

FIRSTNET IN ACTION

FirstNet is the only nationwide public safety communications platform built with and for America's first responders. Through a public-private partnership, AT&T and the First Responder Network Authority continually gather feedback from public safety to develop and enhance the network. FirstNet is bringing public safety a much-needed technology upgrade to help them connect to the critical information they need — every day and in every emergency. Here are success stories featuring the many ways law enforcement is using FirstNet to save lives and protect their communities.



Chicago Police Department – Smartphones Make Officers More Mobile

As the second largest police department in the country, the Chicago Police Department is responsible for protecting a large community. The agency is continually looking for new and innovative ways to help victims and decrease crime. Technology has advanced greatly in policing, and Chicago is embracing the changes wholly. The department will launch a pilot program to use smartphones running on FirstNet in patrol cars in place of traditional mobile data terminal computers. These phones can access the public safety databases, receive real-time information from the Strategic Decision Support Center, and allows officers to efficiently carry out their everyday duties.

“Not only are the applications more powerful and more robust, everything is more mobile, with information at the officers’ fingertips.”

*– Chief Jonathan Lewin, Bureau of Technical Services
Chicago Police Department*

Platteville (WI) Police Department – Quality and Reliability

This small department of 20 sworn officers tested several ways to outfit its personnel with body-worn cameras. Taking advantage of recent improvements in cellular coverage provided by the FirstNet buildout, the Platteville Police Department turned to using software on a FirstNet Ready smartphone, which is then clipped to an officer's vest. Officers can now utilize the body-worn camera technology for video with secure data sharing over the FirstNet network. Additionally, record keeping functions have been simplified, as officers can use the cameras to record observations and statements, which can then be tagged and added to their case right from the scene. Lt. Jeffrey Haas of Platteville Police Department said documenting a witness statement has never been easier or more accurate.



“I’ve worked with FirstNet for a number of years providing input for the buildout in my state. With the buildout now underway, we’ve seen coverage improve and FirstNet’s dedicated connection is enabling us to take advantage of new technologies. It’s been a learning experience with great results - you have to have officers on the ground level to be able to tell you that something is working or not, and where coverage is good or not. That’s the way innovation works.”

*– Lieutenant Jeffrey Haas
Platteville Police Department*



Frederick (MD) Police Department – Deployable at Fourth of July

Frederick, Maryland is the second largest city in the state and a growing community. The police department has operationalized FirstNet for day to day operations, providing all sworn officers a FirstNet-enabled mobile device. As a subscribing agency, Frederick Police department has also taken advantage of FirstNet’s deployable fleet of mobile cell sites to support public safety communications during its annual Fourth of July celebration. During past events, the agency was challenged by cellular network outages with thousands of visitors in attendance, which limited its ability to communicate out of its mobile command center. This year, the FirstNet deployable ensured officers at the event could connect through the crowds.

“Requesting the FirstNet deployable was an easy process. The deployable was set up prior to the day of the event and tested to ensure adequate coverage for the event. FirstNet gave us the confidence that communications from our command post would be sufficient for the public safety operations of this event.”

*– Lieutenant Aaron Lapp
Frederick Police Department*

Mesa (AZ) Police Department – Apps Streamline Patrol Processes

FirstNet helps the Mesa Police Department to streamline daily activities and basic patrol duties. Using an app connected to their RMS system, officers can scan driver’s licenses and registrations, collect photos, and dictate reports, all on their phones. The agency also developed an app to upload photos to their digital management system while in the field, no longer requiring officers to return to the station to attach the photos to their reports.



“The phones that we have now, they’re always live, they’re always connected to our servers, categories are always correct, and always updated to the most current version, and it ... minimizes the possibility for them to miscategorize those files...”

*– Sergeant Frailan Young, Jr.
Mesa Police Department*



Signal Mountain (TN) Police Department – Mountainous Connectivity and Productivity in the Field

Prior to FirstNet, this small town outside of Chattanooga struggled with connectivity in some of its mountainous areas. With FirstNet in all of the agency’s patrol cars, the department has remained connected. Signal Mountain is able to track officers through GPS technology in each car providing valuable situational awareness. Also, officers can now fill out police reports electronically while in the field, saving valuable time and resources.

“We previously did all of that by hand, and the mobile service was difficult in parts of the mountain. Now, even if everyone’s cell phones go down around us we still have priority as far as emergency capabilities. With GPS enabled FirstNet devices, we’ve been able to assist other agencies whose officers didn’t know their exact location in mountains. Dispatch tracked our vehicle and seamless conveyed the location of the officer when we found him. FirstNet helped us provide needed assistance faster.”

*– Officer Troy Kennedy
Signal Mountain Police Department*



Riviera Beach (FL) Police Department – Information Sharing and Collection

Riviera Beach Police Department is always seeking new technology to help officers do their jobs and serve city residents. Through FirstNet, the department is leveraging technology in new ways. Using their cell phones, officers can access city camera footage, take and submit pictures of crime scenes, and record sworn statements. And with FirstNet, these functionalities will always be available to officers, during emergencies or disaster response.

“In conjunction with our recent body camera deployment, we issued each of our police officers a smartphone on FirstNet, causing a major shift in the way we collect and share information imperative to our mission. It bridges many gaps on the technology forefront and drastically improves communications between first responders and with our community at large.”

*– Chief Michael Madden
Riviera Beach Police Department*

Canton (OH) Police Department/Stark County Sheriff’s Office – 2019 Hall of Fame Weekend

Canton is home to the Professional Football Hall of Fame and hosts the Hall of Fame induction ceremonies and game every year, marking the beginning of the National Football League season. During the 2019 activities, a thunderstorm threatened the area, and public safety officials made the decision to quickly evacuate nearly 30,000 people from the Tom Benson Hall of Fame stadium until the storm passed. With many people using their phones, commercial cellular networks were unusable. With FirstNet, public safety personnel in Canton were able to communicate and safely evacuate the crowd.



“That small instance made me a 110% believer that this communication platform is vital to all first responders.”

*–Chief Jack Angelo
Canton Police Department*

“We had one little incident that went very smoothly for us because our command staff were able to communicate with each other through FirstNet.”

*–Sheriff George T. Maier
Stark County Sheriff’s Office*



South Sioux City (NE) Police Department – Improved Coverage and Connectivity

Once a stop on the famous Lewis and Clark expedition, South Sioux City sits on the border of Nebraska, Iowa, and South Dakota. As a smaller, rural city, network speed and reliability are critical to the police department’s daily operations. With FirstNet, South Sioux City Police Department officers have enjoyed the improved coverage and connectivity the network provides. FirstNet has helped the agency expand their capabilities as they leverage new technologies, including using push-to-talk over LTE and accessing/sharing live video in their patrol cars from cameras placed throughout the city.

“On speed test, the FirstNet, once again, is out pacing the old system.”

*– Master Patrolman Gregory Koinzan
South Sioux City Police Department*



San Antonio (TX) Police Department – Asset Tracking during Large Event

The 2018 college basketball championship tournament brought tens of thousands of people to San Antonio for a weekend of games, concerts, and festivities. This increase in population stressed the cell networks, but using FirstNet, the San Antonio Police Department and other public safety agencies working the event were able to communicate, share resources, and view a common operating platform to manage and track assets.



“Getting a description over radio is not as useful as an image over a cell phone.”

– *Intelligence Officer Alfred Lopez*
San Antonio Police Department



Honolulu (HI) Police Department – Band 14 Makes the Difference

Honolulu City and County encompass the Hawaiian island of Oahu, stretching approximately 596 square miles. Millions of tourists visit Oahu each year, drastically increasing the population served by the Honolulu Police Department. In late 2018, several big-name artists played at Aloha Stadium, drawing large crowds of up to 50,000 people. During one of the concerts, the police department used Band 14 FirstNet enabled devices and FirstNet hotspots, making communication between the officers possible when previously they had experienced challenges connecting over the existing commercial network.

“Band 14 makes a difference. It provided a change from no communications to having communications. It reassured us that communications will go through.”

– *Assistant Chief Allan Nagata*
Honolulu Police Department

Anchorage (AK) Police Department – Earthquake Disaster Priority and Preemption

In November 2018, Anchorage was rocked by a 7.0 magnitude earthquake that caused widespread damage and jammed phone lines. With FirstNet on their cell phones, the Anchorage Police Department was able to communicate across the department in the aftermath of this event, allowing them to set up an emergency operations center and effectively respond to the earthquake.



“Last year’s 7.0 earthquake really brought the significance of the FirstNet system to light. When the shaking stopped, I relied on my FirstNet phone to begin our response to the disaster.”

– *Chief Justin Doll*
Anchorage Police Department