



Frequently Asked Questions

What is SaferWatch?

- SaferWatch is a web and mobile-based security system that allows users to report an incident as they see it happening.
- The SaferWatch mobile app meets all Alyssa's Law requirements in the state of Florida

What is Alyssa's Law?

- In accordance with Florida Statute 1006.07(4), all Florida public schools, including charters, must implement a mobile panic alert system capable of connecting diverse emergency service technologies to ensure real-time coordination between multiple first responder agencies.
- Alyssa's Alert systems must integrate with local public safety answering point infrastructure to transmit 911 calls and mobile activations.

What types of emergencies can be reported using the SaferWatch app?

- Police Emergency/Active Assailant
- Medical Emergency
- Fire Emergency
- Any situation in which you would normally dial 911.

Does the SaferWatch app track or share a user's location?

- SaferWatch only provides a user's location to 911 centers and first responders when you manually trigger an emergency panic button on the SaferWatch app.
- From the SaferWatch User Privacy Policy: We only track the location of your device and relay that information to third parties such as first responders, if you manually initiate a panic alert or an incident.
- **SaferWatch does not provide or grant access to your location to any organization or first responder agencies or any other third party unless you voluntarily report an emergency or an incident on the SaferWatch app.**
- Just because you are at a school campus does not mean we are tracking and sharing your location. The only time we are sharing your location is when you press the panic button or report an incident. Just as when you call

911 and 911 centers know your location, that is how SaferWatch works. 911 will only know your location when you press the button.

When should you use SaferWatch Mobile Panic alert buttons?

- Only use SaferWatch panic buttons during emergency situations on campus which require emergency first responders.

Does SaferWatch share user information with third parties?

- SaferWatch only shares information with third parties when an emergency or incident is reported on the application.

How do I download the app?

- Go to the App Store on Apple or Google and search: "SaferWatch"
- After you download the app, "Sign Up" with **CLEVER** using your District credentials.
- The User Guide and training provide further details.

Where can I learn more about the SaferWatch Program?

- Visit saferwatchapp.com/browardschools

Does SaferWatch work with cellular or WiFi?

- Yes. SaferWatch works on either cellular phone service or on a WiFi connection/internet.

Is SaferWatch a replacement for calling 911?

- No. SaferWatch is not intended to replace or supplant dialing 911, but rather augment emergency communications.
- If you have the ability to call 911 in an emergency situation, always call 911 first.

How often do the SaferWatch panic buttons get tested?

- In accordance with state legislation, every school will conduct at least one test a year in coordination with District security, law enforcement and Broward County.
- Buttons have been tested in collaboration with all three dispatch centers in Broward County to ensure compliance and operability.

Is the SaferWatch System live?

- Yes. SaferWatch is a live system and connected to 911 centers.

Who is notified when a SaferWatch panic button is pressed on a BCPS campus?

- 911 centers/Public Safety Answering Points (PSAPs)
- Local law enforcement
- School principals and school administrators
- District security
- Onsite security
- School Resource Officers
- Certain situations, teachers and other staff

How are people notified when a SaferWatch panic button is pressed on campus?

- Phone calls
- Text messages
- Email notifications
- App push notifications

How are others notified of an emergency using SaferWatch?

- 911 centers and school districts use SaferWatch to send out real-time public safety alerts and notifications directly on the app.
- As a user on SaferWatch, you are able to subscribe to locations relevant to you, such as your school or city and receive real-time notifications from authorities.

Is SaferWatch directly connected and integrated into 911 centers?

- Yes. When you press a SaferWatch panic button, it automatically notifies the correct 911 center.

How Does SaferWatch reduce response time during an emergency?

- **Caller Interview** - When you call 911, you are asked a series of general questions such as, Who are you? Where are you? What is your address? What is your phone number? What is your emergency/what is the incident? With the SaferWatch mobile panic alert button, all of that information is instantly and directly sent to 911, saving critical minutes in an emergency response.
- **Call Transfer Errors** - Sometimes, when you call 911, the call is misrouted to the wrong 911 center and must be transferred to the correct 911 center

in order for them to dispatch the call. With the SaferWatch Mobile Panic Alert System, the call for help is automatically and immediately sent to the correct 911 center the first time.

- **Onsite Coordination** - Not only does SaferWatch automatically notify 911 centers of the emergency at a school location; it also alerts onsite resources that a panic button has been initiated on their campus. Onsite resources may include School Resource Officers, onsite security, school principals, assistant principals and other staff and teachers. The more quickly people are made aware of an incident, the faster they can react, initiate lockdown procedures or take other appropriate actions. Everyone is encouraged to call 911 during emergencies when possible.

Does SaferWatch only help during emergencies?

- No. Users can also report tips on SaferWatch.

Does the SaferWatch app work outside of my school or work?

- Yes. The SaferWatch mobile app works on and off school property for reporting tips and non-emergencies. However, the SaferWatch Mobile Panic Buttons are only intended for use while on District property.

After a SaferWatch Panic Button is pressed, can users still communicate with the 911 center?

- Yes. SaferWatch allows users to provide real-time text messages as well as upload images and videos directly to the 911 center and have a two-way dialogue. This provides additional context to the emergency taking place on campus and assists with the response.

Are teachers and staff trained on how to use SaferWatch?

- Yes. In coordination with the District, SaferWatch has and is continuing to conduct training to help teachers and staff be prepared and ready in the case of an emergency.