

# Dispatching Mission Queue

PubSafe is unique in its ability to coordinate help and emergency requests across multiple NGOs and organizations from many different sources such as mobile apps, websites, social media, and call-ins.

## Mission of PubSafe

The mission of the PubSafe platform is to save lives and reduce the suffering of people and animals. All portal functionality is designed to this end. All users and organizations utilizing the PubSafe platform should also share this overriding belief. Sometimes this means taking actions that are for the greater good. PubSafe's goal is to eliminate challenges encountered in previous disasters, like those referenced in a comment from a government official after Hurricane Michael, "we had a thousand help requests we could not get to". PubSafe provides the tools to ensure help requests receive response after a disaster.

## Importance of Time Management

PubSafe is able to cross coordinate between multiple organizations in real-time through the use of time management tools. Assistance requests are extremely time-sensitive. The longer it takes for help to arrive, the greater the loss of people, animals, and property. Therefore, the most important part of a collective response is to send the nearest qualified responder regardless of the organization that receives the request. Qualified may mean formal training, or the best available at the time. It may mean providing a general helping hand until a more qualified responder or additional resources arrive. **Good Samaritan Act** was intended to facilitate people helping people, to the best of their abilities.

## Sources of Routine and Priority Requests

PubSafe facilitates gathering assistance requests from multiple sources so they can be managed through a single online portal. Requests can be made through PubSafe's mobile app, direct entry into the portal or through third-party NGO sources. Organizations are provided with a unique online help request form specific to their organization. Each form URL is specific to an organization so any requests received are routed to the organization's queue. Requests received through PubSafe sources are routed to PubSafe's queue where all NGOs can view and assign them.

## Definitions

- Dwell Time - the length of time an assistance request remains in an organization queue without being assigned. Dwell time is a key metric used to determine dispatching efficiency and overall NGO impact.
- [Good Samaritan Act](#): Good Samaritan laws offer legal protection to people who give reasonable assistance to those whom they believe to be injured, ill,

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# Dispatching

in peril, or otherwise incapacitated. The protection is intended to reduce bystanders' hesitation to assist for fear of being sued or prosecuted for unintentioned injury or wrongful death. An example in common-law areas of Canada: a good Samaritan doctrine is a legal principle that prevents a rescuer who voluntarily helps a victim in distress from being sued for wrongdoing. Its purpose is to encourage rendering assistance to strangers in need. Consult with general counsel to understand the risks.

- Queue - List of active help or requests for assistance

PubSafe queues are available to all organizations to assist with the management of help requests. Requests received through the PubSafe mobile app, website, social media or otherwise, are available to all organizations that use the PubSafe portal. Citizens and other responders can see these help requests on the PubSafe map. Once a mission is assigned and accepted by an organization, the mission cannot be assigned to another responder until status is changed to Mission Incomplete. Dispatchers work with responders to ensure mission status' are current and unsuccessful missions are release back into the queue so they can be tasked to a different responder.

**Requests that exceed dwell time are automatically moved to the PubSafe queue.** This allows requests to be assigned to other responders available through other organizations. If a request is assigned from the PubSafe queue by an organization, the organization has **10 minutes** of dwell time to assign it to a an available responder for a priority request and **60 minutes** for routine request. If it is not accepted by a Mission Ready Reasponder, it is returned to the queue for reassignment. Dwell time may be changed by PubSafe at any time without notice based on the situation.

The amount of dwell time varies based on several factors. Factors include the size of the backlog for all organizations, government feedback, the scale of the disaster, average response times, and as well as other variables. PubSafe updates dwell time as needed throughout an event to optimize the response times. Each help request will eventually include a countdown timer that reflects the amount of dwell time remaining before return to the PubSafe queue. Before a request is assigned, organizations should have responders in mission-ready status.

Type of Organization: Faith based

Notes: Multi-state animal rescue

EMERGENCY REQUEST Link Embed iFrame

HELP REQUEST Link Embed iFrame

Logo: Drop your logo here. For best results, it should be 210px wide by 47px high or has similar proportions. Select logo (.jpg/.png, up to 1Mb)

# Dispatching

/ UserMapPosts.CreateUserHelpRequest

Support

Life Threatening? ☐ Yes ☒ No

Help Type \*

Options \*

Event

Help For ☐ Me ☒ Someone Else

## Victim Location

Full Name \*

E-Mail

Mobile Phone \*

Home Phone

Street

Unit Number

City or Province

Zip, Postal Code

Country

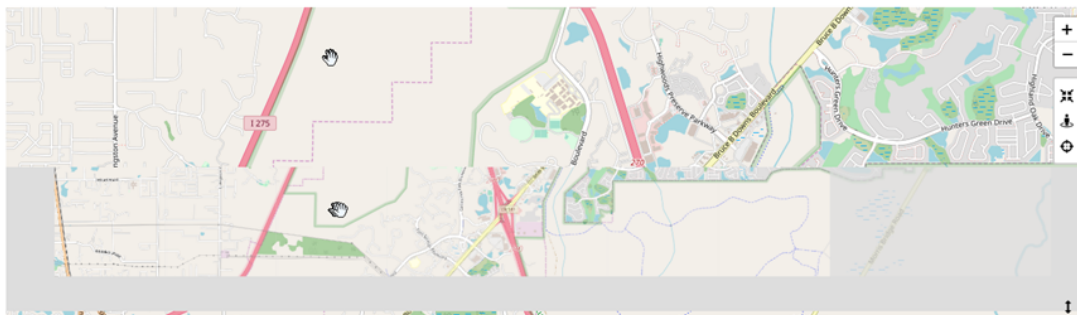
State or Territory

[Select address on map](#)

Paste Address or GPS  
Coordinates

[Find on map](#)

Location \*



Are You at This Location ☒ Yes ☐ No

Location Type \*

Location Details description, landmarks, structures, water, objects, obstacles, route, security, etc

Access Codes or Information

Permission to Access Do you give permission given to enter the property?

☒ Yes ☐ No ☐ Cannot Provide

Help Details name, phone, quantity, mobility, special needs or equipment, etc

Post Will Expire in \*

Attachments

Max image file size is 10mb. Use jpg, png.

Max video size is 60 mb (approx. 1 minute at 1080p). Use mp4, mov.

Max audio size is 5 mb (approx. 6 minutes). Use mp3, wav, AAC.

Click to View Terms of Use \* ☐ I have read and agree to the Terms of Use

Unique solution ID: #1074  
Author: PubSafe  
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