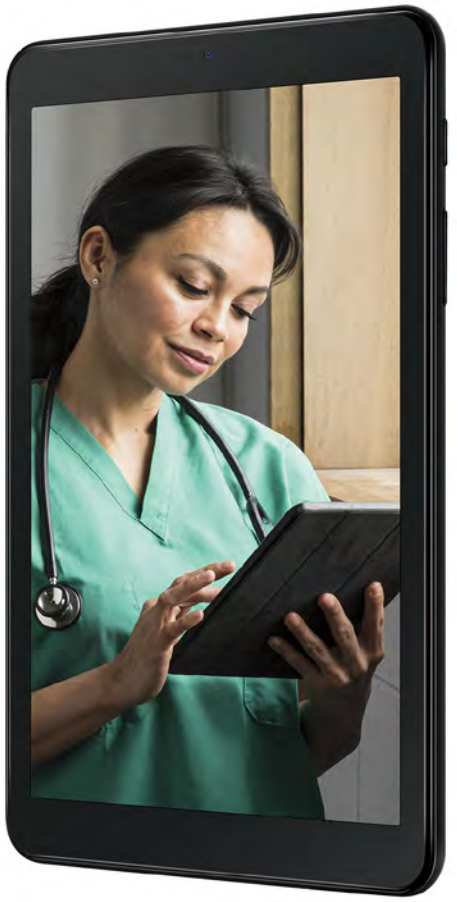
Bell Mobile Broadband for First Responders

Optimize your capabilities with reliable communications

Bell gives public safety and critical infrastructure organizations dependable voice and data access even during rare times of network congestion to make their operations more reliable, flexible and efficient.



Bell public safety just got better

Because the world happens in real time

Police, fire and emergency medical services across Canada are all under pressure to respond faster and maintain a strong community presence – and to do more with less.

The latest mobile communications technologies have the potential to help achieve those goals while also keeping frontline personnel safer and more situationally aware.

Yet before these solutions and services can be adopted, first responders and critical infrastructure organizations need an enhanced level of reliability and availability for their communications, especially during times of crisis.

Bell Mobile Broadband for First Responders (MBFR) delivers on that need, providing the reliable wireless network access public safety agencies need to confidently integrate new technologies into their operations and optimize their communications and response times.

Mobile Broadband for First Responders

Bell was the first Canadian carrier to launch a mobile broadband service exclusively for first responders and critical infrastructure organizations. **Mobile Broadband for First Responders (MBFR)** gives approved agencies access to Bell's commercial network during rare situations when networks are congested and strained. That enhanced availability makes it possible to supplement voice-only radio communications with new mobile technologies and digital services that improve situational awareness, coordination and decision-making for on-the-ground personnel.

For First Responders

Reliable network access and mobile connectivity are essential for those who are first to arrive at the scene of any emergency:

- Police
- Fire
- Emergency medical services
- Disaster recovery teams
- Military personnel supporting first responders

For Critical Infrastructure

Government agencies and other public service providers that need reliable communications and network capacity to:

- Protect and maintain public security
- Respond to public health emergencies
- Maintain society-enabling critical infrastructure

Access

Bell MBFR enables highly reliable public safety communications

Bell MBFR gives public safety agencies access to the Bell commercial mobile broadband network in rare times of network congestion. Cell site and data session prioritization reduce concerns about lost signal, dropped connections and network congestion while making it possible to run mobile apps and services that provide:

Detailed information on the go, in real time

With on-scene access to databases, social media, email and file-sharing systems, first responders can make safer, more informed decisions without overwhelming dispatch or excessive chatter on their primary radio systems.

Full voice and data connectivity outside of vehicles

Dependable mobile broadband connectivity lets first responders use smartphones and tablets anywhere, any time – they're no longer tethered to their vehicles or precincts – for more active management of live emergencies as well as greater visibility in the community.

Access

Case Study: One massive party, zero network access failures

The crowds get bigger every year for an unsanctioned St. Patrick's Day party near a university in Southern Ontario. The event's growing reputation has attracted partygoers from across the country, making it both a public safety risk and a public relations headache.

In 2019, the crowd exceeded 30,000 people. Over the course of the day, paramedic crews responded to over a hundred calls and transported multiple people to hospital. Despite recent investments to increase capacity, Bell cell sites in the area reached nearly 100 percent utilization and, at peak, some commercial users were unable to connect to the network. MBFR users, meanwhile, had zero access failures – and also experienced connection speeds that were two times faster than those provided to commercial users.

Integrate

Bell MBFR expands the first responder toolkit for better coordination, planning and response

With Bell MBFR, public safety agencies can supplement voice-only land mobile radio systems with text, video and other forms of media. More information from more sources enables:

Improved planning en route using multimedia

In addition to radio dispatch communications, first responders can send and receive detailed reports and multimedia directly on their smartphones, tablets and other mobile devices. This helps them better understand incidents and current conditions **before** they arrive on scene – and allows them to prepare an emergency response strategy en route to mitigate risk more quickly.

Integrate

Case Study: Reliable connectivity powers multiple teams

The massive crowds that gather for an annual unsanctioned street party in London, Ontario, put enormous pressure on local commercial cellular networks causing service disruptions and outages. In the past, those outages have hit as early as 9:30 in the morning, disabling in-vehicle computer-aided dispatch (CAD) systems for first responders as well as the connectivity between hospitals and emergency medical services vehicles. Numerous teams across the London Police Service have been affected: on-the-ground command, the emergency command centre, frontline officers, social media officers and more.

In 2019, the network strain once again caused mobile outages – but this time, not for the teams connected by Bell MBFR. On-the-ground command maintained uninterrupted communication throughout the event. Officers could talk to each other by mobile phone without taking up radio airtime. And social media officers used their MBFR-connected phones to share timely health and safety updates related to the event with the general public.

Modernize

Bell MBFR allows public safety agencies to update their communications approach ahead of the PSBN

Canada's proposed national Public Safety Broadband Network (PSBN) will drive first responder organizations to modernize their operational communications. Although the PSBN is still years away, that doesn't mean public safety agencies have to wait to change their systems and processes. MBFR gives them the opportunity to begin rolling out advanced mobile broadband capabilities **today** that will complement those that will eventually be made possible by the PSBN. That will give them a head start in adopting new digital services, training staff and building out the backend IT infrastructure – and realizing their vision of connected communications.

On-the-go creation and sharing of critical reports

Mobile broadband connectivity ensures personnel can take photos, transcribe interviews and gather real-time insights to produce reports that are more accurate and complete. By performing these duties digitally and on the go, they have more time to actively manage public safety.

Preparation for the future

Public safety agencies can start planning for the Internet of Life-Saving Things (IoLST) devices yet to come, including sensors that detect when a firearm has been drawn or used, heartrate sensors to track abnormalities in officers, heads-up displays to give real-time information to personnel on patrol, and more.

Modernize

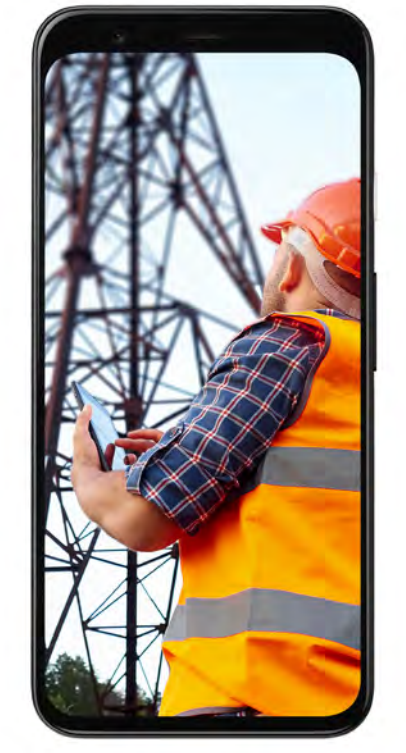
Case Study: Utilizing technology for safer communities

Bell worked closely with one of Canada's largest police forces to ensure MBFR can meet the needs of their organization and other first responders across Canada. The result: a purpose-built solution designed with and for public safety agencies, fieldtested through the Connected Officer initiative.

The force used Bell MBFR to equip its frontline officers with agency-approved mobile devices for the first time so they can access data and software wherever and whenever they need it.

These mobile devices have evolved into sophisticated e-notebooks, making paper notes and memo books things of the past – and fundamentally changing how the force stores, collects, retrieves and analyzes logged information and evidence. As voice-to-text functionality improves, officers will be able to dictate their notes into their devices. Undercover officers have an easier way to stay connected to their teams. And thanks to investments in data analytics and modelling, all officers can use their mobile devices to access detailed information on specific neighbourhoods, including economic, social, demographic and behavioural data.

With all the information they need at their fingertips – and with the ability to respond more quickly to calls, emails and texts – officers also have a much greater presence in the community and are more responsive to problems at the local, neighbourhood level.



Critical infrastructure: Communication when it counts

Bell MBFR isn't just for first responders. Critical infrastructure organizations, including government agencies and departments, can also leverage reliable access to the Bell mobile broadband network to ensure their lines of communication links are clear during times of network congestion – improving incident mitigation and containment while streamlining disaster recovery efforts.

Access

Timely exchanges of actionable, real-time information make it easier for multi-agency teams to contain hazards and prevent further damage during public safety incidents. When communications are highly available, reliable and dependable, even during times of network congestion, teams can collaborate more efficiently – and get the situational awareness needed to assess risks, manage hazards and identify cross-sector interdependencies.

Integrate

Multi-agency response plans promote quick, coordinated and effective responses to natural disasters and other emergencies. Teams that would typically be on separate and closed radio networks can access additional information when and where needed on their mobile devices.

Modernize

On-the-go access to maps, databases, apps, multimedia, one-to-many instant communication and other capabilities helps cross-sector teams work better together so they can deliver resources and relief to where they're needed most.

Why Bell?

Bell has been a leader in supporting public safety and emergency response across Canada for more than 30 years.

Canada's best national network[1]

Our wireless network outperforms all other national carriers for combined data and voice coverage. We invest more than $4 billion in our network each year to ensure it delivers the speed and reliability needed by public safety agencies.

Canada's leading carrier for first responder networks

From Canada's best national wireless network to a variety of radio networks, Bell offers the most networks available to first responders.

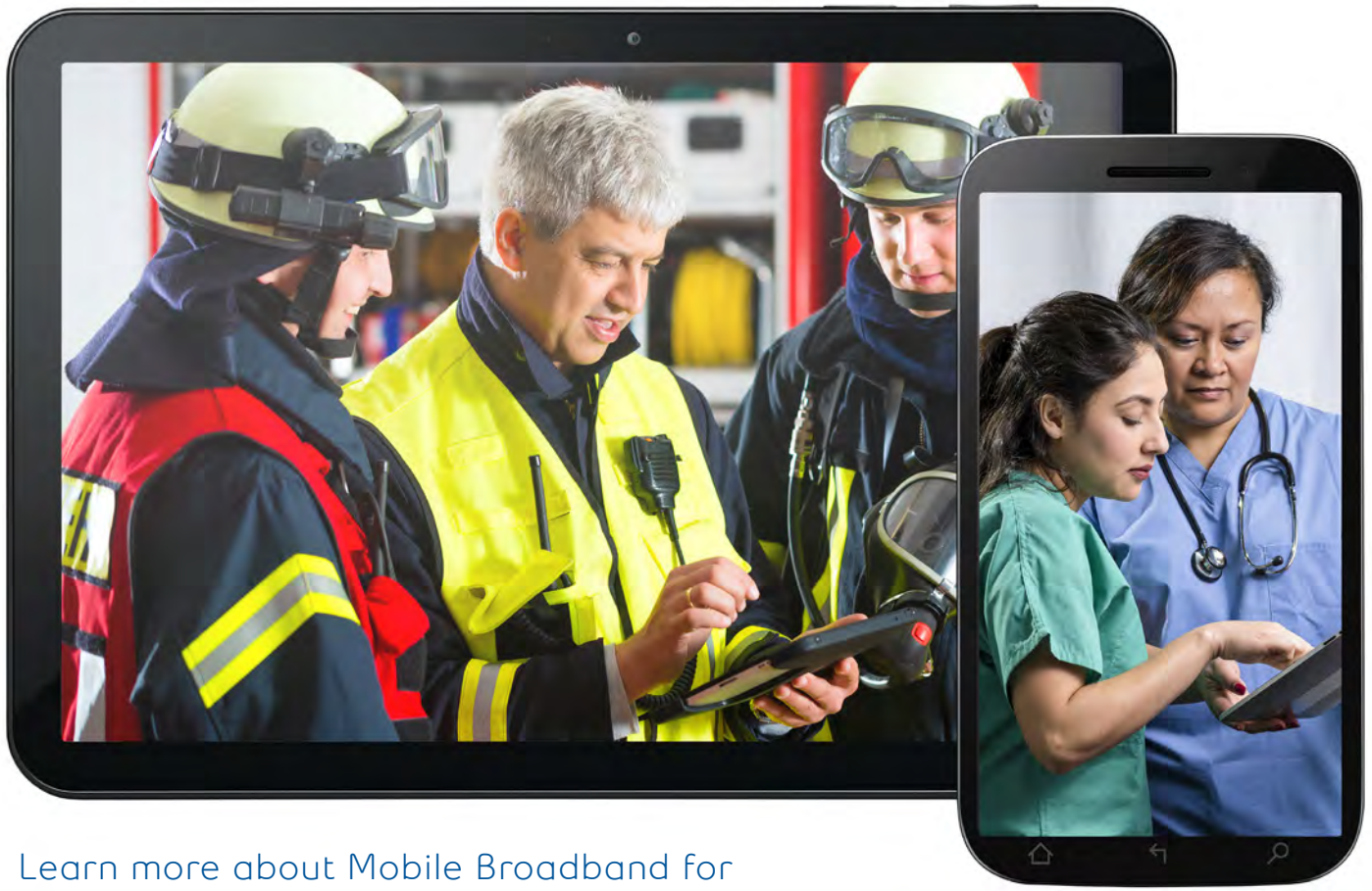
The largest provider of 9-1-1 services in Canada

Our highly robust network provides Canadians secure and reliable access to 9-1-1 services across seven provinces. The 9-1-1 network delivers connectivity to over 200 Public Safety Answering Points. 24/7 support and monitoring is provided by a dedicated 9-1-1 Control Center for all connected 9-1-1 agencies and network elements. Bell leads the way in the nationally mandated transition to Next Generation 9-1-1.

A leader in network security

Our secure private infrastructure, supported by a team of 400 accredited security professionals, help protect sensitive information and public safety data.

1 Based on a third-party score (Global Wireless Solutions OneScore™) calculated using wireless network testing in Canada against other national wireless networks of combined data, voice, reliability and network coverage. See bell.ca/network.



Learn more about Mobile Broadband for
First Responders from your Bell representative.

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