



## Flood Crisis Managed with Local E•SPONDER Express™ Product

*First response agencies say incident management tool is a success*

**ST. LOUIS, MO :: March 27, 2008 ::** As flood cleanup begins, first response organizations are beginning to evaluate their performance in responding to the needs of their communities. For some agencies, this task has become much easier – and more rewarding – with the recent implementation of the incident management tool, E•SPONDER Express™.

Created by St. Louis-based company E•SPONDER, E•SPONDER Express™ is a solution designed specifically for first responders. It enables organizations, such as fire and police departments, to track, disseminate, and communicate information during an emergency.

“E•SPONDER Express™ provides these agencies with the complete situational awareness, incident action plans, and communication tools they need so that their resources can be focused on responding to an event in the most effective manner possible,” E•SPONDER CEO and President Rob Wolf said.

Agencies that have utilized E•SPONDER Express™ in responding to the flood include the St. Louis County Police, Eureka Fire Protection District, Metro West Fire Protection District, and Eureka Police Department. The solution, which is used in the planning, response, and recovery processes, facilitates the collaboration of first response agencies across a variety of departments and disciplines.

“E•SPONDER Express™ allowed us to quickly gather incident action plans from numerous departments. Since data can be easily input and accessed in real-time, we immediately had a clear plan of action for responding to the rising water, and could identify areas where there was a need for additional assistance,” said Mike Smiley, Deputy Director of Emergency Management, St. Louis County Police.

As floodwaters rose, E•SPONDER Express™ enabled the Eureka Fire Protection District to track events, including the water levels, as they occurred.

“With E•SPONDER Express™, we were able to create action plans before the flood, and manage information electronically as we prepared for and responded to the situation. The ability to track data in real-time also gave us the knowledge we needed to create plans on-demand as the situation changed,” said Chief Greg Brown, Eureka Fire Protection District.

In addition to tracking and managing data, E•SPONDER Express™ has optional modules that can be added to the package, including E•SPONDER Alerts™, which can be used to call on other responders for assistance via phone, email, text message, or pager:

“The Alerts tool gave us a simple, effective way to quickly call on first responders across the state for the assistance we needed in managing this emergency. And with the ability to make up to 3000 phone calls simultaneously, it was a great way to keep our teams informed throughout the response process,” said Lieutenant Mike Thiemann, Metro West Fire Protection District.

In addition to serving as an accessible, easy-to-use solution for planning and responding during emergencies, E•SPONDER Express™ also enables its users to immediately review their actions based on the data collected.

“After-action reporting capabilities are a critical element of E•SPONDER Express™,” Wolf said. “Not only does government require that this information be provided, but these reviews give responders the ability to evaluate and modify their approach to future incidents.”

E•SPONDER Express™ is an easy-to-implement solution for the real-time collaboration and data management needs of first responders.

“The needs of first response agencies today are far more tactical than in years past. The ability of E•SPONDER Express™ to enhance situational awareness and maintain open lines of communication is a great benefit to its users,” Wolf said. “At E•SPONDER, we have a great deal of respect and appreciation for first responders and the jobs that they do, and we are pleased that our solution has been able to serve their data management needs.”

This was the first time that E•SPONDER Express™ was used in the response to an incident of such significant proportions, and its users are touting its success.

“E•SPONDER Express™ did a great job serving our data management and communication needs,” Chief Brown said. “With this tool at our disposal, we were able to easily manage necessary information, and direct even more of our time and resources to our primary focus of responding to the flood and protecting and serving the communities affected by it.”