



Protecting the Protectors: How San Diego's MCRT Uses Vestige to Keep Crisis Teams Safe

Client Overview

Organization: San Diego County Mobile Crisis Response Team (MCRT)

Industry: Behavioral Health, Crisis Response

Team Size: 130+ field staff

Calls Answered Since 2021: 17,000+

Solution: Vestige PERSA Wearable Panic Button

The Challenge: High-Risk Work, Low Safety Net

MCRT responders regularly face volatile and unpredictable environments as they assist citizens in crisis. They are unarmed, without body armor, and often work in remote areas with limited cell coverage. Standard mobile phones were unreliable and too obvious in emergencies, leaving staff feeling exposed, unsupported, and at risk of burnout or attrition.

“The job is inherently dangerous, so it was important to us to put as many of these tools like PERSA in place to keep our people safe.”

—BRE LANE,
PROGRAM ADMINISTRATOR,
SAN DIEGO MCRT



Solution: Vestige PERSA

MCRT adopted Vestige’s PERSA device—a discreet, wearable panic button that silently alerts supervisors, 911 dispatch, and leadership with real-time GPS data during emergencies. Worn as part of the team uniform, the PERSA device enables responders to request backup without escalating the situation.

“We needed something that worked when nothing else did... PERSA checked every box.”

— BRE LANE

Key Features

- Silent activation in under four seconds
- Accurate GPS tracking—even in low-signal areas
- Customizable alert sequences (text, email, 911 dispatch)

Implementation & Training

MCRT partnered with Vestige’s team to tailor PERSA to their unique operational protocols. Monthly surprise drills tested responsiveness, including in remote areas. PERSA outperformed other panic button technologies, consistently transmitting location data even where cell service was unavailable.



Outcomes

Enhanced Team Safety & Morale

Responders report feeling “seen and protected,” improving trust and reducing burnout.

28-Second Average Emergency Response Time

In high-stakes moments, this can mean the difference between escalation and resolution.

Improved Accountability & Compliance

MCRT uses Vestige’s reporting tools for trend analysis and to meet emergency preparedness requirements.

Why MCRT Chose Vestige

- Reliability in low-signal, high-risk scenarios
- Affordability for publicly funded programs
- Simplicity for fast training and consistent use High-touch support from Vestige’s deployment and customer success teams

**“No one should fear for their life doing this work...
With PERSA, we are protecting our people.”**

—BRE LANE,

PROGRAM ADMINISTRATOR, SAN DIEGO MCRT

A Model for the Nation

San Diego’s MCRT is now a reference model for other municipalities – Lane regularly shares her experience with other behavioral health leaders and recommends PERSA as a national standard.

About Vestige

Vestige delivers AI-powered vehicle and body cameras, real-time monitoring, and emergency alert solutions like the PERSA panic button. Designed for high-risk, mobile environments, Vestige helps organizations reduce liability, protect staff, and respond in the moments that matter most.