

THE PUBLIC SAFETY PROFESSIONAL'S GUIDE TO

EMERGENCY RESPONSE COLLABORATION SOFTWARE:

HOW TO STREAMLINE COMMAND,
CONTROL, AND COMMUNICATIONS



ACCORDING TO THE NOAA, THE U.S. HAS HAD 341 WEATHER AND CLIMATE EVENTS SINCE 1980 THAT RESULTED IN OVER \$1 BILLION IN DAMAGES/COSTS.

2022 saw 18 such events, and the yearly rate has grown every decade. On the other hand, man-made incidents such as terrorist attacks, mass shootings, or industrial accidents are less frequent, but they can be just as devastating when measured in lives lost and emotional toll on victims and first responders. Even routine incidents like traffic accidents, fires, and medical emergencies demand quick, coordinated responses to minimize damage to property and loss of life, making the work of your organization mission-critical every time you're deployed.

Agency operations have been relatively the same over the past 30 years. The current state of emergency response is evolving, though, as new technologies, strategies, and policies are developed to improve the efficiency and effectiveness of emergency response teams. In recent years, there has been a growing focus on using data and technology to improve emergency response, such as using predictive analytics to identify areas at risk of natural disasters and using drones to provide real-time information during a crisis.

That kind of technology can be beneficial in preparing and reacting to an incident on a broad level, but what makes the difference is what happens when emergency responders get boots on the ground, which is also where the best-laid plans can grow chaotic at critical moments.



149,333

**ESTIMATED LIVES
SAVED IN A YEAR BY
REDUCING RESPONSE
TIME BY ONE MINUTE
-RAPIDSOS STUDY**

WHERE EMERGENCY RESPONSE COLLABORATION COLLAPSES

One key challenge to emergency response management is effectively communicating with all parties involved and coordinating the response effort among multiple agencies and organizations. Emergency response often involves several levels of government, private organizations, and volunteers. Coordinating the actions of all these groups can be difficult, especially in the chaotic environment of an emergency. Ensuring that everyone is working towards

the same goals and is aware of the actions of others is crucial for an effective response.

For most organizations, team collaboration is limited to radios, phone calls, emails, and texting, with no continuity across these disparate channels. While most emergency responders have access to smart mobile devices in their daily work, several apps and platforms are available for any of those

needs, which can get in the way of real-time collaboration, communication, and accountability.

As agencies evolve, they search for simple ways to seamlessly integrate team collaboration using voice, video, data, and mapping tools that facilitate communication, collaboration, team management, accountability, and worker safety in various operational scenarios.



94%

**OF PUBLIC SAFETY PROFESSIONALS
BELIEVE THEIR AGENCY NEEDS SOME
IMPROVEMENT OF THEIR REAL-TIME
COLLABORATION WITH OTHER AGENCIES
-- 2022 RAVE MOBILE SAFETY SURVEY**



TEAM COLLABORATION PLATFORMS – 8 ESSENTIAL FEATURES TO LOOK FOR

WHEN EVALUATING TEAM COLLABORATION PLATFORMS FOR EMERGENCY MANAGEMENT DEPARTMENTS, IT IS ESSENTIAL TO CONSIDER THE FOLLOWING FEATURES:

1. REAL-TIME COMMUNICATION:

The ability of team members (across multiple agencies) to communicate and share information in real-time (via voice, video, text, and more) is crucial for effective response during emergencies.

2. ACCESSIBILITY:

The platform should be easily accessible from different devices, including mobile devices, to ensure that team members can stay connected and informed even when they are away from their desks.

3. FILE SHARING AND STORAGE:

Provide a secure way for team members to share and access important documents and files.

4. TASK MANAGEMENT AND ORGANIZATION:

Tools for organizing and tracking tasks and projects and assigning responsibilities to team members.

5. CRITICAL COMPONENT AND PERSONNEL TRACKING:

The ability to locate assets, vehicles, and your people during a crisis.

6. GROUP MANAGEMENT:

Create segmented groups to share information and updates only that group needs.

7. TACTICAL WHITEBOARDING:

Maps, images, and floor plans can be vital to any operation, so make sure your collaboration tool allows them to be imported, easily accessible, and can be used like a shared whiteboard.

8. SCALABILITY:

The platform should be able to handle a large number of users and be able to scale up or down as needed.

COMMERCIAL VS. CONSUMER MOBILE DEVICES

WHILE MOST COLLABORATION TOOLS AND PLATFORMS CAN BE USED ON PERSONAL CONSUMER-GRADE SMARTPHONES AND TABLETS, EMERGENCY RESPONSE IS TOO IMPORTANT TO ENTRUST TO THE SAME DEVICES YOU USE FOR SOCIAL MEDIA, GAMES, AND VIRAL VIDEOS. LET'S COMPARE SOME KEY FEATURES.



	DURABILITY	BATTERY-LIFE	SECURITY	CONTROL	PRICE
CONSUMER	Focus on aesthetics & features. Not built for field-work, extreme temperatures, or intense usages	8-9 hours for the latest models when brand new	Limited to precautions of the owner and the apps/services they use	Is the device up to date or running the same apps as the rest of the team?	Typically, cheaper but with more frequent replacement costs and little to no support.
COMMERCIAL	Purpose-built rugged casings/ screens, designed for use in all conditions	Up to 15 hours w/fast charging & "warm swap" technology	Security built in and easily managed by your IT department to only allow the apps and features you approve	Push updates and patches out to all devices on your schedule.	Includes warranties, service, fewer replacements, and support.

DRAGONFORCE TEAM COLLABORATION FROM DRAKONTAS

– ONE TOOL, MANY MISSIONS

Drakontas understands that public safety professionals are often asked to do more with less, making a difficult job that much harder. To be safe and effective, they need to work as a team with ready access to one another and mission-critical information. That's why they created DragonForce, a collaborative software that provides affordable mobile communications tools that empower emergency responders to do their jobs more quickly, safely, and effectively.

DragonForce provides seamless integration into existing operations by offering accountability, communications, data capture, and mapping solutions to bring any agency into the next generation of emergency response to any incident, from ordinary to extraordinary.

In addition to all of the features on pages 4 & 5, DragonForce also offers the following:

- Multiple Simultaneous Operation Support
- Mobile-Friendly Reports & Form Capture
- Tactical Video Streaming
- Dynamic Push-to-Talk with Each Group
- User & Operation Status Dashboards
- After-Action Reporting & Data Logging



ZEBRA MOBILE DEVICES – READY FOR ACTION

Zebra has decades of experience providing cutting-edge technology to maximize efficiency, productivity, and collaboration under the most demanding conditions.

1

ET45

Right-Priced
Enterprise
Tablet

2

TC78

Ultra-Rugged
Handheld Mobile
Computer

3

ET85

2-in-1 Field Tablet
w/Detachable
Keyboard

CASE STUDIES: TEXAS AGENCIES IMPROVE RESPONSE TIMES AND STREAMLINE COMMUNICATIONS

North Texas PSURT was used to operating on a tight budget with free or low-cost solutions, but that made finding collaboration tools for their regional team spread across multiple jurisdictions difficult. DragonForce was the solution they needed.

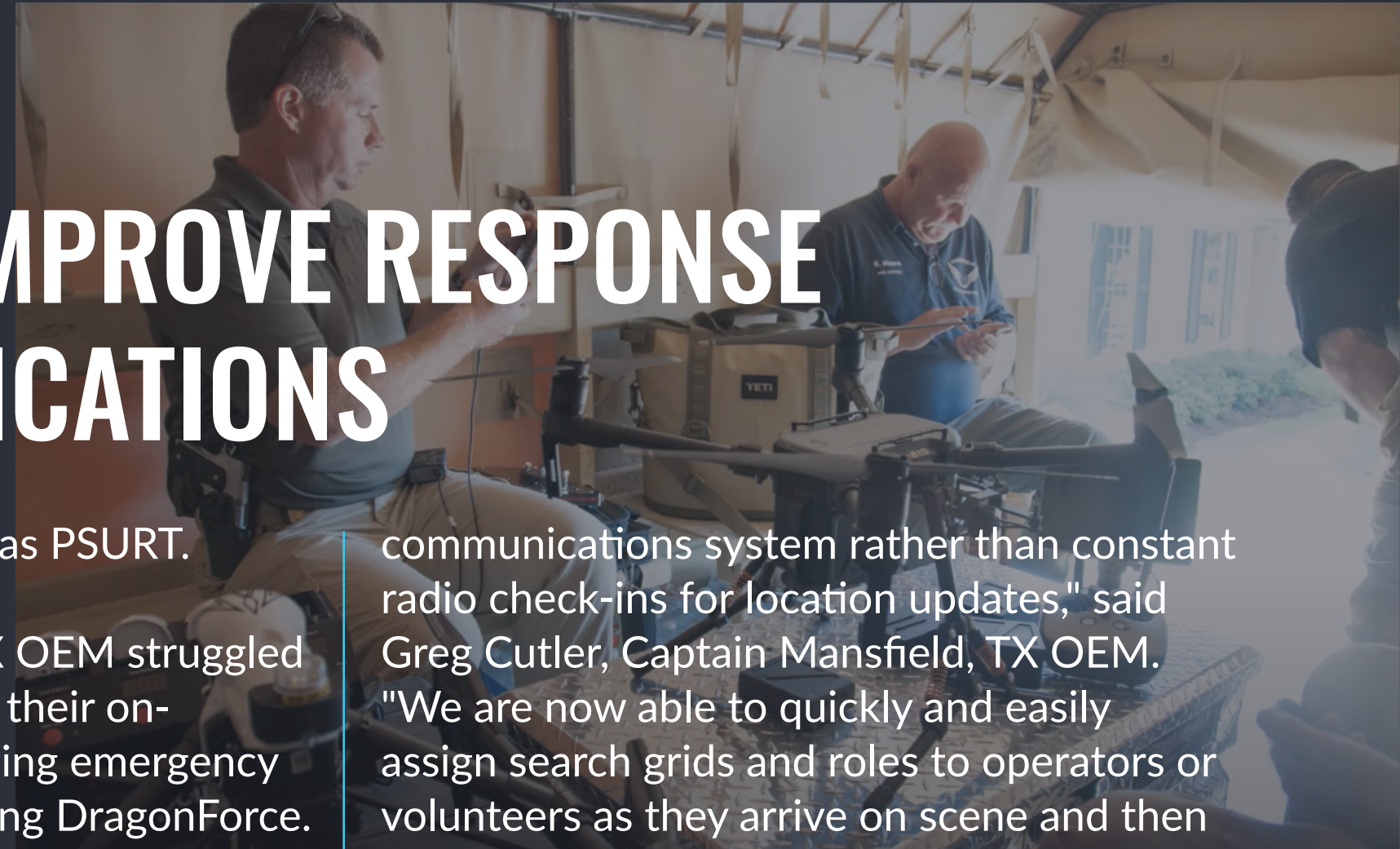
"We are now able to send text alerts to all our members of various teams asking who is available when we have an emergency call out. Quickly creating a group pulling members and resources from the entire North Texas region viewing who can respond, and then collaborating in real-time..." – Travis

Calendine, Chair of North Texas PSURT.

Meanwhile, the Mansfield, TX OEM struggled with response times, tracking their on-ground personnel, and managing emergency workflows before implementing DragonForce.

"Coordinating our operations and utilizing resources from multiple agencies has reduced our response times drastically. We assign groups quickly from our command center while monitoring responding members, and it's as simple as dropping an icon on a map. That has reduced the load on our

communications system rather than constant radio check-ins for location updates," said Greg Cutler, Captain Mansfield, TX OEM. "We are now able to quickly and easily assign search grids and roles to operators or volunteers as they arrive on scene and then capture real-time damage assessments using mobile Windshield Survey forms to get a rapid assessment and eyes on the scene. The tools and features we are already using in DragonForce have improved our workflow and communication tenfold, and we have barely scratched the surface in terms of what the platform can do."



TO LEARN MORE ABOUT DRAGONFORCE
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