



Wyoming Department of Education

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Attachment to Memo No. 2013-015

FAQ's FOR AVAILABLE PANIC BUTTONS FOR SCHOOLS

**(Source: Wyoming Office of Homeland Security
Contract with Corporate Protection Services)**

Q. What is the panic button used for?

A. To alert the first responders and up to four additional entities in the event of a school intruder or workplace violence.

Q. How much is the cost to a school?

A. The hardware cost per location is \$220. The ongoing cost for five panic buttons is \$20 per month per location. The district pays the cost.

Q. Is there a separate installation fee?

A. No.

Q. How long is the monthly rate locked in for?

A. Four years. The rate will be renegotiable after that.

Q. How many buttons can one building have for that price?

A. Five (5).

Q. Does the provider provide initial training?

A. Yes. They also test the system before it becomes operational.

Q. What steps come after installation of the buttons and signing up for the service?

A. It is critical that the school conducts ongoing staff training and that communication and coordination exist with local first responders who are made aware of this tool.

Q. Can I inspect the bid number?

A. Yes, a copy is available upon request. Email bruce.hayes@wyo.gov.

Q. If my school participates, what is the likely timeline for installation?

A. After April, 2013.

Q. Is a school obligated to sign up for all four years of the guaranteed \$20 per month fee?

A. No. There is no minimum timeframe for service.

Q. Who is the company contact for installation or signing up?

A. Marc Thayer, President for Corporate Protective Services at 307-635-7473. Mention that you want to install panic buttons under the agreement negotiated by the Wyoming Office of Homeland Security.

Q. Is the hardware/software proprietary or public?

A. Public.

Q. Where are the CPS call relay centers?

A. There are two. One is in Syracuse, NY. The other is in Denver, CO.

Q14. How many sites or entities can be contacted per location once the panic button is pushed?

A14. Five. This may include district or school leadership.

Q. Can the button be used in a school safety drill?

A. Yes.

Q. Does the wireless notification system *still work* in a power outage?

A. Yes.

Q. Can any member of staff call CPS directly or do they only work with the building principal or administrator of the school?

A. Any school staff member can call the 307-635-7473 contact number.

Q. Are the panic buttons wireless?

A. Yes. They have batteries in the button containment that last five years. The associated panel has a separate battery that will sustain itself for eight hours in the event of a power outage.

Q. What methods are in place to ensure reliability?

A. The system is live, each button is monitored. The nearest monitoring station receives a signal to ensure functionality. If a panic button should lose battery power, it will show up as inoperative at this same monitoring location and the school would be contacted immediately. If a button is pushed, the first responders associated with that particular button are notified within 90 seconds. Up to four additional notifications or contacts (five total) can be linked to each location.

Q. Does the panic button alarm go directly to the first responder?

A. No. All alarms systems across the country go to a monitoring station first (a hub). An operator then contacts the necessary local dispatch centers. Those who are notified receive three types of messages; phone, text, and email.