



TeamAlert

C A S E S T U D Y

CITY OF PAGE, ARIZONA



OVERVIEW

The City Government in Page, Arizona, a town near Lake Powell, needed a better alert system for their City buildings. The City of Page employs 200 to 300 people and oversees multiple locations and departments, including the police, the fire department, public works, and various tourist and community sites, including a sports center and the local library. An existing hard-wired alert system was not close to meeting expectations and was also creating logistical difficulties in its maintenance.

THE SITUATION

An existing, hard-wired alert system had been in place in the City of Page buildings for several years but was presenting with several difficulties. Checking the system required that the City's financial director located multiple sites every month to check the alert system manually. The financial director would press the alert button, then notify the connected alarm company and dispatch to confirm that an alert had been sent. This was a time-consuming and cumbersome process; what's more, it could not be delegated to other members of the City of Page team as only an authorized user could test the system.

The system also made it far too easy to initiate an alert— any employee might easily press a button by mistake. There were also no protocols in place whereby a staff member could confirm that they had initiated an alert. This meant that accidental alerts could not be deescalated, and real alerts could not be confirmed. In an emergency scenario, employees would have no way to confirm that dispatch had been alerted and that either the PD or FD were on the way.

The hard-wired alert system also had to be routed through an alarm company, which would then alert the City's dispatch. This created delays in response; authorities, too, had little direct information on what an alert involved or what type of situation they were walking into.

Finally, an incident with a disgruntled individual at City Hall made it clear to the City that they would need a better alert system. Employees confronted with this individual had no way to alert the authorities without signaling to him that they were doing so, which may have escalated the situation. The single alert button in City Hall was located in the Finance Department and was not accessible to the employees confronted with this individual.





CONSIDERING OPTIONS

The City of Page considered expanding on this existing analog solution and adding in more hard-wired alert buttons around City buildings. This would prove logistically impossible, however, as the implementation team would have to hard wire 100+ buttons around the city. The fact that many of the City buildings were older meant that it would be difficult to confirm if wiring in the building was in good working order.

With these difficulties in mind, the City of Page reached out to TeamAlert to explore digital solutions to their problem.

THE SOLUTION

IT tech, Patricia Wischmann, worked with TeamAlert to implement a comprehensive alert system for the City of Page. The City had decided on TeamAlert for several reasons. For one, they liked the fact that they would now be able to connect directly to the City's dispatch. The solution could also be customized to their needs, allowing them to detail user permissions and define who could de-escalate alerts when needed. TeamAlert also had redundancies in place that would all but eliminate the chance of initiating an accidental alert. Users could also check to confirm that a real alert had been sent in the event of an actual emergency.



During the first round of implementation, the City had to deploy the solution on a user basis, but later versions of TeamAlert allowed them to deploy the solution much more quickly and easily. They were then able to deploy on a domain basis and install TeamAlert automatically without visiting individual workstations or interrupting an employee's work. The solution is currently in use across the City infrastructure.

THE RESULTS

City employees have been more than happy with the results since implementing TeamAlert. The chat feature in TeamAlert was particularly useful for police and fire personnel responding to emergencies. They could use this communication interface to confirm details on incidents so that they were as prepared as possible in their response.

Individual users are now able to receive notifications based on their preferences. The fire and police chiefs, for example, set up SMS alerts on their mobile devices, while other City employees are able to access their notifications on desktops or laptops.

The City also decided to leverage TeamAlert as a fire alarm system at City Hall, as the older building had an aging infrastructure and no existing fire alert system in place.



PLANS TO EXPAND TEAMALERT IN THE FUTURE

The initial implementation and subsequent training and testing has made City employees feel much better about their situation. They now have an actionable and responsive solution to emergency needs.

Plans are in the works to push out the TeamAlert system to additional sites in the City of Page network. Discussions are already underway with the local school system to see how their sites can benefit from TeamAlert's real-time alerts. The library is also going to leverage the solution, as is the local sports complex where referees will be trained to use the system to alert ambulances during medical emergencies. Across the City of Page, implementing TeamAlert has resulted in less stress for workers, the erasure of exorbitant work hours spent on maintaining the old system and much more streamlined and efficient emergency response.

