

# FIRSTNET IN ACTION

## Early Benefits of FirstNet: Law Enforcement SUCCESS STORIES

FirstNet is the only nationwide public safety communications platform dedicated to America's first responders. Being built with AT&T, in public-private partnership with the First Responder Network Authority, 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 key capabilities first responders find most useful to save lives and protect communities with FirstNet.



### Albuquerque, New Mexico – 2017 International Balloon Fiesta

Every year, tens of thousands of spectators attend this hot air balloon festival. In years past, first responders reported poor connectivity on commercial networks due to attendees' high volume of voice calls, texts, and social media posts. But using FirstNet for the 2017 fiesta, they had a dramatically different—and better—experience. Incident commanders were able to better distribute field personnel, dispatch closer units to expedite response, and ensure that remaining units maintained positions to avoid making other areas of the event vulnerable. Sending images also helped to speed family reunification efforts for lost children.

**“We want to be able to have a network that is responsive to our public safety, and FirstNet provides that capability.”**

– Peter Ambts,  
City of Albuquerque, New Mexico



### Sturgis, South Dakota – 2018 Motorcycle Rally

This mountain town of 7,000 residents welcomes 500,000 guests every August. This was the first year they were FirstNet subscribers. Troopers were able to work from their vehicles and put less congestion on the radio network. They had faster access to critical data used in the field. First responders had no problem with service to their mobile devices on the FirstNet network.

**“This year was different.”**

– Jeff Pierce,  
South Dakota Statewide  
Interoperability Coordinator



### Boston, Massachusetts – 2018 Boston Marathon

For the first time, the Brookline Police Department was able to track the precise location of its personnel during the 2018 Boston Marathon. FirstNet enabled public safety to assign unique identifiers to personnel, showing commanders where personnel were and providing the ability to dispatch the closest personnel to an incident saving time when it mattered most.

**“Having the FirstNet application and the FirstNet network in place would have kept those communications we lost [in 2013 Bombing] active.”**

– Scott Wilder,  
Brookline Police Department

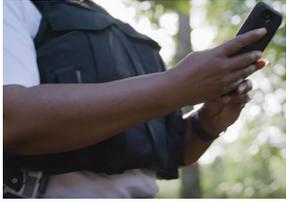


### Bay, Arkansas – FirstNet Benefits Rural Agencies

For the City of Bay, Arkansas interoperable communications between the city's police and fire departments are essential to extending public safety protection and services beyond the rural town's six-square miles and 1,801 residents. With FirstNet law enforcement and fire can serve over 2,500-3,000 residents living within 18-square miles.

**“Interoperability in our first response should be top notch. So far with FirstNet, it has been.”**

– Police Chief Paul Keith,  
Bay



## Village of University Park, Illinois – Interoperability

The Village of University Park straddles two counties and has a population of 7,000 residents that grows by over 20,000 workers at its many industry facilities. With all of the village's public safety departments on FirstNet, the network provides communication options between agencies and allows them to communicate with each other in real-time. This enables split-second decisions based on the most up-to-date information from every agency.

**“That consistent access to voice, data and video gives us the confidence we need to make the right choices in a crisis.”**

– John Pate,  
Director of Public Safety,  
University Park



## Oglala Sioux Tribe – Connect Remote Tribal Lands

Prior to FirstNet, the Oglala Sioux Police Department in Pine Ridge, SD had limited connectivity in police vehicles. Officers were dependent on local police substations in each town to manage reporting and other administrative tasks. FirstNet provides expanded coverage and capacity to help maintain contact between officers and dispatch in remote areas.

**“We're able to do necessary work in our cars and stay on patrol to serve the public more effectively.”**

– Chief Robert Ecoffey,  
Oglala Sioux Police Department



## Kansas Highway Patrol – First Statewide Public Safety Subscriber

**“We're proud to be the state's anchor tenant for this cutting-edge public safety broadband network. FirstNet is truly transformational. We're just beginning to unleash its potential, but we believe it's a promising solution that will help us do our jobs better and faster — while staying safer.”**

– Colonel Mark Bruce,  
Kansas Highway Patrol



## Orem, Utah – “Family City, USA” Summerfest

During the city's annual Summerfest that attracted over 30,000 visitors in addition to its 80,000+ residents, FirstNet was put to the test by the Orem Fire and Police Departments who patrolled the event's parade and festivities on foot, bicycle, and by car. Priority and preemption and interoperability between departments were key FirstNet capabilities.

**“FirstNet is a game changer for the City of Orem and the region.”**

– Chief Gary Giles,  
Orem Police Department



## Oakland County, Michigan – Connect Helicopters and Drones

Connected helicopters and UAVs were used for the first time during the 2018 Woodward Dream Cruise, an annual event where thousands of people converge to either drive or observe classic, unusual, or high-end cars. Deputies in the field have been impressed with the speed of FirstNet's connection. The county has been working for many years to increase communications interoperability and with FirstNet they now have a solid plan for interoperability and how to manage mobile data.

**“I am excited about future suites of applications, the increased connectivity to databases, and the increased security.”**

– Captain Mel Maier,  
Oakland County Sheriff's Office



## Brazos County, Texas – Livestream Video

**“Having data on a priority and preemption network is working for us. We're doing things that we never imagined we would be doing. I can sit at my desk and pull up a camera and livestream any one of my 61 patrol cars. Flooding, hurricane events – we had Hurricane Harvey inundation of this area. We've had armed standoffs. In each of those situations we can get livestreaming video of what was going on.”**

– Sheriff Chris Kirk,  
Brazos County, Texas