South Central Task Force

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>
> Brian Radcliffe
> **South Central Task Force**

OVERVIEW

The South Central Task Force consits of eight counties in the South Central portion of Pennsylvania with 2 million citizens. The SCTF takes a leadership role in devlivering a regional "all-hazards" emergency preparedness program that addresses planning, prevention, response and recovery for events that exceed local capabilites.

PROBLEM

South Central Task Force had a manual notification process that was time consuming and prone to error.

SOLUTION

Everbridge saves SCTF time and money by providing a unified mass communication portal.

Q&A with Brian Radcliffe of South Central Task Force

WHY DID THE SOUTH CENTRAL TASK FORCE SELECT EVERBRIDGE?

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WHAT KIND OF CONTACT INFORMATION ARE YOU USING?

We are using all contact options that are available to us: mobile phones, home phones, business phone, SMS, e-mail and we also have added in the TDD/TTY capability. Additionally, Lancaster County is working on an API from their computer-aided dispatch (CAD) system, that will allow them to send out calls directly from Everbridge within the CAD system.

DO YOU HAVE ANY UNIQUE EFFORTS TO DRIVE PEOPLE TO OPT-IN?

We have a Girl Scout leader in one of our communities who thought it would be a great idea to get her Girl Scout troops to set up a walk in center in the computer rooms at the high school. They hosted an open house day for people who don't have Internet access to come in and have the girls take care of handling of registering them. The Girl Scouts who participated received service project credits.

WHAT ARE THE COMMON USES OF THE EVERBRIDGE SYSTEM?

One of the counties is very active in sending out adverse weather notifications. They send the alerts as the information is made available. If they're anticipating having to staff-up their emergency operations center, they'll send out some advance alerts of that possibility, just to put people on notice. Also, all but two counties are using the Everbridge system for staffing; for overtime and to fill open slots in a 911 shift. Using the Everbridge system is a faster way to get the word out to the people who are off shift to try to find somebody who'll be willing to take that overtime.

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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