Central Midlands Local Emergency

Planning Committee (LEPC)

February 13, 2019

The quarterly meeting for the Central Midlands LEPC was held in the Newberry County EOC 540 Wilson Road, Newberry, SC on February 13, 2019 at 10:00 a.m.

1. The meeting opened with the welcome and introductions by Tommy Long Newberry County Emergency Management Director

2. Smart911- Jhan Frias, Smart911

   Jhan provided information about Smart911 and Rave911. (See attached)

3. Business Re-Entry- April Chaffins, SC Department of Commerce

   April provided information about business and industry re-entry after a disaster. (See attached)

4. Next meeting will be Wednesday September 4, 2019 10:00 a.m.

5. The meeting was adjourned by Tommy Long.

Smart911 Fact Sheet

What is Smart911?

Smart911 is a service that allows residents to create a free Safety Profile for their household that includes any information they want 9-1-1 and first responders to have in the event of an emergency. Then, when anyone in that household dials 9-1-1 from a phone associated with their Safety Profile, their profile is immediately displayed to the 9-1-1 call taker providing additional information that can be used to facilitate the proper response to the proper location. At a time when seconds count, Smart911 provides details that could impact response the second an emergency call is placed, which could be the difference between life and death.

How does Smart911 work?
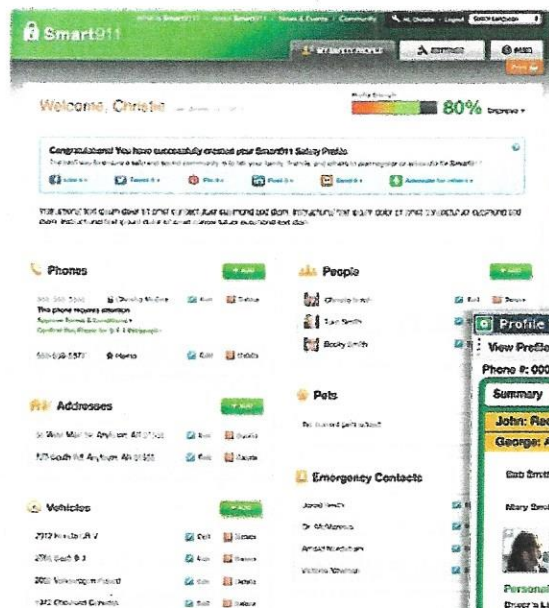
What citizens create...

What 9-1-1 call takers see...
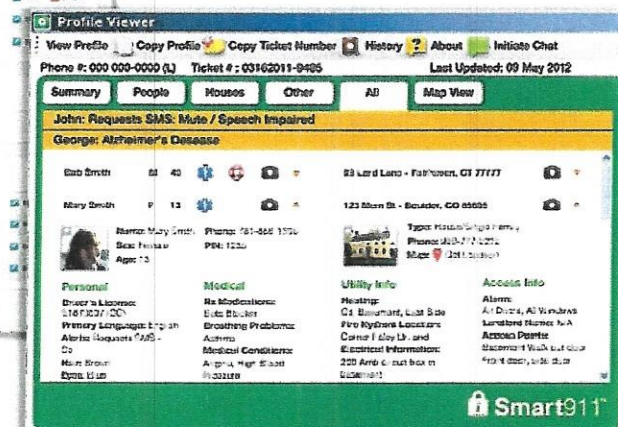
How can I sign up?

You can sign up for Smart911 at **www.smart911.com** and create a Safety Profile for your household to give 9-1-1 valuable information about yourself, family members, your home, pets and even vehicles that will display automatically on the 9-1-1 call taker's screen when you make an emergency call. It's private and secure and you control what information is in your profile. These details can save seconds or even minutes during an emergency.

Smart911.com™
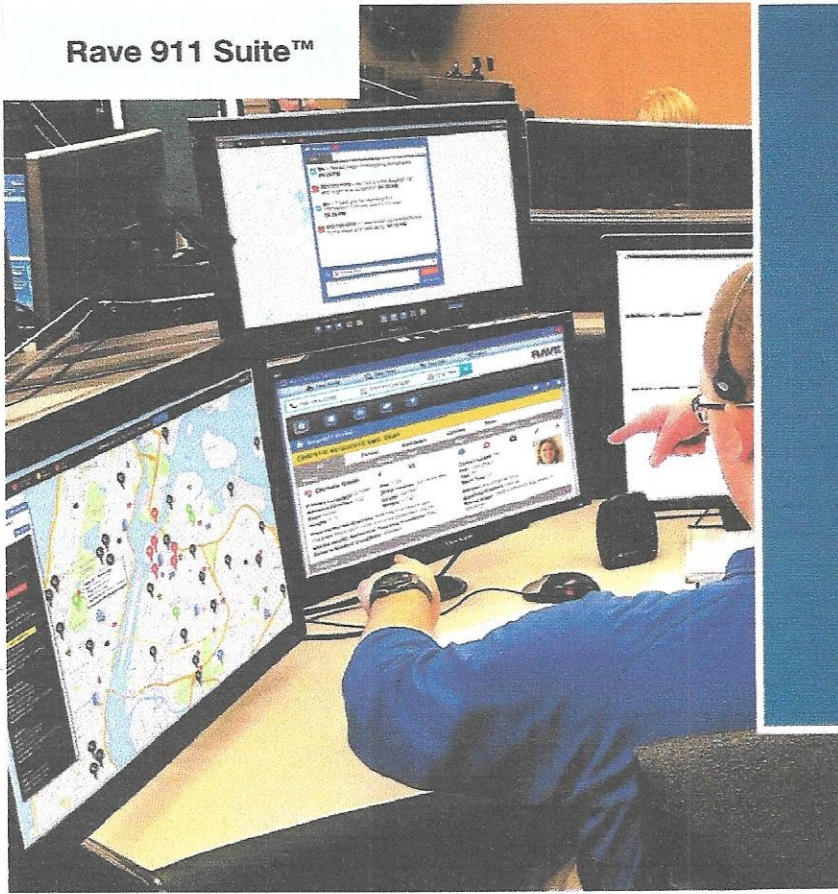
Rave 911 Suite™

Improve 9-1-1 Efficiencies and Outcomes

Critical Data and Communication for a Faster, More Effective Response

Rave 911 Suite, provides 9-1-1 telecommunicators and first responders powerful capabilities for handling, dispatching, and responding to emergency calls more efficiently and effectively.

- **Improve outcomes with community-provided personal and medical information**

- **Protect responders with greater insight into the people and buildings involved in the incident**

- **Resolve abandoned calls faster with text-from-911**

- **Dispatch more accurately with improved mobile caller location**

IMPROVED E911 LOCATION
Locate mobile callers with additional location information

DISPATCHER-INITIATED TEXTING
Call takers can initiate two-way text messaging with mobile phone callers

SMART911® CALLER DATA
Community members can provide key information including addresses, photos, medical conditions and much more through Smart911

FREQUENT CALLER MONITORING
Flag callers and leave secure notes for greater insight and decision making

SEARCHABLE CRITICAL INFRASTRUCTURE DATABASE
Facility managers provide critical facility information including floor plans, alarm information, utility shut-offs, AED locations, and much more through Rave Facility™

RAVE
MOBILE SAFETY
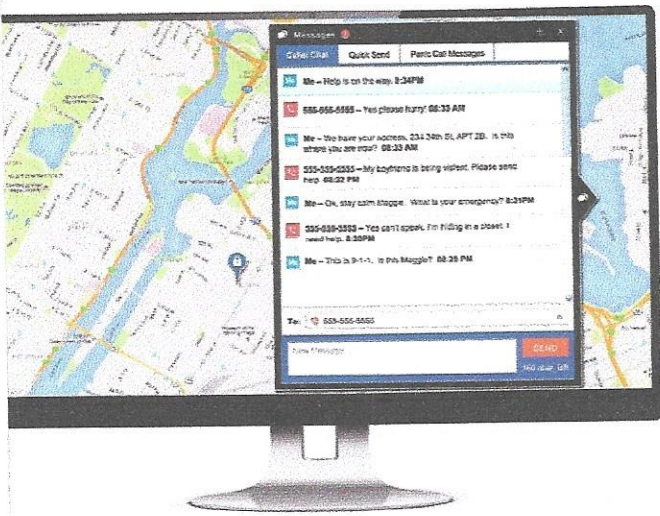
TEXT-FROM-911 FOR FASTER CALL RESOLUTION

Call takers can initiate 2-way text-from-911 conversations with any mobile caller. If an emergency caller is non-verbal, disconnected, or has poor coverage, 9-1-1 call takers can easily contact them to send help or verify accidental dials.

Text-from-911 has been especially effective in dangerous situations where the victim was afraid to talk, such as incidents of domestic violence, home invasion, or suicidal caller. Two-way text messaging capabilitiesin these incidents provided additional information to safely send first responders to the scene before further escalation.

ENHANCED MOBILE CALLER LOCATION

Rave 911 Suite provides more precise and actionable caller location data than any other technology in the country. Call takers and first responders can view device location or citizen-provided addresses on incoming mobile emergency calls through facility data, Smart911 Safety Profiles, and a partnership with RapidSOS.

"Rave's capabilities have revolutionized our response process. The Chat feature alone is lifesaving in all situations in which the caller is unable to speak."

TIM SMITH, EXECUTIVE DIRECTOR
OTTAWA COUNTY (MI) 911

PROTECT RESPONDERS WITH COMMUNITY PROVIDED DATA

First responders are better equipped to respond to an emergency when they have key information about the response. Community members can create free online profiles for their family or for a facility, which provides crucial additional information to call takers.

Community members can create a Safety Profile to provide phone numbers, home and work addresses, family member information, photos, medical conditions, disabilities, and even pet information about their household. Facility managers can create a Rave Facility profile to provide accurate site details such as floor plans, key personnel, utility shut off locations, hazardous material, hazardous material, and AED locations during 9-1-1 calls and as part of a searchable critical infrastructure database.

GREATER REACH WITH A MOBILE APP

Residents can download the Smart911 app for free to create a Safety Profile and receive targeted alerts. In the app, community members can update their information in real time and receive community and weather alerts based on their location including alerts from the National Weather Service.

Business & Industry Emergency Management

The SC Department of Commerce and Emergency Support Function (ESF) – 24 both share a common goal: get businesses back up and running and people back to work as quickly as possible in times of disaster.

This mission is vital because when businesses are impacted, the community is impacted as well. The quicker standard operations is restored, the faster normalcy is returned.

Did you know...?

> ➢ 1 in 4 businesses that closes due to a disaster will not reopen.
> ➢ Roughly 40-60% of small businesses never reopen following a disaster.
> ➢ 90% of small companies fail within a year of a disaster unless they can resume operations within 5 days.

We offer public presentations on the role of ESF-24 and the importance of preparation of business and industry during a disaster to your business or organization.

We are currently working on being able to provide business continuity planning workshops for your business or organization.

We also invite you to register for the free Business Reentry via the automated system at: https://applications.sc.gov/BusinessReentry/?returnUrl=%2FBusinessReentry%2FAdmin%2FAdmin%2FBusinessSearch. In addition to the Memorandum of Agreement (MOA), you will also be added to a list that will receive our twice daily communiques with the most up-to-date information during times of disaster.

Please note: Since South Carolina is a home-rule state, this MOA will not guarantee reentry.

For more information, please contact April Chaffins at achaffins@sccommerce.com or 803-737-0425.

Other resources available:

> ➢ FEMA's website – https://www.ready.gov/
> ➢ SC Small Business Development Centers - https://www.scsbdc.com/
> ➢ Insurance Institute for Business and Home Safety (free app available for Android, Apple, and Google devices) - https://disastersafety.org/
> ➢ Smart Home America: https://www.smarthomeamerica.org/
> ➢ American Red Cross' website - https://www.readyrating.org/
> ➢ Restore Your Economy - http://restoreyoureconomy.org/