



Use Case: Police Special Operations

Scenario

This scenario discusses the crisis management needs of a Police Special Operations Unit responding to an event wherein the suspect has taken a hostage in a house after a car chase. Officers involved in the chase initially set up a limited containment perimeter. As other officers arrive, a Command Post (CP) is established, and officers are being directed to positions by cell phone because the police radio may be monitored by the suspect, (or any other member of the general population with a scanner). Multiple phone calls are being placed to individual officers to direct movements and to query the officers about visual observations.

A second perimeter is set up to control traffic into the neighborhood. The officers involved in the outer perimeter are also calling and being called by the Command Post (CP)

on cell phones to coordinate escorted evacuations of surrounding houses. Again, radios are avoided due to possible compromise of the channel.

Arriving investigators are being deployed to query neighbors about the captive's residence, to gather intelligence about the house layout, people inside, etc., and are calling the CP with details, and often receiving busy signals.

The Problem

While the incident unites all responders around the purpose of resolving it, the CP is hampered by a fragmented, inefficient communications network. Making one call at a time to direct resources into position takes too long; officers calling in to report observations, and getting a busy signal, is unacceptable.

Modern social media methods have enabled a significant new risk to responding officers. Previously uninvolved citizens with scanners are now monitoring police radio traffic and then broadcasting detailed information about police whereabouts and activities.

The Solution

REDCOM's CrucialConnect™ Crisis Conferencing Solution (CCS) is essential in this situation. For example:

1. A dispatcher with a CrucialConnect CCS terminal establishes a meet-me bridge for the inner perimeter officers and CP. Now urgent reports are immediately heard, and all observing personnel are immediately updated on the suspect's movement. With secure smartphone apps on the officer's cell phones, this conference can be secured with commercial encryption. Officers within the primary police department are allowed to dial in directly due to automated screening. Officers from other jurisdictions call the dispatcher, are authenticated, and are put into the conference.

2. The CCS dispatcher sets up a second meet-me bridge for the outer perimeter and the CP. This allows perimeter cars to have immediate access to the CP to ask questions and get directions regarding evacuations and scene access.
3. The CCS dispatcher sets up a third meet-me conference for investigators. With secure smartphone apps on the investigator's cell phones, this conference can be secured with commercial encryption. Investigators within the primary police department are allowed to dial in directly due to automated screening. Investigators from other jurisdictions call the dispatcher, are authenticated, and are put into the conference.

Benefits

1. Confidential and officer safety information is encrypted and is not available to the suspect, nor media/social media.
2. Coordination by action groups (perimeters, observers, investigators) is made easy.
3. Situational changes are immediately reported to the CP for action.