Mobile Solutions™ Success Story
Emergency Response

In spring of 2011, South Dakota along with many other states began to experience what would be record breaking floods threatening many towns and cities along the Missouri River. The South Dakota Department of Public Safety, located in Pierre South Dakota, worked with local emergency management first response teams to respond to and manage this natural disaster event throughout the state.

The Department recognized a need to issue positive identification to first responders and volunteers working and managing the flood event. They also needed to identify residents who were evacuating and needed to move in and out of the area. The SD Department of Public Safety contacted departments from two other counties in the state who owned a Mobile Solutions™ Emergency Management System developed by Elliott Data Systems, an expert in producing secure identification and accountability solutions for emergency response. They also acquired an additional Command Case for the field and an EEMS license for their Emergency Operations Center (EOC) from Claritus, a local Elliott Mobile Solutions™ Certified Provider.

The Elliott Mobile Solutions™ Emergency Management System was used to create command centers both at the EOC and at multiple locations in the field. Due to the flexibility and mobility of these systems, first responders were able to easily transport and deploy the Mobile Command Cases to each location throughout the secured area. Each field command center consisted of a Command Case, Mobile Handheld Devices, and the Emergency Event Manager Solution (EEMS) software. Since the EOC needed only to monitor the situation, the EEMS software was installed on an existing laptop which provided access to all of the event data through Data Server. While the solution does not require connectivity, the Data Server module was added to provide users the ability to store and share data. Data Server enabled responders at each command center to synchronize data collected in the field with the EOC and each other to increase communication and provide better interoperability among departments while managing the event as it occured.

Overview

Customer:
South Dakota Department of Public Safety

Challenge:
The Department needed to quickly issue secure IDs to first responders, volunteers, and residents on-site and track people in and out of the secured area.

Solution:
Utilize the Elliott Mobile Solutions™ Emergency Management System to setup command centers throughout the area to issue IDs, as well as track people entering and exiting the secured area on-site during the event.

Results:
First Response Staff were able to accurately identify personnel and volunteers as they arrived on the scene, issue IDs to evacuees and track activity of everyone on-site while sharing information across multiple locations in the affected area. They were also able to produce accurate reports on volunteer hours and a detailed account of the event for FEMA reimbursement.

July 12, 2011
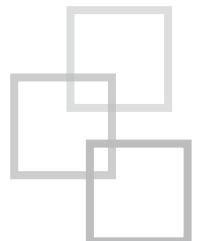
The Missouri River

"After we contacted the South Dakota Department of Public Safety with an offer to assist with their preemptive plans to manage the impending flood that was threatening the area," said Jeff Krell, CEO of Claritus *"...we began to quickly build their Emergency Management System by pulling new and existing Mobile Solutions™ together to create a safer and more efficient first response effort."*

Because this system is extremely user-friendly, staff could quickly train, issue IDs and track the event using the Elliott Mobile Solutions™ Emergency Management System at each command center. By incorporating the Data Server module into their solution, personnel were able to view and share large amounts of event data which resulted in better management of the event and created a safer environment for first responders. The EEMS software enabled first responders to know who was in and out of the event at any time, what specialties and certifications people had, details of each person's assignment, how long they had been in the event and what off-site personnel they could access from other departments.

As the flood winds down, the SD Department of Public Safety will be able to utilize the system's reporting tools and NIMS forms to expidite federal reimbursement funds using data collected during the event. The Department has experienced such positive results from using the system that they plan to expand and implement this strategy statewide using the Elliott Mobile Solutions™ Emergency Management System. They plan to further enhance their solution by adding Elliott's Asset Manager module to manage assets and supplies used during emergency events. The addition of Asset Manager would enable the Department to stand up a statewide solution and support all grant purchased assets allowing them to identify, track, manage and report on all of their assets during an event.

Photos provided by Claritus

Learn more about the
Emergency Event Manager Solution
www.elliottmobilesolutions.com

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