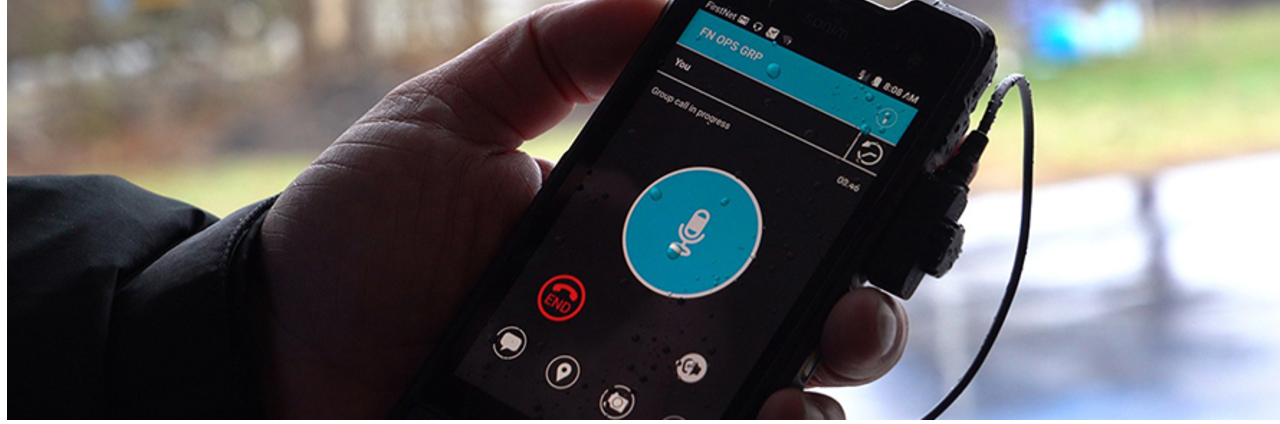




[View this email in your browser](#)



THE 9-1-1 TAKE: SUMMER 2019



The 9-1-1 Take from John Hunt

Transforming the future of emergency communications

Soon, I will [attend this year's conference for the Association of Public Safety Communications Officials \(APCO\)](#) on August 11-14 in Baltimore, MD. For the first time, APCO has dedicated an [entire track of the conference to FirstNet](#). We have thirteen exciting sessions planned with dozens of different speakers who are experts on or users of FirstNet, and the theme is ["Transforming the Future of Emergency Communications."](#)

Next generation

The APCO session I'm leading is about the future of FirstNet and NG 9-1-1. The original analog platforms of 911 systems have constrained emergency communications to outdated technologies. Today, people communicate in many more ways than a phone call. That's why emergency communications centers (ECCs) and dispatch must be able to communicate in the same ways people communicate in their everyday lives, for example, via two-way texting, streaming videos, and uploaded images. NG 9-1-1 upgrades the 9-1-1 system to digital, and FirstNet provides the dedicated public safety broadband network to power those digital communications in the field. Together, FirstNet and NG 9-1-1 are transforming first responder communications, which benefits the complex work of 9-1-1 and ECCs.

Big changes, big benefits

Public safety apps are also playing a big part in the future of emergency communications. We are seeing apps used to contact 9-1-1, improve situational awareness, and streamline ECC operations. [FirstNet offers an App Catalog](#) with more than 40 unique public safety apps and new apps always on the horizon. Interested in sharing your ideas for apps or learning more about the FirstNet app ecosystem? We will discuss the latest innovations during a panel at the APCO conference called "There's an App for That: FirstNet's App Ecosystem and the Modern First Responder."

You tell us

The FirstNet track at the APCO conference is a great way to hear from us about the latest in public safety broadband. Equally important is that we hear from you. I have always said that 9-1-1 dispatch and ECCs face unique challenges in being the first of the first responders. During an emergency, you are the public's first point of contact, and you need technology solutions to help you get the right information to the right places at the right time. Join our interactive session at the APCO conference called "You Tell Us: Putting Innovation in Public Safety's Hands." We want to hear what you need to make your job easier.

I hope to see you at the [FirstNet sessions at the APCO conference](#) to learn how FirstNet benefits 9-1-1 and ECCs. If you attend, let's talk. Can't make the conference in August? I will also be at the [APCO Emerging Technologies Forum](#) in Denver, CO, on October 8-9. I would love to hear from you. [Email me](#) or find me at one of these events.

[Visit the 9-1-1 discipline page](#)

Inside FirstNet

- 1** [FirstNet takes to the skies](#) with three new flying COWs (Cells on Wings), part of a nationwide fleet of FirstNet-dedicated deployable assets available at no extra cost to subscribers.
- 2** Broadband access is expanding with new FirstNet cell sites in rural areas—like [Preston County, West Virginia](#) and the [Red Cliff Reservation](#) in Wisconsin—to increase nationwide coverage and capacity.
- 3** [We've heard you](#). Stay tuned for the [FirstNet Authority Roadmap](#), a plan to advance FirstNet based on your feedback.
- 4** San José leads the nation in [deploying FirstNet to all of the city's public safety personnel and emergency response staff](#)—"from tip to tail of the organization."
- 5** Public safety agencies are using FirstNet at [trainings](#) and [exercises](#) to integrate public safety broadband into their operations.

Tech, Innovations and Hot Topics in 9-1-1

*Read what we've been hearing from public safety in the field about trends and drivers for 9-1-1 and emergency communications.**

Tracing cell phone calls to 9-1-1 is getting easier. New software is helping [dispatchers get more accurate locations for callers using cell phones](#) by collecting data from phones, apps, wearables, and WiFi-connected homes and cars. Emergency telecommunicators largely [rely on information provided by the caller to determine location](#), which can be difficult to obtain from callers who are unfamiliar with the area or who are unable to voice their current location. The ability to more accurately pinpoint a caller's exact location will help save lives.

Connecting and Testing in Rural Communities



First responders from the Commonwealth of Virginia and the State of Maryland integrated FirstNet into search and rescue exercises held in Gore, VA — a remote region in the Shenandoah Valley.

John Hunt is a Senior Public Safety Advisor and the First Responder Network Authority 9-1-1 Subject Matter Expert. Learn [more about John](#) or [email him](#) with your questions.

Want to change what you receive from the First Responder Network Authority? [Manage your preferences.](#)

Top photo: An officer with the Brookline Fire Department holds a FirstNet device showing an app during Boston Marathon 2018.

*FirstNet Authority may provide hyperlinks for third-party, non-governmental websites in order to offer additional context and added value for our users. FirstNet Authority does not endorse any product or service and is not responsible, nor can it guarantee the validity or timeliness of the content on hyperlinks outside of the federal government. In addition, users may wish to review privacy notices on non-government sites since their information collection practices may differ from ours.

Share this email:



[Manage](#) your preferences | [Opt out](#) using TrueRemove®

Got this as a forward? [Sign up](#) to receive our future emails.

View this email [online](#).

12201 Sunrise Valley Drive
Reston, VA | 20192 United States

This email was sent to .
To continue receiving our emails, add us to your address book.

