

Communicating During an Active Shooter Emergency

Utilities



The Situation

A disgruntled employee opened fire in a city hospital, endangering the lives of those in the hospital and nearby buildings, including the walk-in center for a large U.S. energy company, which was one block away. The employees and customers inside the walk-in center feared for their safety and needed information about the perpetrator, such as his physical characteristics and location.

The Solution

After learning of the assailant, the security team for the energy company immediately used the LiveSafe Mobile Platform broadcast messaging feature to release a warning to all employees within a ten-block radius of the perpetrator, informing them of pertinent details and protocols. Unfortunately, none of the employees received the message because they had not downloaded the application.

The Result

Fortunately, no one in the walk-in center was hurt. Following the shooting, more than 1,500 employees downloaded LiveSafe, recognizing that it could have provided them with potentially life-saving information.

“Corporate Security knew about [the shooting] before anyone, and they were concerned for us. The app is so important because it gives us a notification right away of anything in the area.”

- Walk-in Center Manager on duty during the shooting