Collaborative Response Graphics® (CRGs) are site-specific common operating pictures that enable better communication during an emergency. Your proposal contains two types of CRGs:

Micro CRGs

Each floor of a building gets a "Micro" CRG
to coordinate response inside a building.
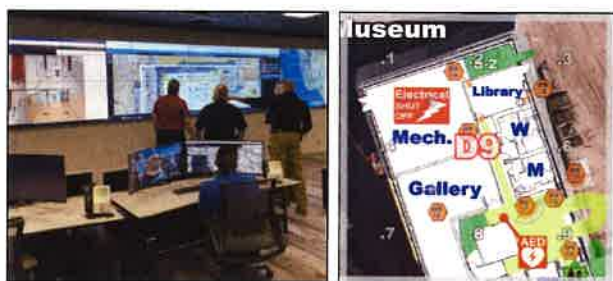
MACRO CRGs

Each campus gets a "MACRO" CRG
to coordinate response outside of a building

CRGs combine accurate floor plans, high resolution imagery, and a gridded-overlay into one map. Micro CRGs come standard with labeling for **classrooms, hallways, doors/access points, key utilities, key boxes, AEDs, and trauma kits**, and are used to coordinate emergency response inside a structure. MACRO CRGs come standard with labeling for **buildings, parking lots, athletic fields, roadways, access points, and other key landmarks around the property**. MACRO CRGs are used to coordinate events exterior to the structure.
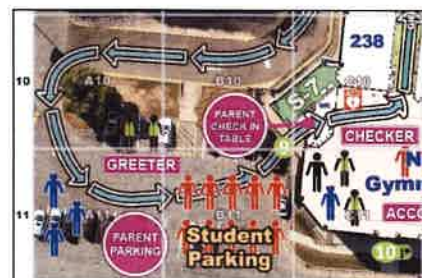

Additional Mapping Services
Camera Mapping
Managing the location of cameras is challenging and requires extra attention-to-detail from our mapping shop. As an additional service, we can add camera locations to your CRGs. Many of our clients choose to rename their cameras after their location on our grid overlay, which allows a first responder looking at the map to quickly reference a camera's location. This is essential if your camera feed is accessible in an Emergency Communications Center.

Evacuation Diagrams, Reunification Maps
CRGs can be utilized to visualize many pre-planned emergency protocols. As an additional service, we can use your CRG to build evacuation diagrams for your site, or visually depict an emergency action plan like a reunification diagram.

Your proposal also includes an **annual implementation and maintenance fee** that allows us to ensure that your CRGs are accurate and distributed to first responders. This annual fee includes four key elements:

1. Annual site visits, updates, and enhancements

We conduct an in-person or virtual map review every year to ensure your CRGs remain accurate. Whether you are renovating, moving an AED, or adding a camera, we will make the update for you and redistribute the maps to both the school district and applicable first responders. Our products are enhanced yearly based off of direct feedback from real-world use and drills each year.

2. Distribution to your 911 Center through RapidSOS

Your maps become accessible to your Emergency Communication Center through RapidSOS, which allows emergency calls to be geolocated on the CRGs for your building. One of the most difficult challenges faced by 911 personnel is receiving emergency calls from locations inside unfamiliar, complex buildings, and needing to relay this information to first responders arriving on-scene, who also may also be unfamiliar with the site. When an emergency call is received from a school with a CRG, a 911 operator will now be able to quickly reference location information on a CRG directly within RapidSOS, allowing that operator to make faster decisions and communicate more effectively to dispatched first responders. **<u>Failure to participate in the annual fee after year 1 will result in your CRGs removal from RapidSOS.</u>**

3. Distribution to law enforcement and fire service

Your building has multiple public safety departments that provide emergency services to your site. We distribute the maps to your law enforcement agency, fire service, and any other specialized units like tactical teams. Each of these agencies may use a different technology platform, like a computer-aided dispatch (CAD) system, to access maps; we will provide them with the right file type so they can make the CRG of your building as accessible as possible. We also offer annual virtual and in-person CRG training free of cost to these agencies.

4. Integration into other life safety systems

If you have a video management system, a panic button or emergency alert application, or any other technology platform that allows you to access map layers, we will work with you or that third party to make sure your maps are accessible in that platform. We can also provide CRGs in formats that are usable for IT data management, teacher guides, or other school-internal purposes.