



How Next-Gen Technology is **Shaping** **the Future** of Public Safety

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The Takeaway:

Responding to emergencies has never been more complicated for public safety agencies. A technology strategy could be the difference between positive or disastrous consequences.

In an era of increasingly complex public safety demands, agencies face challenges ranging from wildfires and remote search operations to mass gatherings and cyber-physical threats. Government organizations need a technology partner that goes beyond just providing connectivity. They need a strategic ally that anticipates what's next.

Verizon Frontline delivers that advantage by investing in next-generation public safety technologies and working directly with first responders to ensure its tools are field ready, scalable and effective.

Responding to an Evolving Landscape


The nature of emergency response is changing rapidly. First responders must now manage everything from natural disasters to high-density events and digital threats, all under conditions that require fast, resilient communication. Secure, high-performance connectivity in any location is no longer a luxury; it's essential to operational success.

Unlike general-purpose carriers, the Verizon Frontline crisis response team was created to address this reality. Its team of more than 35 employees brings more than 300 years of combined lived experience across law enforcement, fire, EMS and military operations to every solution it develops.

Verizon Frontline identifies critical agency needs, pain points and technology gaps through:

- ☐ Direct engagement with agencies at planned (blue sky) and crisis (gray sky) events
- ☐ Ongoing collaboration during drills and field exercises
- ☐ Annual public safety surveys with the people it supports on the front lines

It's crucial for a public safety partner to address critical agency needs collaboratively.



The focus is not only on crisis response. It's also on daily operational effectiveness, making sure first responders are safer and more capable. This results in a product development cycle closely aligned with real-world demands and evolving threats.

Turning Innovation into Operational Advantage

Emerging technologies only matter if they solve real problems. The Verizon Frontline Innovation Program focuses on turning promising tools into practical, deployable assets.

Current areas of strategic focus include:

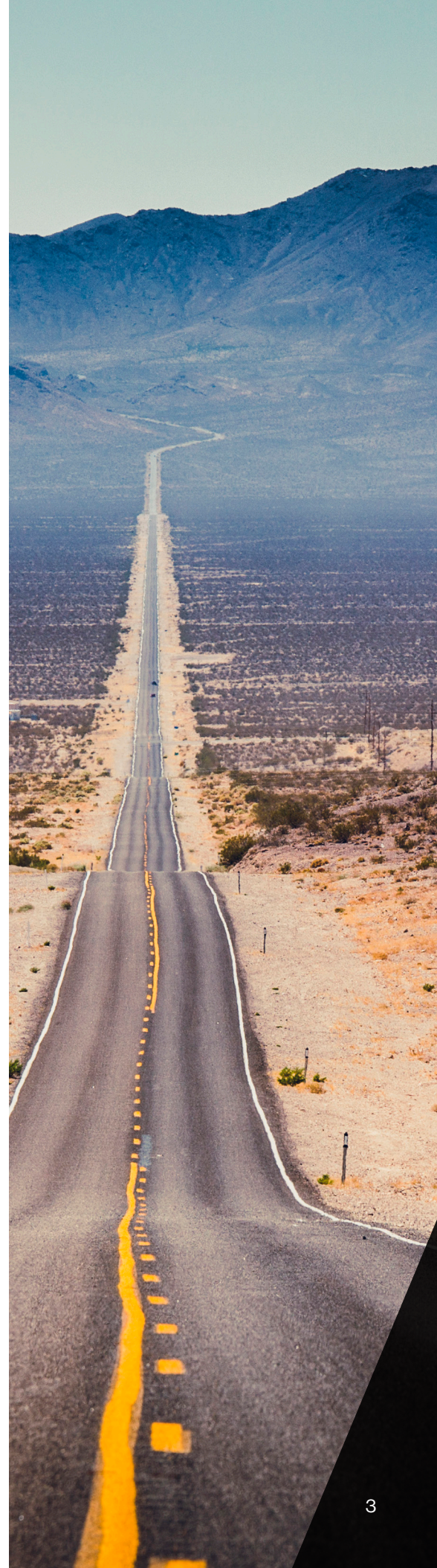
- ❑ **Network slicing** to provide first responders with access to dedicated in-vehicle connectivity in certain areas
- ❑ **Satellite connectivity for mobile devices** in remote or infrastructure-compromised areas, with person-to-person (P2P) messaging for certain Apple and Android devices today and data and voice services in the future
- ❑ **Compact, deployable communication systems**, such as Rapid Response Connectivity Units (RRCUs) and Jetpacks (which activate Wi-Fi hotspots), for fast field setup
- ❑ **Drone-enabled photogrammetry and mapping**, enabling near-real-time situational awareness on the ground

These aren't theoretical innovations. They are tested and field-ready solutions.

Real-World Deployments: From the Mojave Desert to Remote Borders

Verizon Frontline technologies have been used across a range of challenging environments:

- ❑ At the 120-mile Baker to Vegas law enforcement relay through the Mojave Desert, where half the course lacks infrastructure and connectivity, Verizon Frontline delivers satellite-based communications using SPOT trailers, RRCUs, Jetpacks and LEO satellite links. Where once Verizon Frontline brought a



single, large SPOT trailer, it can now install six compact RRCUs, which are lightweight, one-person-deployable kits that do the same job in a small and more mobile footprint.

- Customs and border protection teams use Verizon Frontline's portable kits to create instant connectivity in remote areas on both the northern and southern borders.
- In hurricane-affected areas where roads are impassable, Verizon Frontline deploys electric motorcycles and off-road vehicles outfitted with satellite communications to restore connectivity.

Blue Sky Events as Innovation Labs

Marathons, festivals and music concerts aren't just opportunities for public safety support. They can also serve as strategic testing grounds for new technologies.

Verizon Frontline uses these blue-sky environments to simulate real-world challenges and validate technologies under controlled yet high-pressure conditions.

The Boston Marathon and the annual Coachella music festival in Southern California are examples of where fun can instantly turn into an emergency and where cellular communications can be immediately compromised when tens of thousands of people (or more) pull out their cell phones to reach loved ones.

Such environments allow experts to fine-tune command post communications, test equipment functionality and make sure public safety connections remain prioritized when they're needed in a crisis.

Building Confidence Through Validation

To reduce risk for public safety agencies, Verizon Frontline tests and verifies third-party tools created for first responders. Those that meet performance claims are designated "Verizon Frontline-Verified."

This designation provides agencies with added confidence that the tools have been tested under field conditions and proven effective. Innovation partners benefit from the real-world feedback, and agencies gain tools they can count on.





Overcoming Barriers to Adopting Technology

Change can be hard, especially in high-stakes environments.

Verizon Frontline has responded to this by making solutions simple. For instance, a single person can set up an RRCU with the push of a button. Jetpacks offer instant Wi-Fi hotspots for up to 20 users and require no training. These tools are designed for quick, user-friendly deployment during a disaster.

Stay Curious and Stay Connected

What once seemed like science fiction — smart watches, video calling, AI-driven situational awareness — is now part of modern public safety. Agencies that stay ahead of this curve have a clear operational advantage.

Don't invest in technology just because it's new and shiny. Invest because it works for your mission. You can future-proof your agency by partnering with a carrier that invests in next-generation solutions and collaborates with those building them.

As the pace of change continues to accelerate, leaders who embrace continuous innovation will be best equipped to protect their communities. Verizon Frontline exists to support that mindset — not with generic tools but with solutions informed by experience, shaped by feedback and tested in the field. With the right partner, public safety agencies can move faster, act smarter and stay connected in the moments that matter most.

**Public safety
technology
solutions should
be informed
by experience
and shaped by
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The Bottom Line:

First responders can't be at their best with technology alone. Public safety agencies should find a partner that collaborates closely with government on dynamic real-world solutions.





This piece was written and produced by the Government Technology Content Studio, with information and input from Verizon Frontline.



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Verizon Frontline is the advanced network and technology built for first responders — developed over three decades of partnership with public safety officials and agencies on the front lines — to meet their unique and evolving needs.