

SmartPTT helps Hatzalah South Florida improve medical outcomes and save lives

The dispatch software provides effective and efficient communication services to first responders

PROBLEM

Existing system took too long to manually change channels

SOLUTION

MOTOTRBO IP Site Connect system with the SmartPTT Enterprise software

Cities of operation: Aventura, Bal Harbor, Bay Harbor Island, Hallandale Beach, Highland Lakes, Hollywood, Lauderhill, Miami Beach, North Miami Beach, Surfside, Sunny Island, Deerfield Beach, and Boca Raton.

“Our goal is an average arrival time of 3 minutes or less. With SmartPTT, we significantly shortened the response time in saving lives”


Ben Jacobson, IT Director,
Hatzalah South Florida Emergency Medical Services


FUNCTIONS

 VOICE DISPATCH

 NETWORK MONITORING

 EVENT LOGGING

 GPS TRACKING

 VOICE RECORDING

 MOBILE APPLICATION

THE CHALLENGE

Hatzalah South Florida augments existing emergency medical services with over 150 community-based, state-certified EMT and paramedic volunteer responders and dispatchers. Therefore it needed a reliable solution in mission-critical environments. The existing system took too long to manually change channels so there were critical losses of time.

There was a need for a solution capable of not only shortening response time, but also significantly improving communication with the agency members, recording and retrieving interactions across a wide range of communications channels, and adding new volunteers to the system without expenses.

6 site MOTOTRBO IP Site Connect system

6 repeaters

180 radios

25 mobile radios



CUSTOMER INFORMATION

Hatzalah South Florida is a licensed State of Florida volunteer, not-for-profit organization providing emergency response in neighborhoods across South Florida. Being local, trained professionals Hatzalah South Florida provides community residents with critical care in just moments.

Company in numbers:

180 volunteers

4000 emergency calls a year

19 emergency vehicles

13+ cities of services provision

THE PROCESS

After a lengthy review of software providers, SmartPTT was the clear winner on features the customer needed. The implementation started in August 2021. Within a week, 6 repeaters had been installed, using MOTOTRBO IP Site Connect to deliver reliable, seamless communication between the 6 sites. Then the SmartPTT software was installed. It took customer engineers a few hours to do it themselves without any additional training due to the easy installation process and the SmartPTT support team dedicated to helping resolve any issue.

The addition of SmartPTT Enterprise dispatch software gave personnel access to a range of customized features such as Voice Dispatching, Event Logging, Voice Recording, Network Monitoring, and GPS Tracking.

THE BENEFIT

SmartPTT enables dispatchers to talk to different radios, talkgroups, smartphones, and radio systems, as well as identify who is talking. Dispatchers can create automated voice and text alerts to send to any radio or group of radios during an emergency. **Voice dispatching** provides advanced team coordination and emergency management.

Voice recording and event logging make it easier for rescuers to do their jobs and provides fast incident investigation. As every piece of data (registration, voice calls, text messages, status change, radio kill, telemetry signal, GPS location, phone calls) is recorded there is an ability to review the whole incident.

With **GPS tracking**, dispatchers can add and manage multiple emergency vehicles and equipment on a single view on the desktop and track all of them at the same time. GPS tracking helps to reduce response time during an emergency. A configurable set of rules and alerts, including predefined routes, speed and stop control, etc. allows to manage the fleet efficiently.

SmartPTT Mobile allows to connect volunteers to the communication network from anywhere via their smartphones. They can communicate via voice and text, create talk groups, or inform about emergencies. SmartPTT Mobile provides effective response management in an emergency due to the prioritization of emergency calls over regular ones. As Hatzalah South Florida plans to grow the agency, SmartPTT Mobile will be the cost-effective solution for the system expansion.

Real-time **network infrastructure monitoring** with a graphical representation of network topology and coverage map analysis allows to save money, time, and personnel resources.

Open Voice Channel Mode (OVCM) calls supported by SmartPTT make a radio that is not preconfigured to work in a particular system be able to receive during a group or individual call. This allows to reach more subscribers when help is really needed.

THE IMPACT

up to 30% lower expenses

30%+ enhanced security

30%+ better response and faster work processes

30%+ work efficiency increase

Quick communication with members as well as remote access via mobile app

Fewer emergencies

Much better recording

“Adding OVCM was a game changer for us allowing us to go from 15 groups to thousands”

Ben Jacobson, IT Director,
Hatzalah South Florida Emergency
Medical Services

ABOUT SMARTPTT

SmartPTT Enterprise is an all-in-one dispatch software that integrates MOTOTRBO systems, analog radio, and mobile subscribers. It offers voice dispatch and recording, GPS and indoor location, PBX/PSTN interconnect, and network monitoring. It is globally utilized in Utilities, Manufacturing, Hospitality, and many other industries. Find the projects with SmartPTT on the [website](#).