Expert Insights: Garfield County

> "Garfield County Emergency Communications Authority has had great success with the Everbridge-CAD integration. As technology advances, we are confident Everbridge will continue as a leader in emergency notification, allowing us to merge both new and old technologies and systems for the best communication possible in an emergency.
>
> Carl E. Stephen,
> **Executive Director Garfield County Emergency Communications Authority**

THE MULTI-SYSTEM DILEMMA

The Authority previously relied on several systems to contact first responders and residents: an alpha-numeric paging system linked to its Computer-Aided Dispatch (CAD) system, an emergency notification system capable of sending calls only to landline phones, and a call tree system. Further complicating the matter, with many residents trading in landlines for cell phones and VoIP phones, the Authority's emergency notification system was becoming less effective by the day.

STREAMLINING WITH EVERBRIDGE

In 2008, the Authority began searching for an emergency notification system to notify residents about emergencies and other important events. The Authority needed a system that could:

- Streamline multiple systems into a single emergency communication platform
- Leverage its 9-1-1 database
- Separate emergency and non-emergency communications
- Enable citizens to provide more contact information through a sign-up portal
- Deliver messages in a variety of ways
- Provide the ability to coordinate emergency responders in a major disaster
- Integrate with internal systems and processes

Garfield County Emergency Communications Authority evaluated several emergency notification systems and chose Everbridge as its exclusive provider. According to Carl, "Everbridge is the most forward-looking incident notification company and offers the easiestto-use system.

We're confident that Everbridge will continue to develop innovative, effective ways to send emergency messages while allowing the public and emergency responders to update their own contact information, taking a great deal of work off our staff."
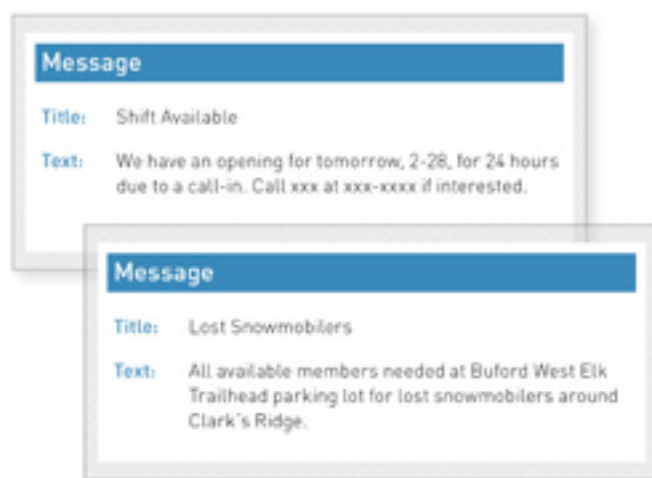
INTEGRATING WITH CAD

After implementing the Everbridge system, Carl quickly identified other areas of the organization that would benefit from Everbridge's emergency notification platform, including the Authority's CAD system, which is a critical operations hub. The Authority worked closely with Everbridge's Professional Services team to integrate the Everbridge system and its CAD system for faster, more effective messaging. When the paging software provider for its CAD system informed Carl that product support was being discontinued, it reaffirmed his decision to integrate with Everbridge. Today, the Authority's team of dispatchers sends alerts to first responders every day via the integrated Everbridge-CAD solution, which allows the Authority to reach first responders via multiple contact methods—such as pages, text messages, and instant messaging—with the ability to add more.

EMERGENCIES AND BEYOND

Numerous agencies within Garfield County use the Everbridge system for meetings, training scheduling and reminders, and call-out notifications for negotiators, search-and-rescue volunteers, shift coverage, and more. In addition to faster, easier communications, the Authority has been able to collect invaluable information about volunteers and have a means of tracking who is receiving these messages and what their responses are.

Message

Title: Shift Available

Text: We have an opening for tomorrow, 2-28, for 24 hours due to a call-in. Call xxx at xxx-xxxx if interested.

Message

Title: Lost Snowmobilers

Text: All available members needed at Buford West Elk Trailhead parking lot for lost snowmobilers around Clark's Ridge.

PEER-TO-PEER: CARL'S ADVICE

- Use the system • often. You will be more familiar with using it and responders and residents will know what to do instead of calling Dispatch.

- Apply the Everbridge system to non-emergency communication needs. Doing so not only saves you time, but also enables you to collect information and confirm whether people have received your message. No more having to deal with "lost" messages.

- Integrate your internal systems and processes with the Everbridge system. Leverage Everbridge's Professional Services team to help you complete the integration to avoid technical headaches.

About Everbridge

Everbridge, Inc. (NASDAQ: EVBG), is a global software company that provides critical communications and enterprise safety applications that enable customers to automate and accelerate the process of keeping people safe and businesses running during critical events. Everbridge is based in Boston and Los Angeles with additional offices in San Francisco, Beijing and London.

For a full product description, along with best practices and product details please see the Everbridge User Guide and Everbridge University.

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