

NorthmarkCommunications

Field Deployable Communication Solutions
for Public Safety & Emergency Management

Application Note

Rapid Deployment Amber Alert Call Center

This concept came to us from one of our customers, a county sheriff. Their county is comprised of mostly smaller communities, and the county doesn't have the resources to maintain a fixed call center for emergencies such as Amber Alerts.

Their solution was to order our DTS-211 portable field-deployable call center along with a CT8 portable cellular telephone terminal bank with 8 lines installed. Now, when an Amber Alert or similar emergency occurs, this system can be brought directly into the community and set up in a spare office or classroom. Local volunteers can man the phones to take any incoming tips or sightings.

The extreme portability of this package means that it can be deployed in a matter of minutes after arriving on scene. Using the cellular phone network means that you don't have to find or install multiple landlines, which can take weeks.

The complete system is contained in four hand-carryable storage cases, including the antenna tripod and an accessory case. The entire package can fit into most autos or in the back of a pickup truck. The system can be set up and ready for operation within 15-20 minutes after arrival.

Keeping up to eight cell phone lines alive and ready can be expensive, but many cellular companies will allow government agencies to have the numbers pre-assigned and ready to activate with a single phone call at no or low cost. Make sure that you are given a 24-hour emergency access phone number and contact person. Contacting their regular business office doesn't work on weekends or late at night.

Order your cellular phone lines as a "hunt group" so that when the primary number is busy, the incoming call will "roll over" to the next available line. You may also want to set up a toll-free number that "points" to the primary cellular number.



CT8 Cellular Terminal



DTS211 Call Center