



HSIN Plays Vital Role in

EVENT SECURITY

for the Waste Management® Phoenix Open



Since 2011, HSIN has been used for planning, operational support and situational awareness reporting at this week-long event to ensure the safety of more than half a million attendees despite high temperatures, elevated structures, water hazards and unguarded access.

Organizations

- Scottsdale, AZ Police & Fire Departments
- Phoenix, AZ Police & Fire Departments
- Chandler, AZ Police Department
- Tempe, AZ Police Department
- Mesa, AZ Police Department
- Maricopa County, AZ Sheriff's Office
- FBI - Phoenix Office
- Arizona Department of Public Safety
- East Valley Gang & Criminal Information Fusion Center
- Arizona Counter Terrorism Information Center
- 91st Civil Support Team (AZ)
- National Weather Service
- Mayo, Healthcare provider
- PMT, Ambulance provider
- ProEM (on-site contracted private security firm)

Sectors

- Law Enforcement, Intelligence, Emergency Services and Emergency Management



CASE STUDY

HSIN: AN EFFECTIVE TOOL FOR ACTIONABLE INTELLIGENCE AND IMPROVED SITUATIONAL AWARENESS

Since HSIN began supporting the Waste Management® Phoenix Open in 2011, the HSIN Program has played an integral part of event security for Scottsdale public safety professionals and key strategic partners with secure information sharing. HSIN plays a vital role in the delivery of safety and security services to nearly 600,000 fans, touring pros and tournament staff. As the largest attended and the fourth oldest Professional Golfers Association tournament, the Waste Management® Phoenix Open presents a unique set of challenges to public safety officials. In terms of attendance capacity, the 16th hole alone rivals many professional and collegiate basketball arenas accommodating nearly 20,000 people.

“The grand benefit of HSIN over the years has been the clear and straightforward presentation of critical event information that is readily accessible to any public safety stakeholder with Internet access.”

Lieutenant Jeffrey Trillo
Scottsdale Police Department

Useful, Real-world Information

Scottsdale public safety professionals use HSIN to track emergency service calls. Geographical information system (GIS) mapping highlights response “hotspots,” including areas where large numbers of people are congregating or greater numbers of incidents are occurring. Mapping of all service calls improves situational awareness and enables swift action by public safety officials resulting in decreased response times. Tactical information such as weather, traffic patterns, safety and incident information and medical response requests are posted to HSIN and updated in real time.

Incident action plans, the previous day’s incidents, layouts of each day’s events, personnel schedules, contact information and known threats are also shared through HSIN giving key

Operational Impact

- **Cross-Jurisdictional Communications**
Gave access to a single, secure information sharing platform for all partner agencies and enabled collaboration among the many federal, state and local partners involved
- **Simplified Incident Response**
Provided easy tracking of emergency service calls and clear operational direction as incidents occurred
- **Live Mapping**
Geospatial mapping of all service calls improved situational awareness and supported decreased response times
- **Ongoing Training and Support**
HSIN Mission Advocates provided support several months prior to and during the event by training key users and offering best practice solutions

decision makers the useful information they need to make strategic decisions. “Police officers and firefighters can access critical event information from remote security, traffic and medical posts across the tournament venue. HSIN puts the power of information at their fingertips,” said Lieutenant Jeffrey Trillo of the Scottsdale Police Department.

Top-Notch Support

Mission Advocate (MA) support of the Waste Management® Phoenix Open begins months prior with preplanning and site design. About a month out, MAs train key users in the Scottsdale area, providing hands-on experience and point-by-point instructions. During the event, MAs provide troubleshooting and practical tips acquired from their proven successes in the field. They are able to make enhancements to help users get the most out of their HSIN experience. “Scottsdale has benefited greatly from experiences brought in from MAs on how we can improve our use of the HSIN tool,” said Lieutenant Jeffrey Trillo of the Scottsdale Police Department. “Keep it coming!”