



LifeRing Ensured SunFest's 1st Responders Were Always Center Stage



EMTs



SECURITY

COMMAND CENTER



VOLUNTEERS



POLICE



SunFest is Florida's largest waterfront music and art festival. Held annually in downtown West Palm Beach, Florida the first week in May, SunFest attracts more than 175,000 visitors.

An event of this size generates hundreds of incidents from lost children to heat exhaustion to fights and more than its fair share of people under the influence. Responding to these incidents in previous years was accomplished with a team of dispatchers in an operations trailer blindly directing operations people, risk managers, security and EMTs via handheld radios. Given the large crowds, loud music and tension of the situations, trying to know where people were coming from and telling them exactly where to go, was often problematic.



Dispatchers refer to the large display showing the LifeRing C.O.P. of the SunFest area to direct first responders directly to incidents.

“ Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean elit ligula, luctus in egestas a, varius id neque. Nullam dignissim quam augue, sit amet imperdiet est sagittis sed. ”

- Dan Goode, Director of Operations

This year, the SunFest first responder team was running our GrouperVise app on all their own smartphones. GrouperVise is a commercial version of our LifeRing application that was modified specifically for a festival environment. The full LifeRing application features a robust suite of geo-location and communication tools used by military and security organizations. For SunFest, we simplified the tool kit down to geo-location tracking, messaging and the emergency alert functions.

We then set up a PC running the GrouperVise application on a large monitor that showed the exact location of each responder on a map of the event area; turning the trailer into a command center. When an incident happened, the first person on the scene, would signal an alert on their smartphone that would show their profile icon as flashing red. The alert would be received by the command center PC as well as each first responder with the exact location of the incident. The dispatch team could see the entire COP (Common Operational Picture) of the incident and geo-location of all the other responders and direct those who were closest or best suited to deal with the emergency.