Appendix C (Reach SC, Reverse 911)
To
Annex 2 (Communications)
To
Florence County EOP

I. Introduction

Reach SC is the reverse 911 system that is used by Florence County to notify citizens and business of emergency or disaster situations. This system allows Florence County to utilize up to 248 separate phones to simultaneously deliver a prescribed phone message to area business and residents advising them of the danger or delivering emergency instructions.

II. Purpose

This Appendix provides a brief overview of the reverse 911 system and step-by-step activation instructions for those county personnel who are authorized to use the system.

III. Concept of Operations

Reach SC operates on the Internet so it can be activated from any location providing Internet access. The Florence County Communications Department (Central Dispatch) has primary responsibility for activation of Reach SC but select personnel from among the EOC Staff can also activate it.

Reach SC is structured so that each message has two-person control. Each message requires an Alerter and an Approver. The Alerter prepares the message and a transmission procedure while the Approver is responsible for verifying the validity of the emergency situation and ensuring that the correct message is being sent. As a safety precaution Florence County has structured its Reach SC program so that certain individuals are trained and qualified to act as both an Alerter and Approver.

Attachment 1: Reach SC Activation Checklist

Attachment 1 (Reach SC Activation Checklist) to Appendix C (Reach SC, Reverse 911) to Annex 2 (Communications) to Florence County EOP

1. Receive notification from a 911 call or Incident Commander that an area needs to be evacuated/notified. Ask for a specific address or location.

2. Make sure all pop-up blockers are turned to off.

3. Log on internet server under www.reachsc.com.

4. Enter login name and password.

5. Proceed to Alert Notification section.

6. Create GIS Notification List.

7. Select the ReachSC1 map and zoom in until the area you desire is located

8. Using the Select by Rectangle tool bar, position the cursor over the desired area and create the area to call.

9. Review screen that pops up for accuracy of list of people to be called. If list is correct select Export Records to Excel Spreadsheet.

10. The next screen will pop up automatically and will read the GIS features. Wait until list is 100% completed. Write down the generated file number on a piece of paper.

11. Click X in the corner of displayed screen and close that section then proceed to Alert Notification Section and start a New Callout

12. Enter title in the title box and create a message in the message box below.

13. Proceed to Select GIS File box and pull up file number written down previously.

14. Choose create alert at the bottom of page.

15. View information on the next page that appears and choose send alert.

16. After that is complete the authorizing person must log on and go to approval for callout and approve message.

17. After all is complete, proceed to Callout Billing and Print Bill. Submit for payment.

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