



## CASE STUDY

### Twin Rivers USD Overview

-  **48 School Sites**  
Equipped with Automated Emergency Response
-  **4 School Support Facilities**  
Equipped with Automated Emergency Response
-  **3,000+ Employees**  
Trained and Onboarded
-  **27,000+ Students**  
Protected



# How CatapultEMS Helped Twin Rivers USD Streamline Emergency Communication for Thousands of Employees

## Supporting a Twin Rivers USD Safety Leader

When **Greg Rash** moved from Director of Nutrition Services to Director of Business Services within Twin Rivers Unified School District, one of his new duties was to oversee risk management, which included emergency preparedness for students and staff.

Greg had his work cut out for him, as he was ultimately charged with the responsibility of implementing a new emergency management system at 52 sites (including school sites and school support facilities) throughout the district, as well as facilitating the training and onboarding of a couple thousand employees.

It was a daunting task, to say the least, but fortunately, **Greg didn't have to do it alone.**

Greg and Twin Rivers Unified School District were equipped with the CatapultEMS system, which was designed specifically with efficiency and ease of use in mind for large school districts. But even more importantly, Greg had **hands-on support from the CatapultEMS team from beginning to end.**



*With my technological ineptitude, I would have been dead in the water without the outstanding training and support I received from CatapultEMS' entire team... I was blown away by the administration, staff, and customer service. They worked tirelessly with our bustling district office and school sites to set up and provide training."*



**Greg Rash**

Former Director of Business Services, Twin Rivers Unified School District

## The Districts' Needs: An Emergency Lifeline & Prepared Staff

### 1. Fast and direct communication with the district office and law enforcement

As a school district that prioritized the safety of its students and staff, Twin Rivers Unified School District leadership knew they needed an emergency response system that was more sophisticated than just manual phone calls and emails.

One of their main goals was to allow for **rapid and fluid communication between school sites, the district office, and law enforcement in the event of an emergency**, especially during classroom lockdowns when lines of communication are typically down.

### 2. Ensuring every staff member was onboard with the emergency response plan

The district also needed to ensure that all district employees – from teachers to bus drivers to IT personnel – were on the same page on the district's new emergency management system (CatapultEMS) and protocols.

This meant staff needed to be thoroughly trained on what actions to take in an emergency and how to properly leverage CatapultEMS. According to Greg Rash, one big hurdle was not only teaching staff how to use the system but also getting them to fully understand the value of the system so they would be motivated to leverage it properly.

## The Solution: Empowered Decision Makers & Training Support

### 1. Information that empowers safety leaders to make the right decisions

With CatapultEMS, staff and teachers can now easily report incidents and account for their students in real time through an app on their mobile phones, providing the district and first responders with accurate and timely information so they can respond quickly.

The updates go straight to the district office and other key members of the school's safety team, allowing school leadership and law enforcement to make in-the-moment decisions such as whether to initiate or end a lockdown, whether school buses should be diverted to another location, whether a search needs to be conducted, etc.

### 2. A dedicated partner in staff training and system customization

The CatapultEMS team first worked with Greg Rash to ensure he understood their system inside and out, and then they worked with him closely to get all district employees trained, all school sites set up, and the system further adjusted to the district's specific needs.



*I worked very closely with CatapultEMS support, and they were truly invaluable. They never failed to answer any questions we had, and they made the updates, edits, and changes we needed very quickly. They provided our staff and teachers superb training and even provided our district with on-site support during our major drills.”*



**Greg Rash**

Former Director of Business Services, Twin Rivers Unified School District

## CatapultEMS in Action at a Twin Rivers USD School

While some teachers and staff members at Twin Rivers Unified School District were slow to warm up to CatapultEMS, their support grew once they witnessed its benefits firsthand through drills and actual school lockdowns. Greg recalls an incident at one high school in the district where the system was used to respond to a violent crime that occurred near campus.



*Catapult was our first line of communication. Our Twin Rivers Unified School District Police Services immediately put out a Code Red alert that went to certain district personnel.*

*We were then able to communicate with each other about what needed to be done. We sent out a notification to staff and parents that school would be delayed, traffic would be blocked off, and buses would be diverted. It was really the communication piece that made things run much more smoothly than they might have otherwise.”*



**Greg Rash**  
Former Director of Business Services, Twin Rivers Unified School District

## CatapultEMS Usage by Twin Rivers USD

(From 2016 to 2023)

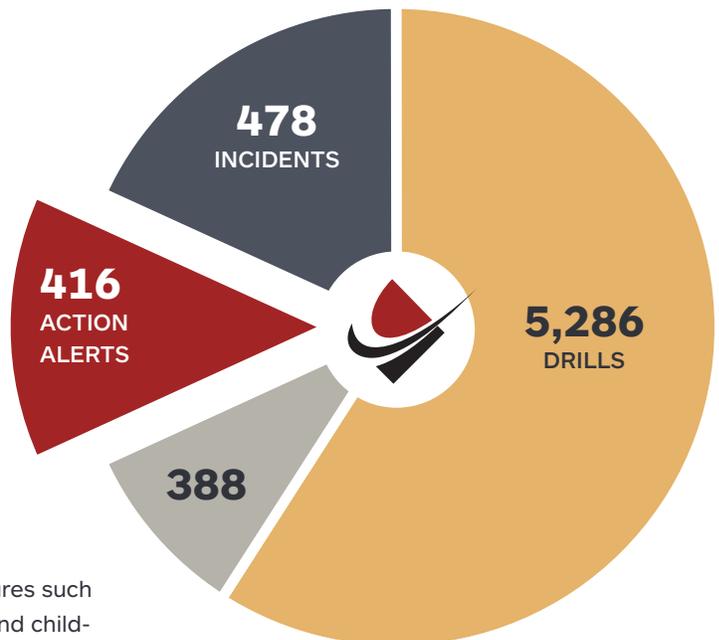
**6,568**

Emergency Response Events with CatapultEMS

- ▶ 478 Incidents
- ▶ 388 Caution Alerts
- ▶ 416 Action Alerts
- ▶ 5,286 Drills

### About CatapultEMS

CatapultEMS is a fully integrated emergency response and crisis management system designed for K-12 school districts. With features such as automatic emergency alerts, real-time student accountability, and child-guardian reunification assistance, CatapultEMS is a life-saving solution that allows school staff, administration, and law enforcement partners to work together to identify, address, communicate, and resolve threats faster.





Find out how you can use CatapultEMS to keep your students and staff safe!

**BOOK A DEMO**

**(855) 550-9006**

**[www.catapultemergencymanagement.com](http://www.catapultemergencymanagement.com)**