** – available at no additional charge.

We’re also working to increase network resiliency for today’s changing environment. From hurricanes and wildfires to the most recent unprecedented winter storms hammering the South, we are committed to providing public safety with a network that’s second to none in any emergency.

Today, more than 98% of the population is covered by cell sites with permanent backup power solutions. But we aren’t stopping there. As we build new cell sites, we’re including fixed generators whenever possible and are committed to growing our fixed generator support on existing infrastructure. For places where a permanent backup power solution isn’t possible, that’s where FirstNet Response Operations and

AT&T Network Disaster Recovery steps in bringing extended battery life and portable power generators as needed. These resiliency measures will ultimately help first responders operate faster, safer and more effectively when lives are on the line.

Benefits to first responders

Expanding FirstNet coverage to more areas of the country is expanding first responders’ access to mission-critical capabilities they can’t get anywhere else – [innovative solutions](#) like FirstNet Push-to-Talk, Compact Rapid Deployables™ and Z-Axis capabilities. Plus, the FirstNet device and app ecosystem now has more than **210 FirstNet Ready™ devices** and over **160 highly secure apps** tested specifically for public safety’s use in the FirstNet App Catalog.

Today, FirstNet is solving for common and long-standing communications challenges that first responders face - things like interoperability, network congestion and commercial network providers slowing public safety’s data connection. While commercial wireless offerings remain available to public safety, FirstNet continues to grow because it offers distinct advantages from those commercial offerings. FirstNet comes with unique features, functionality and dedicated spectrum when needed for the public safety community. That’s why public safety fought for their own, separate, dedicated platform, championing the vision that led to the creation of FirstNet.

Reliable communication helping Ironton Police keep community safe

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Forest is about ten minutes from us. So, we get a lot of hikers and people who like to camp.

We also have an opioid epidemic that has skyrocketed in the last several years.

Most of the departments in Lawrence County are smaller departments. So, we depend on each other when it comes to emergency calls. With just 15 sworn officers – counting me and two detectives – we need to have reliable communication.

That's why we got on FirstNet®.

Getting on FirstNet

When FirstNet came out, I personally got it on my phone when I became chief three years ago. I loved the service. I said, "This is what we need for my department." And we're building on that. Now our MDTs all go through FirstNet. Our department phones go through FirstNet. It has been a tremendous help to us.

Before we went to FirstNet, everybody was on a different kind of phone. Different carriers. We had coverage issues. We had throttling issues. When we went to FirstNet, that resolved that problem.

Information and communication are key in emergency services. We've got to be able to communicate. So, when we solved that throttling issue and connectivity issue, that was huge for our department.

Dealing with an opioid crisis

Most of our policing is around the opioid crisis here in Ironton. I don't know a family in this town, even on a personal level, that this crisis has not affected. We are in the heart of Appalachia, even though we are still in Ohio.

We are ten minutes away from Huntington, WV; less than five minutes away from Ashland, KY. We're less than two minutes away from Russell, Kentucky, just across the bridge.

So we are in the heart of an opioid crisis. Our drug guys use FirstNet for



"Before we went to FirstNet, everybody was on a different kind of phone. Different carriers. We had coverage issues. We had throttling issues. When we went to FirstNet, that resolved that problem."

Pam Wagner,
Chief of Police,
Ironton, Ohio

communication with our fire departments and our EMS. Officers carry Narcan, a medication used for the emergency treatment of a suspected opioid overdose.

We are not EMTs, even though we are first aid certified. But we can get information to our EMS and our fire department in a split second. So, it's like they're right there on the ground with us until their arrival.

When our drug units are out there working, they need accurate information. They work a lot with the CUFF Task Force [Cops United Felony Fugitive Enforcement Division]. We have an officer who's a Deputy U.S. Marshal.

Meeting community's needs

We also have events like Rally on the River. That's a large motorcycle event that happens every year in August. Our small town of 11,000 people swells to between 30,000 and 50,000 people when we have that event going on.

During the rally a few years ago, we were throttled to where we had very limited connectivity. And we've got to be able to communicate.

We've got to be able to have somebody answer a phone, share information and make sure everybody's on the same page. That's why we switched to FirstNet.

You have a lot of people on motorcycles. If they have wrecks, those

are life-and-death situations. Or if you have officers trying to break up a fight or deal with an intoxicated person, they've got to be able to reach another officer so that officer can come and help.

We have the largest running Memorial Day parade in the United States that happens in our city every year. It's happened for 153 years. Again, that's an event where the town goes from 10,000 to about 35,000 people. We have to be able to speak with one another, handle traffic control, look for kids who wandered away from their parents.

FirstNet helped us with that immensely because we were able to have that communication with one another and get information to one another instantly. We can do photos, videos, anything that we need to do, with our FirstNet service.

The right call

It is imperative for us to be able to communicate not only with our own department, but with other departments as well. We assist the Village of Hanging Rock, the Village of Coal Grove, the Lawrence County Sheriff's Office, as they do us. We also work with surrounding agencies in Kentucky, like Russell, Ashland, Huntington.

People who work in the city also use

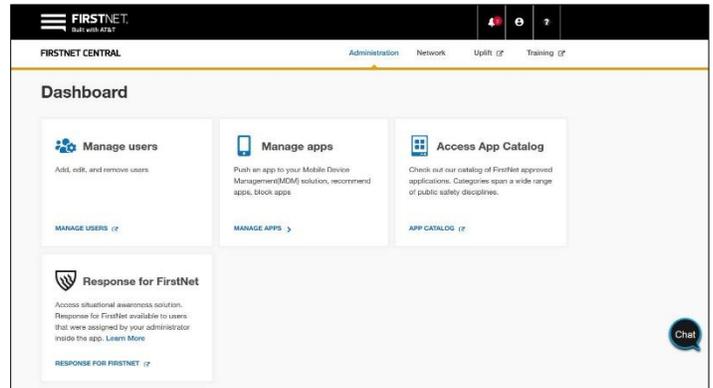
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Creating your FirstNet Profile gives you access to so much more

Setting up your FirstNet® device is easy – juice it up, put in your FirstNet SIM, and start your shift. But, you may not realize you and your agency administrator should also create a FirstNet Profile for every new user. This profile, and associated FirstNet credentials, are what gives you access to the many special features that come with your FirstNet service.

What exclusive things can you access with your FirstNet account?

- The [FirstNet App Catalog](#) is your library of pre-evaluated mobile applications. We've made sure that each is relevant, highly-secure and reliable.
- The [FirstNet Central](#) suite of online resources gives agencies visibility into network performance and access to account and user information. It also allows you to designate the devices that should receive uplifted priority access to FirstNet and lets you create groups for your mission critical push-to-talk service.
- The [FirstNet Assist App](#) supports on-scene uplift requests, easy connection to dedicated FirstNet care with device-specific diagnostics and self-help.
- The [FirstNet Single Sign-on App](#) provides field users with easy and secure access to multiple SSO-enabled apps and online tools with just one sign-on



- The [FirstNet Cybersecurity Aware App](#) uses the FirstNet platform to deliver regularly updated education about how public safety professionals can safeguard enterprise systems and sensitive data and combat bad cyber actors.

And the list of your special FirstNet features is always growing so request your FirstNet credentials now.

You may be able to get dependable, always-on access to voice, data, and video without your FirstNet profile. But you deserve **all** the FirstNet features that help you help your community. So set up your FirstNet User Profile now.



Your network, on your personal device

Officers at two Ohio police agencies subscribe to FirstNet on their personal devices. Hear why.

[WATCH VIDEO](#)

Reliable communication helping Ironton PD keep community safe

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this service. So, we're able to communicate with them, and with Portsmouth, our sister city just down the road.

We're the police. Our job is to help people. And you help people when you have the right information in a timely manner and you're able to get it to the right person. The value is immeasurable for that.

Chief Pamela Wagner was sworn in as the city's first female police chief in 2017 and has decades of experience in law enforcement.

Born and raised in Lawrence County, Ohio, she has worked in the Proctorville Police Department, the Lawrence County Sheriff's Office and has been with the Ironton Police Department for 25 years.

First Responders – Connect your way and save

Check out the latest promotions for individual users.

[SEE OFFERS](#)

Tackling school safety needs, mandates with FirstNet-approved apps

By **Suzette McLeod**

Manager, Applications Ecosystem,
FirstNet Program

As attendance in our nation's public schools starts to rebound, demands for school safety are gaining traction. Popular legislation, referred to as Alyssa's Law, mandates that all public elementary and secondary school buildings be equipped with silent panic alarms that directly notify law enforcement.

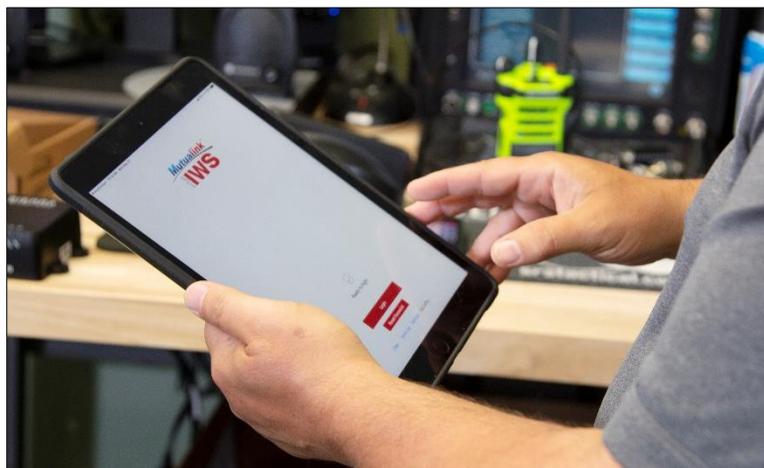
FirstNet® and multiple pre-evaluated solutions in the FirstNet App Catalog now provide a cost-effective means for school districts, local governments, public safety agencies, and law enforcement to prepare and comply with school safety recommendations.

The legislation is named after Alyssa Alhedeff, a student at Marjory Stoneman Douglas Highschool in Parkland, Fla., and one of the 17 people who lost their lives Feb. 14, 2018 in a mass school shooting perpetrated by a former student.

To date, the law has been passed in New Jersey on Feb. 6, 2019 and in Florida on June 30, 2020. And it's in various stages of the legislative process in New York and Nebraska. Alyssa's law also was introduced as a bill in Congress Oct. 4, 2019 ([HR4606](#) and [HR3665](#)). You can find more information and regular updates about the law and its progress at [Make Our Schools Safe](#).

First responders, and the many professionals who support them, depend on FirstNet to keep them connected in the field. That connectivity is ever more vital when an incident threatens the welfare of our children and their caregivers. When seconds count, the FirstNet ecosystem amplifies connections via Apps that afford on-scene intelligence, automated 911 calls, and alerts to on- and off-duty officers in proximity of a school emergency.

The FirstNet App Catalog has multiple solutions that help enable your important work in protecting our schools. Every mobile app in the



Every app in the **FirstNet Catalog** is vetted, tested and confirmed as relevant, highly-secure and reliable, so you know they're dependable.

FirstNet Catalog is vetted, tested and confirmed as relevant, highly-secure and reliable, so you know they're dependable. Below are some of the apps that help first responders keep children, school staff and themselves safe.

[Guard911](#) has a robust suite of four relevant Apps. **SchoolGuard** is tailored for public and private K-12 schools.

CampusGuard911 is for higher educational institutions. And **Guard911** is for commercial businesses, churches, government buildings, and other organizations. These FirstNet approved apps are all complemented by a novel solution and App called **Hero911**. While the School, Campus, and Business 911 Apps provide for panic buttons and instant 911 communications, Hero911 notifies all emergency personnel – on or off duty – in proximity of the building to reduce response time. Hero911 is the only federally approved App of its kind allowed for federally issued devices which provides immediate situational awareness originating from a protected Guard911 property.

[Rave Mobile Safety](#) offers the widely used [Panic Button](#) solution that helps school officials protect students, faculty and staff members. Features include:

- *Staff Assist*, for minor medical accidents or administrative updates
- *Status Checks*, to prioritize emergency response during crisis
- And *direct connection to 9-1-1*,

- which triggers an active assailant, fire, or more with the single click of a button.

Rave's [critical communication and collaboration platform](#) is trusted by more than 10,000 K-12 schools, including statewide deployments in Louisiana, Oklahoma, Delaware, and New Mexico.

Some 3,500 communities and state agencies, and 1,600 corporations nationwide also use Rave. It empowers users to react quickly, enhancing response times, situational awareness, and communication throughout the course of an event.

[CrisisGo](#) offers its [CrisisGo App](#). With the CrisisGo crisis response platform you can execute important communications options during an emergency; call 9-1-1 to send a panic signal to a specific group of team members, or send an alert to all CrisisGo users on campus.

These critical communication tools are available on most devices, but their partnership with Sonim Technologies lets users execute their choice more efficiently by leveraging the red button on the side of the Sonim XP8, ultra-rugged, FirstNet Ready™ smartphone.

Request more information at [CrisisGo + Sonim](#). Check out our [FirstNet App Catalog Booklet](#) and online [FirstNet App Catalog](#) to find other mobile tools.