



WHITE PAPER: Bridge4PS in PSAPs

Bridging Public Safety Communications

OVERVIEW

911 availability outages can have significant consequences on public safety, making it crucial to address them as quickly and efficiently as possible. Traditionally, Public Safety Answering Points (PSAPs) would report and monitor remediation of an outage by repeatedly calling the telecom provider for status and time to repair, often consuming state communications and emergency management resources to escalate the issue in an attempt to increase the priority and speed the time to repair.

However, with the emergence of Bridge4PS, PSAPs, state officials, and telecom partners can all collaborate in real-time on a single platform, providing transparency and improved information availability to all the parties involved. This white paper will explore how a state network using Bridge4PS can significantly improve the response to 911 availability outages.

Summary

Bridge4PS state chatrooms can significantly improve the response to 911 availability outages by allowing PSAPs, state officials, and telecom partners to collaborate in real-time on a single platform.

By having all parties involved in the outage share information and collaborate, downtime can be reduced and the impact on public safety minimized.

Bridge4PS provides a secure and reliable platform for emergency services personnel to communicate in real-time across teams, departments, agencies, and jurisdictions, making it an invaluable tool for improving public safety.

BACKGROUND

Bridge4PS is a secure mobile and desktop communications and data sharing app designed specifically for first responders to communicate in real-time across teams, departments, agencies, and jurisdictions. Bridge4PS offers free and secure cloud-based capabilities to bridge a variety of public safety communications.

Bridge4PS provides messaging and collaboration features tailored to the unique requirements of first responders, including PSAPs. Due to the nature of the user base, Bridge4PS maintains the highest level of security possible. The system is hosted in a secure AWS GovCloud environment and architected to NIST 800-53 standards to meet FedRAMP Moderate Baseline compliance.

CASE STUDY

Imagine an outage that occurs in Texas affecting several PSAPs. In the past, each PSAP would contact the telecom provider separately, resulting in a lack of coordination and inconsistent information. However, with a Bridge4PS state PSAP chatroom, PSAP operators, state officials, and telecom partners can collaborate in real-time on a single platform, providing transparency and improved information availability to all the parties involved.

The PSAPs affected by the outage can utilize the state PSAP channel or create a Bridge4PS channel dedicated to the incident and invite other PSAPs and telecom providers to join. All the parties involved can share information about the outage including the status of remediation efforts, estimated time to repair, and any other relevant information. The state emergency management and communications resources can monitor the outage and provide assistance as needed without having to escalate the issue repeatedly.

By having all parties collaborate in real-time on Bridge4PS, the response to the outage can be significantly improved, reducing downtime and minimizing the impact on public safety. The platform also enables efficient communication and transparency, reducing the need for PSAPs to rely on the state resources to escalate issues.



Reduced Downtime & Impact to Public Safety



Real-Time Information Sharing



Streamlined Collaboration Across Organizations



Transparency & Improved Information Availability



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