

John Hunt

ON MY MIND

In January, when I traveled to Orlando to attend the Next Generation 9-1-1 Standards and Best Practices conference, I was impressed by the passion and dedication of my colleagues in attendance. I've been involved in the NG 9-1-1 discussion for more than a decade, and I can't wait to get this group – whose participants are so dedicated to advancing public safety capabilities – even more involved with FirstNet.

FirstNet is an obvious mechanism to transmit the various types of data from the Public Safety Answering Point (PSAP) or Emergency Communications Center (ECC) to first responders in the field and from the field units back to the PSAP/ECC. Responders can quickly send available locations, images, video and other data using priority and preemption on FirstNet, even when networks are congested. For example, there are applications used on FirstNet that send the location of field personnel back to the PSAP/ECC dispatch for display on a map. This helps all of us work more efficiently and safely. FirstNet is needed more than ever to guarantee a secure broadband connection and to ensure every

responder can be reached and given the right information.

The capabilities don't end there. In the future, FirstNet could be used to expand the ability of a PSAP/ECC to handle overwhelming call conditions, re-establish data and phone capabilities if a center itself is damaged in a disaster, or perform remote operations. With FirstNet, it would be far easier to handle center evacuations, incident-tactical dispatch, or help with call overload from another ECC.

FirstNet's LTE capabilities make it easier to help public safety professionals communicate with third parties in emergency situations. Using mobile devices, PSAP/ECC personnel with access to FirstNet can interact with social media, emergency notification systems, self-registration systems, and other platforms. Equipped with the ability to transmit and receive information from members of the community, volunteer organizations and other public safety agencies, a PSAP/ECC can relay more accurate and robust information during search and rescue operations, damage assessments, evacuation scenarios, and other incidents.

My career in support of public safety began 34 years ago, and every year, I am excited by the future of public safety communications. Advancements in modern technology have created the need for an upgrade to our current 9-1-1 system. To increase interoperability, we must promote interdisciplinary planning, identify areas of the NG 9-1-1 ecosystem that FirstNet can support, and look at how to increase inclusion beyond local levels.

The First Responder Network Authority will continue to work with PSAP/ECC leadership, 9-1-1 systems providers, public safety agencies, and our network contractor, AT&T, to identify desired capabilities, develop solutions, and establish strategic plans that will work together with NG 9-1-1 to enable a 360-degree view of calls and incidents for our 9-1-1 telecommunicators, dispatchers, and public safety entities in the field

What do you think is next for mobile broadband and 9-1-1? Let me know at john.hunt@firstnet.gov.

John Hunt is a Senior Public Safety Advisor and the First Responder Network Authority 9-1-1 Subject Matter Expert.

CELEBRATING NATIONAL PUBLIC SAFETY TELECOMMUNICATORS WEEK!



This week marks National Public Safety Telecommunicators Week, and the First Responder Network Authority is honoring you — our nation's 9-1-1 telecommunicators and dispatchers — who dedicate your lives to answering our calls on what may be our toughest day. We want to recognize and acknowledge the work that you do every day to protect our nation. Read more of **John Hunt's** tribute to public safety telecommunicators on the [FirstNet.gov blog](https://firstnet.gov/blog).

WHAT'S NEW AT FIRSTNET

Feedback from Public Safety Informs First Responder Network Authority Roadmap

In February, I visited Traverse City, MI, to participate in the 2019 Michigan Statewide Interoperable Communications Training Conference. [The meeting](#) was an opportunity for our Public Safety Advocacy team to gather feedback about the attendees' experiences with FirstNet. The feedback will be used to help our team build a "Roadmap" that captures the highest-priority needs for public safety.



Since then, the First Responder Network Authority Board and [executive team officially announced](#) the development of the FirstNet Roadmap at the March 20 Quarterly Board Meeting.

First Responder Network Authority Acting CEO **Ed Parkinson** said, "We will continue to engage with public safety to learn and understand their needs, and collaborate with them so they can maximize the benefits of FirstNet for their lifesaving mission."

The Roadmap includes a five-component framework: coverage and capacity; situational awareness; voice communications; secure info exchange; and user experience. Those of us considering 9-1-1's future will be particularly interested in voice communications, where the First Responder Network Authority will focus on public safety's ability to verbally communicate with one another across agencies, jurisdictions and platforms. [Read the news release to learn more.](#)

Are your apps ready for use on FirstNet? Look for these badges

The FirstNet App Catalog badges are another way public safety can spot apps that have been evaluated and reviewed for use on the FirstNet network.

Every app in the FirstNet App Catalog has been inspected to 1) verify the app is directly relevant to the needs of first responders, 2) be highly confident the app is secure and protects data, and 3) demonstrate a history of limited unplanned outages with three 9's (99.9 percent) availability. An app that meets those criteria is approved to be FirstNet Listed, and can use the new FirstNet App Catalog badge.

To show that they have been evaluated and reviewed to be part of the FirstNet App Catalog, apps that have earned the Listed designation may use the "FirstNet App Catalog" badge. App providers who choose to apply for and meet the higher criteria to be FirstNet Certified may use the "FirstNet Certified" badge. FirstNet Certified apps have demonstrated their ability to limit unplanned outages with four 9's (99.99 percent) availability and meet the additional criteria of resiliency, scalability, and optimized use of mobility resources.

Dispatchers may want to learn more about [ArcAngel](#), which provides cloud solutions, in-building coverage and mapping, and situational awareness and detection for law enforcement, EMS, dispatch, critical infrastructure, fire services and other personnel.

New apps are regularly added to the catalog (login as a FirstNet subscriber at apps.firstnet.att.com to see the latest).

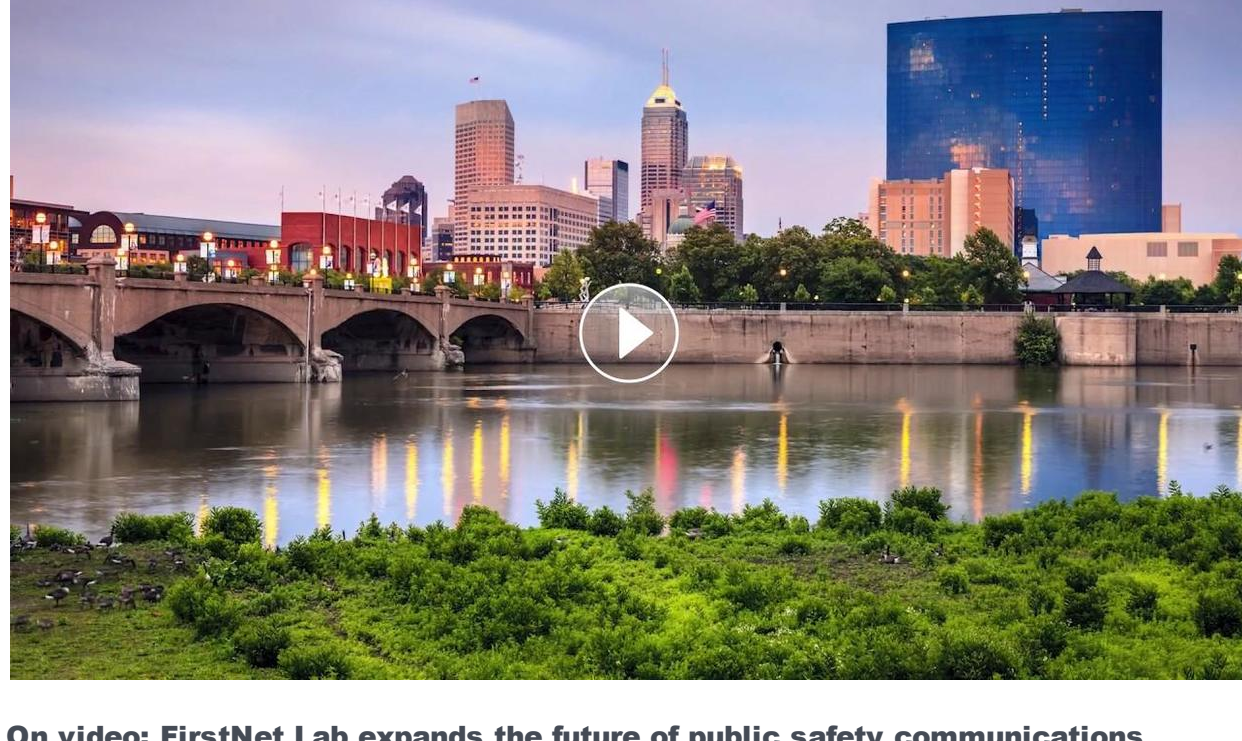


WORTH A LOOK/LISTEN

How Police Departments Can Take Advantage of NG9-1-1 and FirstNet

In a March 1 article, *PoliceOne* explores the impact of Next Generation 911 systems and the FirstNet wireless broadband network. After reviewing a white paper by the Police Executive Research Forum, they examined five key areas of concern, including issues related to technology; policy and workflow; training; governance; and funding. It is exciting to see researchers and those in the field coming together to tackle the challenge of bringing our country's public safety communications into the next era. [Read the article.](#)

On video: Speeding public safety broadband across Indiana



On video: FirstNet Lab expands the future of public safety communications



Podcast Ep 18: Arlington Co., VA, Emergency Comms Center's Dave Mulholland



In Episode 18 of the Public Safety First podcast, **Dave Mulholland**, Administrator for the Arlington Co. (VA) Emergency Communications Center, discusses the evolution of emergency communications in the National Capital Region and shares his experiences with a FirstNet demo at the Marine Corps Marathon.

In particular, those of us in the 9-1-1 world will be interested to hear his thoughts on how FirstNet will be the ideal pipeline to get data in and out of our centers. He said, "I have this little 'soap box' that 9-1-1 centers are going to take on more of a role of a fusion center – and I say more of a role, because the reality of it is, ever since we've been in business, we, at some level, have been a fusion center."

[Listen to the podcast.](#) You can catch up on our other podcasts on [iTunes](#), [YouTube](#) or [SoundCloud](#).

Check out the new FirstNet.gov

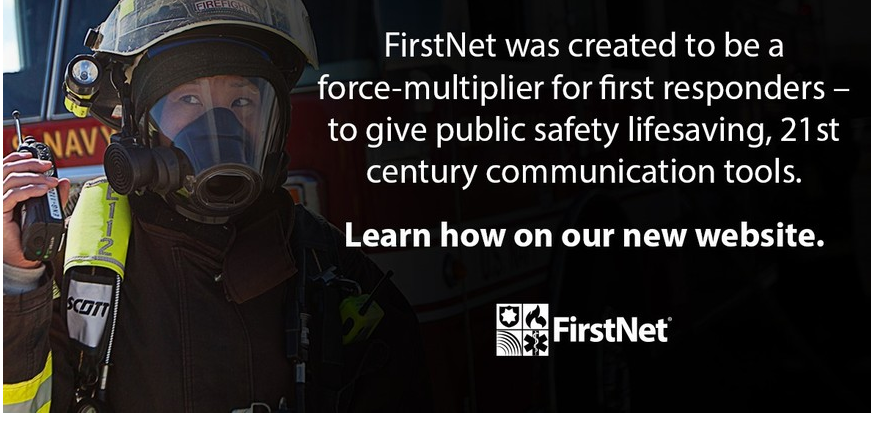
We recently updated our [FirstNet.gov](https://firstnet.gov) website. Our goal is to make it easier to find what you need. As we continue to develop new features, take a moment to explore and find the areas that suit you best. Here are some pages you may find helpful:

[9-1-1/Emergency](#)

[Communications Discipline page:](#) As we develop new content about 9-1-1 and FirstNet, you will be able to find it here.

[FirstNet in Action page:](#) On this page, learn about public safety organizations that have adopted FirstNet's innovative technology, devices and applications to help them save lives and protect their communities.

[FirstNet.gov blog:](#) One of the best ways to learn is from each other. Read the FirstNet blog to get the latest news on the First Responder Network Authority and the FirstNet network



FirstNet was created to be a force-multiplier for first responders – to give public safety lifesaving, 21st century communication tools.

Learn how on our new website.



LET'S CATCH UP

The First Responder Network Authority prioritizes getting out in the community and meeting with public safety organizations to educate you on our nation's dedicated public safety network, and to understand how we can better serve you. If you are planning to attend a conference on public safety and emergency communications, please reach out to me at john.hunt@firstnet.gov.

As for me, I'm looking forward to having a busy May traveling the country and connecting with you. Expect to find me at the Indiana IPSC 2019 FirstNet Conference in Indianapolis, the [New York State 9-1-1 Conference](#) in Alexandria Bay, NY, and the [Michigan APCO-NENA 2019 Annual Conference](#) on Mackinac Island, MI.

[FirstNet.gov](https://firstnet.gov)



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