CrucialConnect™

Crisis Conferencing Solution for Public Safety

The REDCOM CrucialConnect Crisis Conferencing Solution (CCS) offers Incident Commanders the means to establish secure, private, and tightly-controlled voice conferences with key personnel during a public safety incident or crisis. Conferees can use the device of their choice—radio, cell phone, office handset—to participate. This improved ability to communicate reduces the response time to a crisis, thereby minimizing property damage and saving human lives.

The problem

Managing a public safety crisis entails coordinating the response efforts of multiple agencies, and jurisdictions: Police, Fire, Utilities, EMS, the EOC, and more. Those involved in the response may be at the scene of the incident, but may also be located miles away. An Incident Commander (IC) must have immediate, continuous, and reliable communications with key parties for response coordination and real-time status updates. Decisions are only as good as information and intelligence allow.

Many tools to facilitate communications exist: radio, email, text messages, and video. However, the only means for an IC to communicate with multiple parties in real-time is voice conferencing. This is virtually impossible because the multiple network layers (local, state, federal) and technologies involved are largely disconnected and incompatible. Communications difficulties are compounded because responders may use radios, cell phones, landlines, and VoIP phones.

To have such a conference, the IC needs a special-purpose voice communications network, designed specifically for public safety crisis management. Interoperability is the crucial characteristic of this network: all communication devices, protocols, and technologies used by responders, support personnel, and agency managers must work together.

Yet such interoperable networks, optimized for using voice communications as a crisis management tool, are rarely deployed. Given the enormous value of improved crisis response— saving human life and minimizing damage to property and the environment—the question becomes: Why Not? Until recently, the answer was simple: Not available. But now, REDCOM is changing the game.

Essential Communications

REDCOM®

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Introducing CrucialConnect™

The REDCOM CrucialConnect™ Crisis Conferencing Solution (CCS) offers Incident Commanders the means to establish secure, private, and tightly-controlled voice conferences with key personnel during a public safety incident or crisis. Conferees can use the device of their choice—radio, cell phone, office handset—to participate. Multiple concurrent conferences can be established and managed on one CrucialConnect CCS. Pre-established network configuration, conferee credentialing, and priority/precedence capability enable immediate activation of the CrucialConnect CCS in time of need. Blast Dial, Scheduled, and operator assisted conferencing is supported.

Best of all, CrucialConnect CCS drops into existing communications infrastructure, alleviating the need for expensive network upgrades and overhauls.

How it Works

The CrucialConnect CCS is installed at a central location, such as the Emergency Communications Department (ECD). It is then interconnected with the public telephone network, and first responder radio networks. CrucialConnect CCS is pre-programmed with credential verification, conferences to fit various crises, and easy-access codes that are set in user's mobile and speed dial lists.

Incident Commanders and other authorized executives may invoke a multi-party voice conference with the touch of a button on their phones. Responders in the conference list are called, and after answering are automatically entered into the live conference. One or more CCS operators (dispatchers and supervisors can double as operators) work together to support Incident Commanders by manipulating conferences. The CCS workstation operator, with a simple click of the mouse in the intuitive CCS console, can initiate or terminate a conference, add/drop/mute members, or bring in unplanned resource personnel.
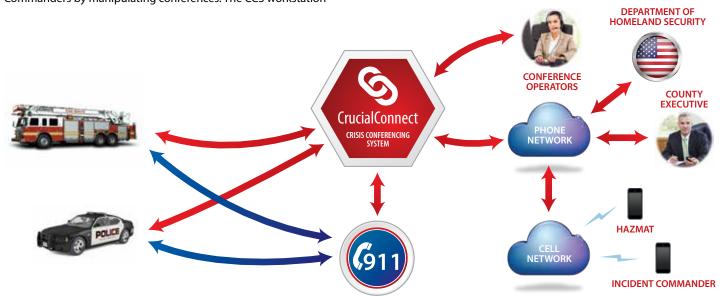
For example, an IC (e.g., a Battalion Chief) notifies dispatch that the necessary scale of the response is rapidly expanding. He needs to confer with police, the County Health department, the HazMat team, the Town Supervisor, and the Deputy County Executive. All involved parties are then notified by the operator that a conference call is about to take place, and are then brought into the conference.

Features

- Intuitive GUI console for one-touch access to conferences and key decision makers
- Multi-party Conference with up to 1000 members
- Multiple Blast Dial Conferences to suit every possible scenario
- Accessible by almost any device anywhere
- Console includes PTT for communicating with radios on the networks
- Console monitor

Let's Get Started

REDCOM crisis response experts are available to engage with you at any point in your investigation of the CrucialConnect Crisis Conferencing Solution. We understand the multi-dimensional challenges you face as a public safety manager or Incident Commander and this powerful new tool will help you manage crises of any scale, from village through county, state, and national responder jurisdictions.

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