

SWAT and Emergency Management

Tactical call outs, major events and an EF4 tornado

City of Plano Police and City of Plano Department of Emergency Management - Texas



Challenges

- Sharing information from several different points simultaneously
- Tied down to one person inputting all the information
- Inter-departmental planning for special events and large-scale emergencies

Rhodium Solution

By deploying Rhodium, the Plano Police Department and Plano Department of Emergency Management now have a solution in which all users can view and update critical incident information. This allows information to be shared seamlessly between incident stakeholders and provides a tool that supports collaboration between multiple staff, all entering data simultaneously. Rhodium's Command Board provides a common operating picture for incident staff for enhanced situational awareness.

The ability to pre-populate information using the Rhodium pre-planning tools has provided shortcuts to rapidly deploy the Rhodium system during a number of contingencies or planned events. The ability to create Incident Action Plans that are customizable to the specific position and function requirements of the City's events and incidents has been instrumental.

Since purchasing Rhodium, Plano PD has deployed the system on all of their SWAT call outs in addition to large events such as the Plano Balloon Fest and the 4th of July Celebration. When an EF4 tornado struck Garland, Texas, the City of Plano Emergency Management staff, in collaboration with Tarrant County College (another Rhodium customer), utilized Rhodium to support Incident Action Plan development for several jurisdictions that were impacted.



Customer Feedback

“ Rhodium has allowed us to manage events with only a fraction of the people we normally use without missing a beat. We looked at several options but no one came close to what Rhodium was offering. “

*Detective Fred Garcia,
Plano Police Department*