



Durham Regional Police Services Modernizes Communications with BlackBerry AtHoc

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– **Christine Robson, I.T. Manager, Durham Regional Police**



Industry Public Safety and Security

Location Ontario, Canada

Products AtHoc Alert

<http://www.drps.ca/>

Durham Regional Police Services Modernizes Communication Systems

The department gained the capability to audit all alerts and responses, something that was next to impossible before implementing AtHoc.

The Durham Regional Police Services are the tenth largest municipal police force in Canada, providing safety and security for over 660,000 residents, employing more than 1,100 officers and civilian employees, and operating almost 400 vehicles.

Despite the DRPS' progressive approach, Incident Command and Traffic Services Operators relied on group text messages and emails to alert and distribute information to first responders during critical traffic accidents and events.

Operators taught themselves to apply shortcuts as they attempted to make the system more responsive, such as creating distribution groups based on the incident. However, issuing notifications plus collecting feedback was a highly manual process that required constant attention to maintain accurate lists and ensure consistent information collection and distribution over time. This labor-intensive system suffered from other critical operational challenges.

"Information from operators was very limited via text message," said Christine Robson, IT Manager at Durham Regional Police. "In addition, calls were being missed when devices were set on silent in the middle of the night."

Durham Police implemented BlackBerry AtHoc for 80 first responders to receive critical alerts based on automated workflow and predefined templates. The system included notification capabilities on phone, email, SMS, and mobile, expanding the ways to reach officers beyond text messages and email. Operators gained the ability to notify first responders with one alert and track replies in real time.

Robson's response was extremely positive.

"Our team of operators and first responders have been very happy with BlackBerry AtHoc," she said. "We are expanding our usage beyond critical alerts and into business continuity notifications."

The department is adding more than 120 new users, bringing the total to over 200. Operators are receiving training for information collection and user accountability, as well as issuing alerts, with AtHoc serving as a communication hub for the organization.

Robson plans on leveraging AtHoc's secure and reliable messaging and incident sharing functionality across business assets as well as police operations. The same system used for policing is now being implemented to help the organization respond to internal operational issues, ensuring accurate information sharing across multiple departments and personnel.

Durham Regional Police has confidence that BlackBerry Crisis Communication Platform will deliver results and continue to ensure safety and security for their community well into the future.

Future expansion plans include sharing critical information with other connected organizations such as Durham College, UOIT, Emergency Management Services, and various other private and public institutions. With two nuclear power plants within 30 kilometers, including Darlington Nuclear, BlackBerry AtHoc is an ideal platform for coordinating response and distributing critical information to the public in the event of natural disasters.

About BlackBerry

BlackBerry is securing a connected world, delivering innovative solutions across the entire mobile ecosystem and beyond. We secure the world's most sensitive data across all end points – from cars to smartphones – making the mobile-first enterprise vision a reality.

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