



HipLink Customer Stories

The constantly evolving needs of HipLink Customers drive product innovation. Sharing the many ways in which HipLink Customers use the software helps to illustrate its flexibility and increase our understanding of applicability. We asked our Customers how they use their HipLink software. These are their stories.

CITY OF LOGAN, UTAH

Good to hear from you. Here are a couple of thoughts on how we use HipLink:

Since implementing the Spillman interface, the majority of our HipLink usage is automatic--messages being sent directly from CAD to the first responders. In addition to receiving the voice page (in the case of our Fire/EMS responders) they now receive a text page giving them address, call information, patient information, and other details relevant to the call. This has drastically reduced the amount of voice traffic over the radio. Prior to this implementation the dispatcher would have to constantly repeat the address for various responders going en route at different times. Now the pertinent information can be given over the radio without competing with numerous address requests.

In addition to Fire/EMS notification, the law enforcement administrators have started to utilize the automatic notification. For example, our chief and captains receive automatic notification on several high-level call types. About a month ago we had an armed robbery at a convenience store near the Chief's home. He received the automatic notification and was able to respond almost as quickly as the patrol officers. Normally, this notification would have taken much longer--having to go through several levels of chain of command. Having him at the scene so quickly resulted in several steps being taken which ultimately resulted in the perpetrators being located and arrested.

We also use HipLink to notify an out-of-county supervisor for the Utah Highway Patrol of major crashes that occur in our county. In this case, the lieutenant who oversees the UHP lives two counties away, but is required to be notified of any personal injury or fatal crashes that occur in any of the counties he supervises. He is responsible for handling media inquiries as well as inquiries from his supervisor who reports to the governor's office. Prior to the HipLink implementation the trooper handling the crash would not only be responsible for dealing with the crash and all that goes with it, but then need to remember to make the notification to the lieutenant. Now the lieutenant knows about the crash as soon as the trooper does. In addition, it takes the dispatch center out of the middle of passing messages back and forth between them.

TOOELE COUNTY, UTAH

Thank you for considering my agency for assistance with the panel. I have a few situations I can share with you as to how we are using HipLink. The function we use most is the text paging utilizing groups and plans, examples include:

1. Fire/Medical: Whenever there is a fire or a medical in an area the fire department members of the agency that is attached to the fire jurisdiction for that area gets a text page on their cell phone. The groups can be "tied" to each other which I have done with rural areas of Tooele County where mutual aid is a necessity. For example: fire department 1 has a mutual with fire department 2 so I created a plan to include both agencies if one is called out.
2. Flooding: I created a plan for flooding so if there is a flood call in any area of Tooele County the Emergency Management Department, area road crews, and area mayor is notified automatically.
3. Missing Child: I also created a plan for missing children calls that allows administration and the CART Team to automatically be notified if their agency is involved in a missing child case.

HipLink paging has been a very valuable tool in Tooele County and we are looking forward at adding RF paging and SMS in the future.

KOOTENAI COUNTY, IDAHO

In response to your request for information on incidents where HipLink was used for emergency management or how it quickened response to critical incidents is difficult. The difficulty is trying to select only one or two incidents, since the implementation of HipLink's interface with Spillman CAD module has completely changed the fabric of how we do business and been ingrained in the way we respond to all critical incidents.

Our county is roughly the size of the state of Rhode Island and our HipLink paging system averages between 800 to 1000 pages per day with approximately 99% of them for emergency response for service. To research for content of this letter, I checked the HipLink Paging Report. As I write to you, HipLink pages are currently being sent automatically, dispatching multiple police, fire and EMS personnel from multiple agencies to a suicidal subject, an unconscious male, a male having a stroke, a male having a seizure, an injury car accident and a sick female. This is typical of our normal call load, for calls for service.

HipLink has facilitated our ability to rapidly dispatch first responders and provide them information including the type of incident, location, the radio channel assigned to the incident, responding units, and additional call details. The increased the level of accurate, clear and timely information the first responder receives in hand, reduces and simplifies the work load of our dispatchers, to shorten response times to all incidents. HipLink transmits this information to the first responder through multiple carriers (Verizon, AT&T, Sprint/Nextel, Telewaves, etc.) to a wide variety of end user devices (note pagers, cell phones, smart phones, reader boards, email accounts, voicemail and Android applications). All our first responders get more information about an incident before they arrive on scene, faster than they have ever received before. This allows for better and safer deployment of resources and personnel for each incident response.

In summary we don't use HipLink for some critical incidents, we use it for ALL our incidents.

STANISLAUS COUNTY, CALIFORNIA

Relating a specific story regarding the use of HipLink in our emergency management scenarios is possible, but I think the real story is the fact that for our county, and many of the other agencies in our county, HipLink has become a regular part of the business. It is used on a regular basis to share information such as staffing levels and command responsibility. It is also used to notify SWAT, Bomb and other special teams of call-outs and the ability to do this with a text message instead of a page with a call-back number or phone calls to individuals is a great time saver and speeds up the response of these units. We are particularly excited about our upcoming addition of having our new CAD system strip certain information from fire calls and forward to those with a need to know via the SNPP gateway.

I will be happy to narrow down a particular incident where HipLink was used if you prefer, but I do think the way it has improved our business on a regular basis is the important story.

MISSOULA, MONTANA

HipLink has been an asset to our organization, we are using it more to augment our existing system. HipLink allows us to reach out to responders and command staff when events occur. I would need to check with our user agencies before releasing any specific stories, but I know that the system has been used for SWAT call-outs, to help recall staff during several fire events as well as our normal day to day operations.

CITY OF EUGENE, OREGON

Our plan is to use HipLink for automated paging of rural fire districts, in conjunction with automated fire toning which we are already doing.



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