

Success Stories of the Rave Platform

SAFETY & PROTECTION SOLUTION

RAVE
MOBILE SAFETY

Do all you can today.™

The Rave Platform is purpose-built to enable emergency notifications, critical data sharing and response coordination.

From planned events to crisis scenarios, Rave provides timely and targeted communication, interconnects public, private and 9-1-1 response teams, delivers personal safety applications, and enhances emergency preparedness and response.

One of those personal safety applications is the Rave Panic Button – fast, smart and reliable for schools, agency buildings, or state complexes to provide one-push activation of an emergency and additional functionality that will help better handle every event from minor medical situations to the unthinkable.

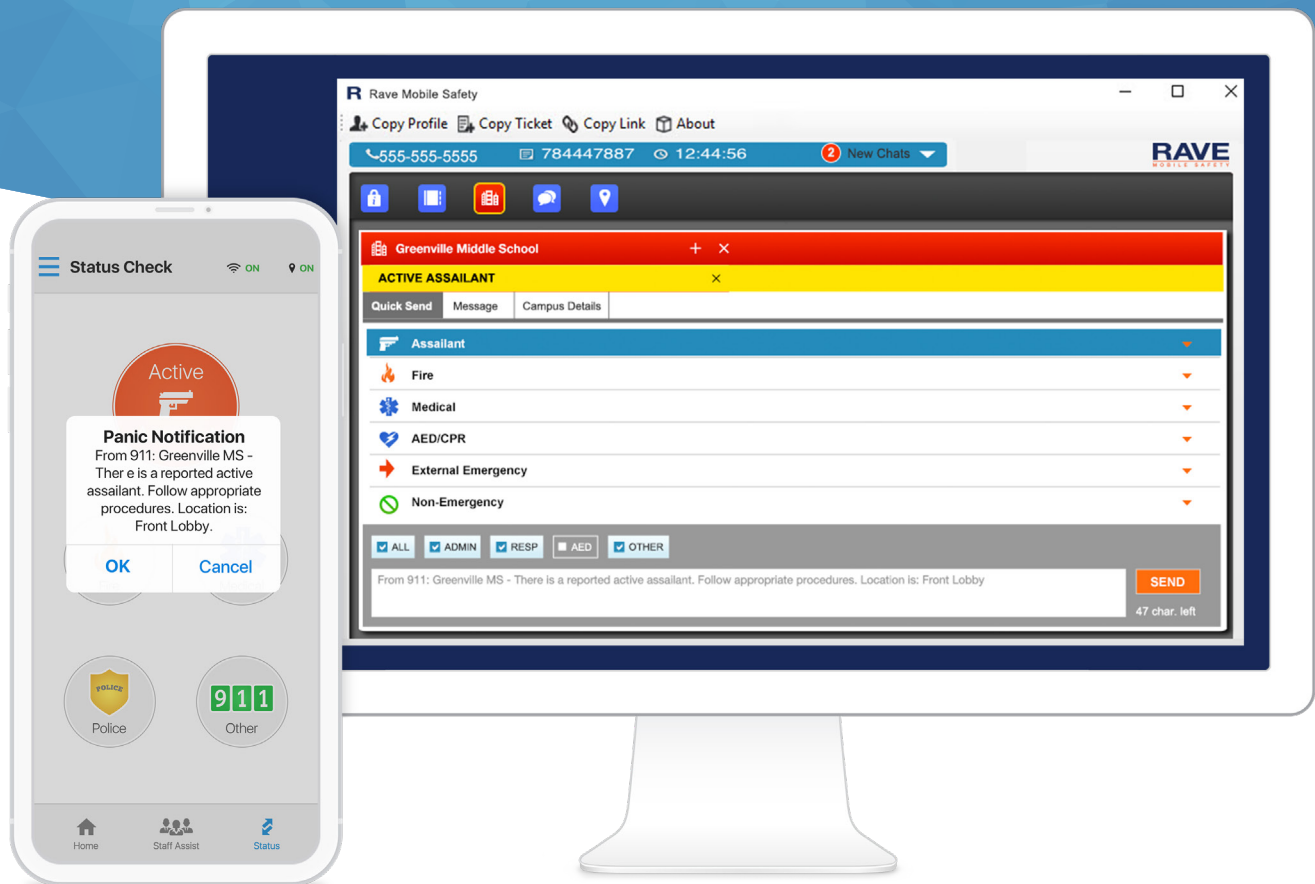
With a direct connection to 9-1-1, first responders and on-site personnel, Rave's Safety and Protection solutions quickly trigger an immediate response and help instantly inform all the right people to take the right actions, bring responders on-scene quicker, and gather critical information throughout an event.

The following are Rave SmartSave scenarios that highlight real-life situations where Rave customers have utilized the platform to help response to emergencies in their communities.

EMERGENCY NOTIFICATIONS

Improved Response

Bring first responders on-scene quicker and more informed.



“Our students deserve the best technology to keep them safe. Our staff is excited to have the Rave Panic Button app to help them to immediately respond to incidents and improve response times.”

KIRK CARPENTER
SUPERINTENDENT
AZTEC MUNICIPAL SCHOOL DISTRICT

“Rave Panic Button ensures that the time it takes to notify first responders and the entire staff never slows down a response.”

SHANE FERRARI
SHERIFF
SAN JUAN COUNTY SHERIFF

Student Medical Emergency

LOCATION: Benton, Arkansas

The Benton School District along with Benton's 911 Center was one of the pilot locations chosen for Rave Panic Button implementation under statewide deployment, ACT 950, The School Safety Act of 2015. Since the beginning, we were not only diligent when building out the original school profile, but continued with meticulous precision to train new staff, update contacts, floorplans, and ensure all school property was properly geofenced – which is apparent with the information provided below.

In March, at approximately 3:03 PM, a 911 call was received from Benton High School reporting a student experiencing a medical

emergency. With the call originating from within the baseball field, a geofence that had been entered into the school's Panic Button Facility Profile, it immediately provided the 911 dispatcher the exact location of the caller. Additionally, by identifying the caller was in the geofence of the school, the dispatcher (using the Rave Panic Button Facility QuickSend Templates) was able to send out a Medical Emergency notification to all school administrators and first responders with the exact location of the emergency.

This expedited the medical response, allowing for immediate first aid to begin, while school officials and other first responders arrived to handle additional administrative duties, all while the ambulance was in route.

LOCATION: East Poinsett County, Arkansas

At 13:09 today, I answered a 911 call from East Poinsett County School District, it was from their Lepanto Elementary campus. As soon as I answered the landline call it was identified as a Panic Button activation on my screen. I found out within the first seconds of the call that a student was having a seizure in one of the classrooms.

EMS was being dispatched while I pressed the medical button and began using the

quick send function to alert the staff and first responders of the situation occurring. At the time of the call the classroom number was unknown, as soon as I found out the room number I sent another message using the quick send function.

My partner and I were able to get EMS to the school and all staff and first responders notified quickly thanks to the Panic Button equipment!

Medical Distress

LOCATION: Greenwood County, Arkansas

At 8:56 a.m., Greenwood East Hills Middle School Assistant Principal activated the Rave Panic Medical Emergency button to immediately contact 911 and alert other school personnel that a young student was in medical distress. The male student had become ill and was being escorted out of class by another student when he fell to the floor in the hallway.

A teacher who was in the hallway on scene of the incident ran to the office to notify them of the medical emergency while the classroom teacher and another teacher on scene assisted the student. The Principal, Teacher, School Resource Officer (SRO), and Nurse rushed to the scene.

Upon arrival, the teacher immediately used the Rave Panic App to notify 911 of the severity of the medical emergency. While on the phone with 911, the student stopped breathing and the staff administered CPR while the officer began to prep an AED device. Seconds later at 8:58 a.m., all district wide team members received a follow-up Rave notification from the Sebastian County 911 Call Center that provided additional details indicating the severity of the situation.

As a result, the Greenwood Schools Superintendent staff were quickly notified of the severity of the medical emergency and were able to more quickly respond to the scene and provide administrative leadership during the course of the emergency.

LOCATION: Arkansas State Capitol

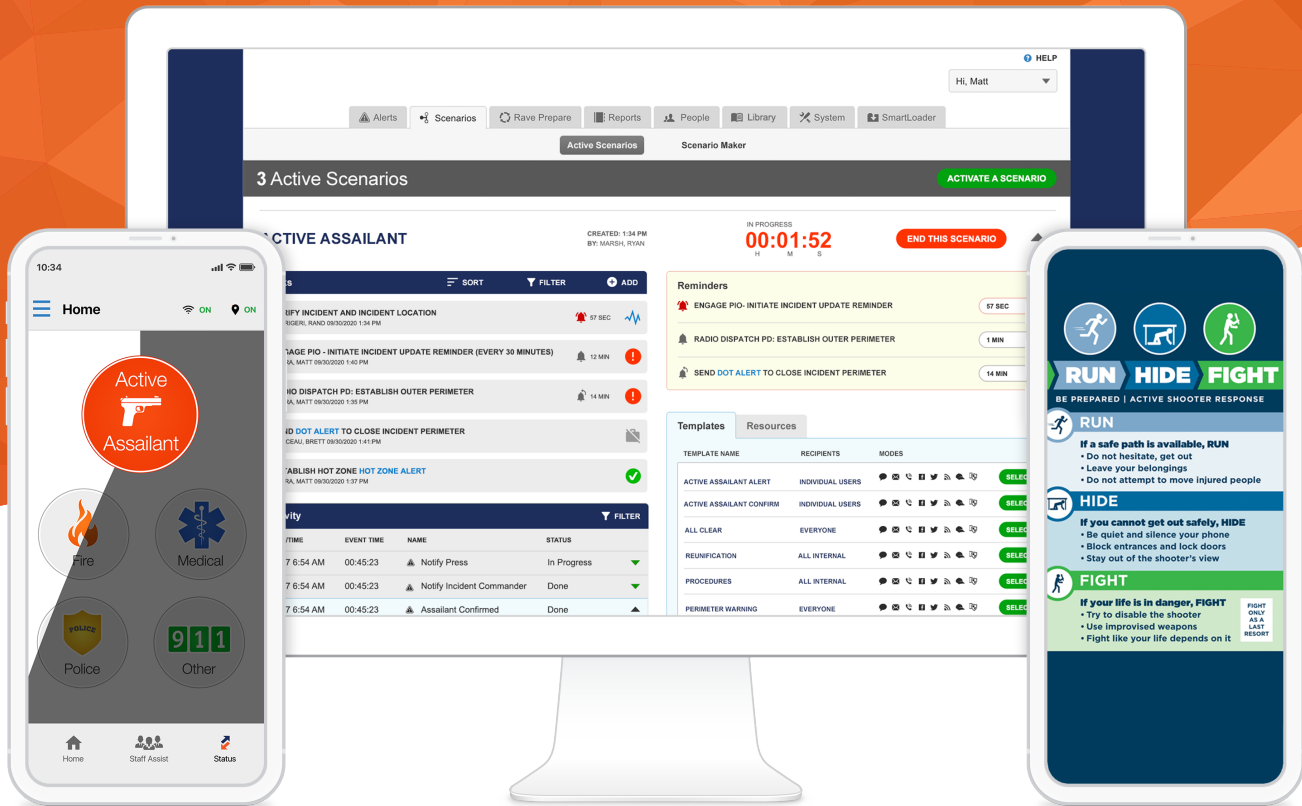
A State Employee at the Bureau of Legislative Research, activated the Rave Panic Button Medical Button to alert her colleagues and contact 911 that a fellow employee was in medical distress. Immediately, State Capitol Police Officers, our predetermined medical team, and Administrators were notified through the Rave Panic Button that a medical incident was in progress at the Big Mac Building, which is on the Arkansas State Capitol grounds.

Seconds later, all team members received a follow-up notification that Little Rock 911 had received a 911 call from the employee allowing us to focus on our response to the victim. Upon arrival, we were able to provide treatment to the victim until first responders arrived.

CRITICAL DATA SHARING

Better Inform Responders

Easily provide the information needed, when its needed, to who needs it.



"Most of my staff have the Rave Panic Button app on their phones. The app let my staff know that there was a gas leak, and that was the reason for the alarm being sounded. Without the app, my staff would not have known the reason for the evacuation until we were all at the meeting point and I briefed them."

"There was a need for students and staff to not only vacate the building, but also to remain clear of the gas leak itself once outside. The Rave Panic Button helped us advise staff of the hazard specifics and the potential need modify their evacuation procedures."

BRAD ABELS
PRINCIPAL
NORTH LAKE MIDDLE SCHOOL

"The utility of being able to communicate with our schools has grown well beyond what we originally considered. It has been used to notify schools officials of missing students, used when a teacher confronted an intruder on campus and was used to push a message to school staff during a bomb threat."

KURT MILLS
EXECUTIVE DIRECTOR
SNOPAC 911 COMMUNICATIONS CENTER

Gas Leak

LOCATION: Snohomish County, Washington

At approximately 14:07 hours a dispatch trainee answered a 911 call from a business next to North Lake Middle School. The caller advised they hit a gas line with an excavator and that there was an incredibly large gas leak. It was clear that the caller was attempting to advise individual classrooms and teachers of the need to evacuate in between answering questions from the 911 Call Taker.

Before being able to fully interrogate the call, the caller was disconnected and there was no answer on the attempted call back. Zack then pushed out a message via Rave Panic stating: "There is a reported natural gas leak outside on campus. Follow appropriate procedures." Both police and

fire units responded to the incident. The fire department advised the building was evacuated upon their arrival and proceeded to shut off the gas and search the building. After being on scene for about 30 minutes the fire department cleared and noted the building was to remain evacuated until the gas company resolved the leak.

This evacuation was caused by an external hazard and there was a need for students and staff to not only vacate the building, but also to remain clear of the gas leak itself once outside. Without Rave, there would have been no way to advise staff of the specifics of the hazard and the potential need to adjust evacuation procedures. This is a great success story that highlights the positive impact Rave has had in our community.

Missing Student

LOCATION: Snohomish County, Washington

At around 15:00 the secretary from Heatherwood Middle School called 911 asking to have the School Resource Officer from a different school respond to their campus to help with a missing 12-year-old student. Because this school is a Rave customer, their facility profile popped up and was presented.

The caller clearly had an additional level of anxiety with the situation due to an active restraining order in place between the student and his father. The 911 dispatcher recognized the severity of an incident like this and processed the call as a priority missing person in addition to advising the School Resource Officer. He obtained all of the information that would be needed by law enforcement to help find the missing student and as soon as he was done processing the 911 call, he sent out a response message via the facility chat

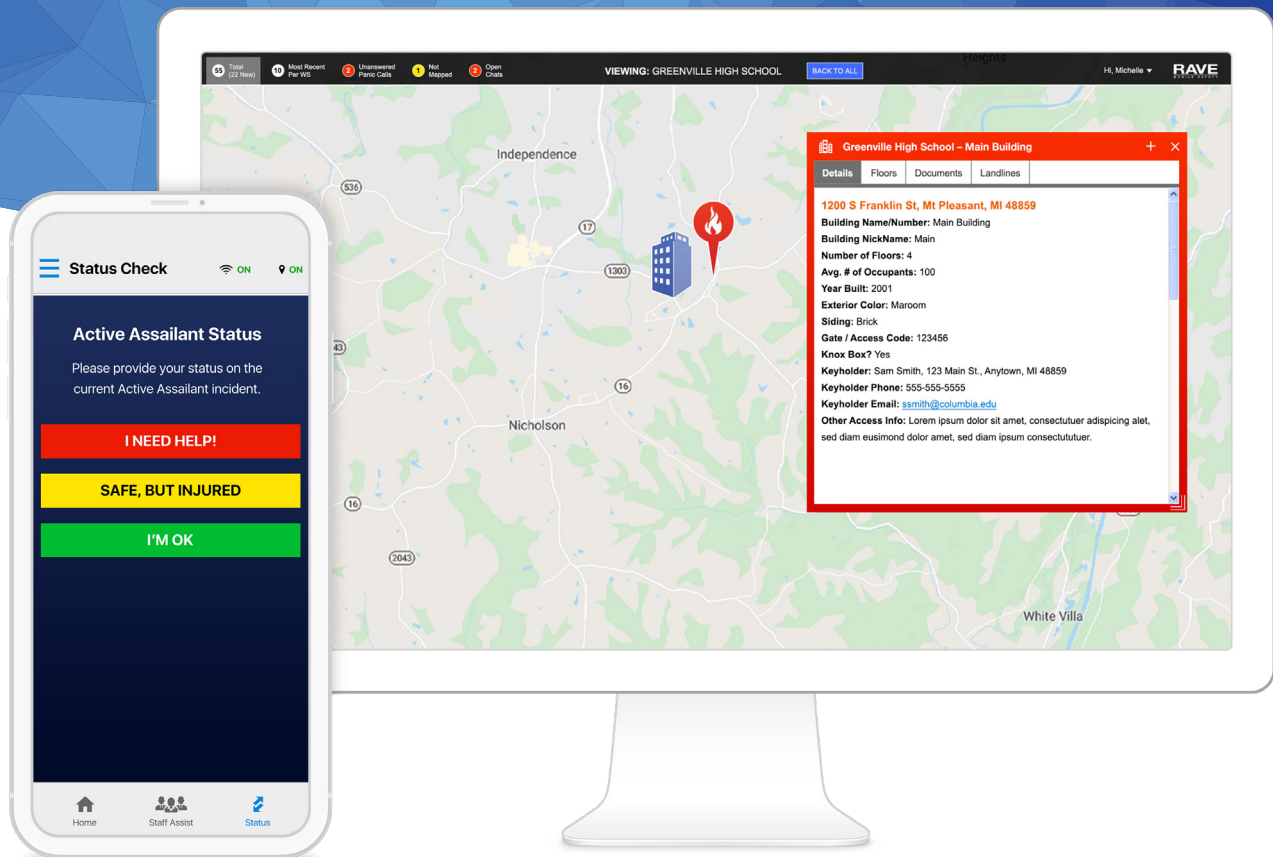
advising of a missing student, his name, and the time frame.

About a half hour after the 911 call was placed and the message from 911 was sent to the school staff the missing student was found safe at his sister's house nearby. The student was not feeling well and had walked to the house after lunch. The dispatcher then sent another outbound message from 911 advising that the student was found. This was a great example of the value this system brings to our schools and community. While the student was safe the entire time, the ability to take the information obtained from a 911 call about a potentially serious incident and instantly alert the entire campus is immense. Utilizing the Rave Panic Button App for this situation helped remind and affirm the value to the schools, dispatch, and the officers.

RESPONSE COORDINATION

Situational Awareness

Prepare for and respond to every type of situation.



"It was remarkable how quick the response was with Rave Panic Button. Not only was the school able to immediately go into lockdown, but 9-1-1 and first responders could easily get all the information needed for a speedy response."

"One of the key things to our response was the Rave Panic Button demonstration. It gave me an idea of what information 9-1-1 needs and how to use the app to speed up the response process. That really resonated with me, and really made me feel more comfortable with Rave Panic Button while better understanding the benefits of it as well."

"It's unusual during events like this that PSAPs don't receive an increase in calls and questions. In this event, we didn't receive any of those calls, which is ideal because we're busy handling an emergency. That tells us that we were providing enough info to those that needed it, and they didn't need to call and ask questions. I don't know if we've ever had an event of this nature without at least some calls."

ROBERT STAHELIN
9-1-1 SUPERVISOR
EATON COUNTY, MICHIGAN

Drill Management

LOCATION: Sebastian County, Arkansas

Sebastian County 911 Coordinator has coordinated closely with Greenwood School officials as Greenwood Schools has set up and conducted numerous drills utilizing the various features of the Rave Panic Button App. The 911 team has been instrumental in coordinating EMS responses at two separate Greenwood schools during or immediately following drills.

One August afternoon, Greenwood School District's East Pointe Elementary and East Hills Middle School each had a medical emergency requiring an EMS response within an hour of each other. As both campuses abut each other, there was initial confusion by school administrators if the second activation was related to the first call. In both instances, the 911 Coordinator notified Greenwood administrators through Rave providing additional information regarding both incidents that quickly cleared up any potential confusion. As a result, administrators were more quickly able to coordinate our response

to allow for a quicker and more efficient arrival time for the EMS ambulance.

A month later, eleven minutes after Greenwood High School completed an hour long lockdown exercise coordinated with the Sebastian County 911 Call Center, 911 received a Rave Medical Activation Alert from Greenwood Schools' East Hills Middle School. As a result of practiced coordination between Greenwood Schools and the 911 Call Center, the 911 Coordinator immediately dispatched an EMS response and notified Greenwood Administration through the Rave Panic Button App that a specific medical emergency was ongoing at a specific location in the middle school. She was amenable to and has been registered in the Greenwood Schools Rave Panic Button App allowing her to receive all messages associated with a crisis and training exercises. As a result, she and the 911 Call Center, have a better understanding of emergency communication protocols utilized by Greenwood Schools which in turn makes the ambulance response more efficient and Greenwood Schools safer.

Shots Fired

LOCATION: Marion County, Arkansas

We had shots fired across Interstate 55. The person being shot at ran into a business next to our Intermediate school and the business owner called 911. Being so close to our Quad which consists of our Intermediate, Middle, Junior and High schools all in proximity of

the shooting, we were alerted to the situation through the Rave app.

All schools were notified of the situation and we applied our A.L.I.C.E procedures and went to lock down. All students and teachers that were outside moved into the building. Great Job!

Explore How Rave's Safety & Protection Solution Can Help Your Community Today

The Rave Platform provides critical communications and collaboration for thousands of communities across North America. Leverage Rave to enable your school districts, local agencies and 9-1-1 centers to address the safety challenges of providing the right information to the right people at the right time.

Rave is easy-to-use, quick-to-deploy, and high-performing – trusted to work every time and make your community feel informed, protected and safe.

RAVE Do all you can today.™
MOBILE SAFETY

