Example – PSAP Policy and Procedure on Smart911 Facility and Rave Panic Button system

I. **Purpose**
This SOP provides guidance on how to use the Rave Mobile Safety Smart911 console Facilities Smartlet and the Rave Panic Button system.

II. **Background**
Smart911 Facility Profiles – Smart911 Facility provides a scalable method for collecting and managing critical facility data. Facility profiles in the system are tied to a location rather than a person or household. Data elements can include floor plans, key holder information, alarm company information, phone locations, utility shut-offs, AED locations, and contact information for key administrators and security personnel. Facility profile locations are defined by a geo-fenced area with latitude and longitude coordinates. When a 9-1-1 call from a wireless phone originates within the boundaries of that geo-fence, the Facility profile will display on the Facilities Smartlet, giving the dispatcher access to the location's information. Facility profile administrators can also store facility landline telephone number information in their profiles. Then, when a 9-1-1 call originates from a landline phone within the facility, the Facility profile will display on the Facilities Smartlet.

Rave Panic Button – The Rave Panic Button app provides additional functionality to the Smart911 Facility system and Smartlet. When activated in an emergency, the Rave Panic Button app directly dials 9-1-1 while immediately alerting other onsite staff at the facility experiencing the emergency. Panic Button can be used for any 9-1-1 emergency. When the 9-1-1 call is answered, an enhanced Smart911 Facility profile appears in the Facilities Smartlet outlined in Red. The system will also sound an audible alert to advise the call-taker that this is a Rave Panic Button activation and additional features are available. The enhanced Facility profile includes a messaging interface to send text messages from 9-1-1 and first responders to staff at the facility. These messages could include the specific location of a patient with a medical emergency or instructions from an incident commander during a lock down and search of a campus. During a Panic Button call, the GPS location of the caller also will be available in the Location Smartlet.

III. **Policy**
Smart911 Facility Profile – Any additional data made available through the Rave Panic Button and Smart911 Facility is always secondary or supplemental to information communicated by the caller over the phone. Make every effort to first collect real-time situational information from the caller.

Rave Panic Button – Adhere to all agency policies and procedures regarding liability and pre-arrival instructions. The use of the Rave Panic Button messaging interface is to provide information to the facility as it is reported into 9-1-1 so onsite staff can take action based on their internal safety and emergency plans.

IV. **Procedure**

Smart911 Facility Profile Information – When effective verbal communications is not possible, or the situation timeline allows, the Call-taker should refer to the Smart911 Facility profile for additional pertinent details.

Rave Panic Button – Efficient notification to staff and responders associated with a facility is critical so they can take <u>immediate life-preserving action</u>. In a life threatening emergency, such as an active shooter incident or a patient needing CPR and an AED, the call-taker should initiate a call for response, dispatch first responders, and then send an appropriate message to facility staff using the Facilities Smartlet communication interface.

Other – When any Safety Profile is received, the Smart911 ticket number should be included in the text of the CAD incident for first responders to access the profile information.