

Safe Utilities | Field Worker Safety

How Can You Better Protect Your Workforce In The Field?



Sometimes your workforce arrives on the scene only to be confronted by angry customers. Whether it be because their power is out or they have workers all over their well-groomed yard, utilities need to ensure all crews are safe, and all incidents are well documented.

Operational View



Detect

ALERT OF ESCALATING CUSTOMER INTERACTION

A field worker's customer service call becomes confrontational so the worker presses the emergency button on their radio to alert the control room. The customer calms down as they notice the worker is wearing a body-worn camera.



Analyze

REAL-TIME VIDEO VERIFICATION CHECK

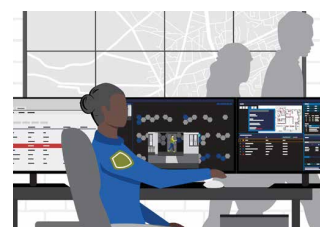
Your control room operator determines the location of the distress signal and the worker that sent it out, via the workers ruggedized radio with built-in GPS, and views the video stream live from their body-worn camera.



Communicate

CONTROL CONTACTS FIELD TEAM

Control room operator sees the situation is under control but verifies that the worker is now safe over their radio. Worker advises control room as to the probability that the customer will return, signaling that control may need to check back soon.



Respond

INCIDENT RECORDED AND LOGGED

An incident is logged with relevant data for analysis and claims. Should the situation have escalated further, control would have notified local authorities while ensuring that video evidence is recorded for later prosecution.

Technology View



Detect

- Radio Communications w/Pre-configured Emergency Alert Button
- Body-Worn Cameras



Analyze

- Control Room Solutions (CRS)
- Location Monitoring via Radio GPS
- Body-Worn Cameras



Communicate

- Radio Communications w/Voice and Media
- WAVE PTX Broadband w/Multimedia Sharing
- Avtec Dispatch



Respond

- CommandCentral Control Room Solution (CRS) w/integrated voice, data and multimedia

*All trademarks, logos and brand names are the property of their respective owners.

CONTACT US TO ENSURE GREATER LEVELS OF WORKFORCE SAFETY AND SECURITY



www.callmc.com • 844-917-4215 • info@callmc.com