



Assuring Reliable Emergency Responses for Employee Safety and Property Protection



Timely Telecom -

Dialing 911 is universally known as the way to access emergency services be they police, fire, or emergency medical service. From the car or home the request is a relatively simple interaction between the caller and a trained Emergency Communications Center telecommunicator. However, 911 calls from the workplace or from employees' homes over a corporate system become much more complex and may place the corporation at risk.

An effective emergency response depends on accurate location information. This is relatively straightforward when the call is made via an individual's cell or home phone; the address is known to the caller. However, in the workplace the actual location of the emergency is determined by building, floor, room number, and other unique identifiers. This information is not conveyed to the emergency telecommunicator when 911 is dialed unless the corporation has preplanned for this function.

Delays in locating the emergency in a complex infrastructure can result in the delay of treatment of a victim or greater property damage. Given the risk, this is a situation where the cost of preemption could be significantly less than the cost of the consequences.

Beyond the actual effects to persons and property, failure to manage 911 location information may place the business or institution in violation of federal regulations, specifically, Kari's Law and Ray Baum's Act. These require compliance with specific requirements regarding location information and how it is provided and managed.

ConOps Solutions is prepared to work with management and legal counsel to assure that not only is compliance achieved but more importantly that employees, guests, and property are provided with the highest level of emergency services support.

Contact ConOps Solutions at 908 864-2102 for a no obligation discussion regarding 911 and the impact of Kari's Law and Ray Baum's Act.