

Case Study

Emergency Response Teams Better Prepared with BlackBerry Solution



Company: Sikeston Public Safety provides police, fire, emergency response and a variety of services that contribute to public safety in the community of Sikeston, Missouri.

Industry: Public Safety/Law Enforcement

Region: Americas

Company Size: Small-Medium Enterprise
- 90 employees

Email Environment: Microsoft® Exchange

Type of Solution: Industry Specific
Application

BlackBerry Partner Solution: WIC OREIS
Mobile from Wallace Wireless

Challenge: When responding to a hazardous material (HazMat) spill, Sikeston emergency teams need accurate information about the dangerous chemicals onsite. The team wanted to replace the paper binders they were using with a solution that gave them faster, simpler access to key information.

Solution: Emergency response leaders were given BlackBerry® smartphones equipped with WIC OREIS Mobile from Wallace Wireless. The solution accesses Hazmat databases maintained by the Coast Guard, railways and other institutions so onsite teams have the critical information they need at a scene on their BlackBerry smartphones.

Results:

- Eliminates paper manuals
- Supplies accurate, current Hazmat information
- Increases safety of emergency teams
- Helps teams multitask to speed up response time



 BlackBerry®

The Challenge:

Make Hazardous Materials Information Easier and Faster to Access

Sikeston Public Safety manages police, fire, SWAT and emergency response for the 20 square mile community of Sikeston, Missouri. One of their most critical services is hazardous material (HazMat) response.

Emergency teams rely on Hazmat information provided by the US Coast Guard, US Department of Transportation and Energy, and the US Center for Disease Control supplied in heavy, cumbersome manuals.

If an incident occurs, onsite response teams look up the dangerous chemical they're facing by finding the right manual in their vehicles. During this search, time is lost, and an incident can escalate. Not to mention, the tediousness of having a trunk full of binders that travels everywhere the team goes.

Sikeston Public Safety wanted a way to promptly and reliably identify hazards in transportation. They wanted to help their onsite crews react more effectively and safely to a potentially dangerous situation from the start. To accomplish this, they turned to the BlackBerry® Enterprise Solution, a wireless technology they already liked.

Why a BlackBerry Solution?

Email on BlackBerry smartphones was already very popular with Sikeston public safety officials. For three years, they'd grown to rely on receiving information using the convenience of their BlackBerry smartphones. It seemed an obvious choice to build on the solution they already used with a mobile application.

"BlackBerry smartphones are just so easy to use," says Chief Drew Juden, the Director of Public Safety. "It makes my life easier as an administrator because I no longer come in on Monday morning and have to respond to the 200 emails that have piled up. I now manage the messages as they come in."

While attending a communications conference, Chief Juden saw a demonstration of WIC OREIS Mobile from Wallace Wireless. He instantly saw its potential for his teams. The application would put an end to paper manuals. And the agency already had most of the technology it needed because they had the BlackBerry® Enterprise Server equipped with the BlackBerry® Mobile Data System.

"It was so simple to load the application on the BlackBerry smartphones by just accessing the Wallace Wireless server," says Chief Juden. "I didn't need an IT person standing next to me, directing me every step of the way. The fact that it was so easy to deploy on the BlackBerry smartphones was a big plus."

"WIC OREIS Mobile on our BlackBerry smartphones means we have a clear understanding of the chemicals we may be facing when responding to a Hazmat incident. We want to make sure we have all the information before we start exposing our people to that environment."

~ CHIEF DREW JUDEN, Director of Public Safety

Partner Profile:



Company: *Wallace Wireless*

- Since 2000, provided simple mobility solutions for emergency response, business continuity and efficiency
- Dedicated to extending the corporate office "beyond the building" in an easy and cost effective manner
- Incorporates critical redundancy into its applications to ensure the availability of critical tools when needed

Featured Product: WIC OREIS Mobile

Application Type: Industry Specific Application

"We found Wallace Wireless at a conference, where they gave us a detailed demonstration of their product's capabilities. They pretty much walked us through everything and the next day we were up and running."

~ **CHIEF DREW JUDEN**
Director of Public Safety



For more information, visit www.wallacewireless.com

Peace-of-mind in Hazardous Situations

WIC OREIS Mobile is designed to improve the safety and responsiveness of first responders on a scene. Using a BlackBerry smartphone, the user launches the application which gives them access to online Hazmat databases maintained by US Coast Guard (CHRIS database), US Department of Transportation and Energy (the WMD database), and the US Center for Disease Control.

By keying in the chemical, teams can see the chemical properties of whatever has been spilled because they look directly into the agency's databases. Response teams can make onsite decisions about how to respond, what equipment to wear and how to keep people in the community and on the emergency teams safe.

The information is always up-to-date since each transportation agency takes responsibility for posting any changes to their own databases. Hazmat teams in the field no longer have to check to see they have the most current published information, as they had to do when they relied on paper. They can be certain that what they look up on their BlackBerry smartphones is up-to-date. Plus, one lightweight BlackBerry smartphone now replaces several heavy manuals.

"One of our biggest concerns is that we could have a massive train derailment in the middle of our community because the railroad tracks run through the center of our area. Anything that happens would require a major evacuation," says Chief Juden. "WIC OREIS Mobile on the BlackBerry smartphones gives us a better level of comfort that the information we have is current, in case we have to evacuate homes, schools, nursing homes and so on. We now feel we can get the information quicker and handle the situation better."

A key feature of the application is a direct interface with major railroads. If a derailment occurs, Hazmat teams simply use their BlackBerry smartphones to type in the number of the railcar involved. The information is transmitted wirelessly to the railway, which responds instantly about the hazardous materials that might have been on the particular rail car or tanker.

"For example, this solution would be very useful if the personnel on the train were injured and we couldn't ask them what they were carrying," says the Chief. "If we can't get to them, we still know how to respond because we now have a back up solution at our fingertips with the BlackBerry smartphones."



"WIC OREIS Mobile on the BlackBerry smartphone puts a plethora of information at our fingertips instead of carrying trunk loads of manuals and having to spend all that time leafing through them for the correct information."

Chief Drew Juden
Director of Public Safety

BlackBerry Solution Performs with Flying Colors

Fortunately, Sikeston has not put its wireless solution to the test with a major train derailment or significant chemical spill. But they did have a situation where they got to see the potential of their application field-tested.

An industrial site in their community had a leak of Anhydrous Ammonia, a colorless gas that can be harmful to humans if not handled safely. Sikeston Public Safety was able to use WIC OREIS Mobile on their BlackBerry smartphones to look up the chemical properties of the gas, the kind of protective clothing required, how to give first-aid response if needed and what happens if a fire occurs.

"The nice thing about having this wireless solution is we can look at different areas of the problem at the same time," says Chief Juden. "One of us can look at response suggestions, another can look at chemical properties, and another can determine an action plan."

WIC OREIS Mobile on the BlackBerry smartphone passed its first test with flying colors. Sikeston Public Safety now feels more assured that first responders have the powerful information they need to accurately, safely and quickly respond to potential dangers.

"WIC OREIS Mobile on the BlackBerry smartphones gives us a better level of comfort that the information we have is current, in case we have to evacuate homes, schools, nursing homes and so on. We now feel we can get the information quicker and handle the situation better."

~ CHIEF DREW JUDEN, *Director of Public Safety*



“The nice thing about having this wireless solution is we can look at different areas of the problem at the same time. One of us can look at response suggestions, another can look at chemical properties, and another can determine an action plan.”

Chief Drew Juden
Director of Public Safety

For more information on BlackBerry solutions, visit
www.blackberry.com/go/success

Results

Eliminates Paper Manuals: WIC OREIS Mobile lightens the load for onsite crews who now carry the BlackBerry smartphone instead of paper manuals to look up Hazmat information.

Supplies Accurate, Current Hazmat Information Onsite: First responders feel assured that the information they look up about a dangerous chemical is current because the Hazmat databases they access are maintained by transportation agencies and BlackBerry helps to access the most current data.

Increases Safety of Emergency Team: Having information and action plans for dealing with dangerous substances increases the safety of emergency teams; decisions can be made on-the-spot because of access to valuable information.

Helps Teams Multitask for Faster Responses: Each team member can use the application to look up a different aspect of the response plan, ensuring the better use of resources on scene.

The above information regarding third party products and services provided in this document is for your information. Since third parties provide the information to Research In Motion Limited (“RIM”) and RIM relies on the information without performing any independent investigations, RIM makes no warranty or guarantee concerning the features, reliability, or pricing of the third party products or services, or their compatibility with any RIM products.

Check with service provider for availability, roaming arrangements and service plans. Certain features outlined in this document require a minimum version of BlackBerry Enterprise Server Software, BlackBerry Desktop Software, BlackBerry device software and/or BlackBerry devices and may require additional development or third party products and/or services for access to corporate applications. Prior to subscribing to or implementing any third party products and services, it is your responsibility to ensure that the airtime service provider you are working with has agreed to support all of the features of the third party products and services. Installation and use of third party products and services with Research In Motion’s (“RIM”) products and services may require one or more patent, trademark or copyright licenses in order to avoid infringement of the intellectual property rights of others. You are solely responsible for determining whether such third party

licenses are required and are responsible for acquiring any such licenses. To the extent that such intellectual property licenses may be required, RIM expressly recommends that you do not install or use these products and services until all such applicable licenses have been acquired by you or on your behalf. Your use of third party software shall be governed by and subject to you agreeing to the terms of separate software licenses, if any, for those products or services. Any third party products or services that are provided with RIM’s products and services are provided “as is”. RIM makes no representation, warranty or guarantee whatsoever in relation to the third party products or services and RIM assumes no liability whatsoever in relation to the third party products and services even if RIM has been advised of the possibility of such damages or can anticipate such damages.

© 2007 Research In Motion Limited. All Rights Reserved. The BlackBerry and RIM families of related marks, images and symbols are the exclusive properties of Research In Motion Limited. RIM, Research In Motion, BlackBerry, and BlackBerry Enterprise Server are registered with the U.S. Patent and Trademark Office and may be pending or registered in other countries. All other brands, product names, company names, trademarks and service marks are the properties of their respective owners. MKT-16246-001