

# Incident Command & Control Service

## 1 Alarm Event — Pre-Defined Alert

Signal Sent to EMERgency24

- ◆ Lockdown
- ◆ Severe Weather
- ◆ Hazmat Danger
- ◆ Custom Alerts

Instant Communication — Text, E-Mail or Voice  
Notification — to Pre-Defined Contact Groups

### First Responders

- ◆ Secure Internet links to Incident Command portal
- ◆ Video feeds
- ◆ Floor plans
- ◆ Visual Point Identification
- ◆ Emergency Procedure Documents

### Building Occupants

- ◆ Alert of alarm event
- ◆ Instructions from First Responders
- ◆ Request for replies telling what's happening inside
- ◆ This info is used by First Responders

### Elected Officials & School Board

- ◆ Alert of alarm event
- ◆ Notification that Incident Command Center is active
- ◆ Request to meet at Command Center.

## 2 Two-Way Communication Between First Responders and Building Occupants

### First Responders

- ◆ Gunman in cafeteria; many shots fired
- ◆ Use northwest stairwell for exit
- ◆ Police on site; incident under control
- ◆ Remain in classrooms until police arrive

### Building Occupants

- ◆ Single/multiple assailants
- ◆ Info on injuries and extent
- ◆ Room # or other identifiable location
- ◆ Assailant physical description/clothing

## 3 Follow-Up Messages Provide Actionable, Real-Time Information to Help Building Occupants

### Incident Command Portal

- ◆ Messages from Building Occupants undergo immediate Intelligent Analysis to determine commonality so First Responders have greater faith in the information. *EXAMPLE: red hoodie, camo pants, masked*
- ◆ This mass-notification tool is controlled by First Responders and Incident Administrators
- ◆ Incident Command Portal is accessible via multiple web browsers concurrently.