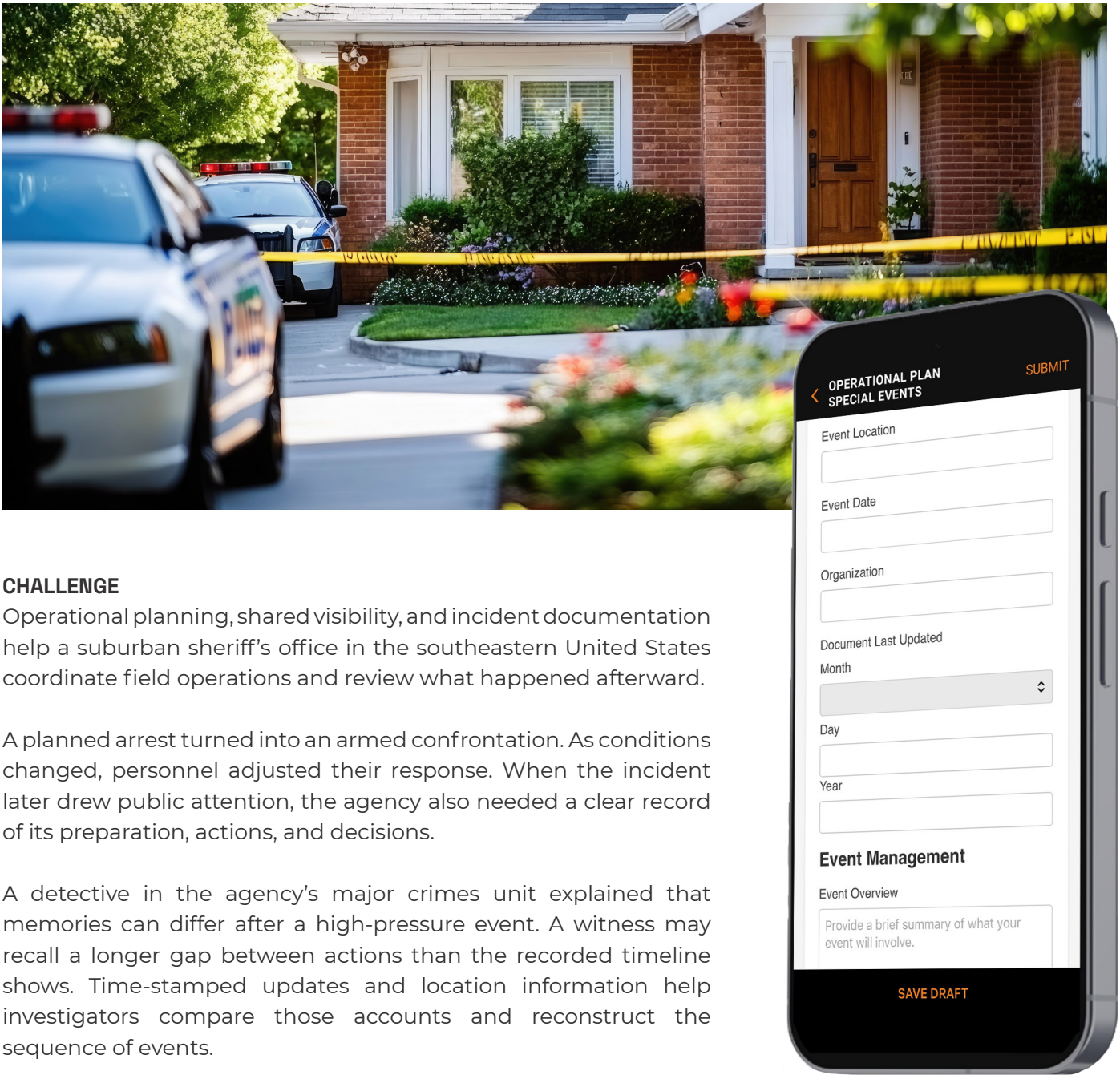
Intrepid **RESPONSE** | CASE STUDY

HOW A COUNTY SHERIFF'S OFFICE USES INTREPID RESPONSE IN THE FIELD



INTREPID INFORM

CHALLENGE

Operational planning, shared visibility, and incident documentation help a suburban sheriff's office in the southeastern United States coordinate field operations and review what happened afterward.

A planned arrest turned into an armed confrontation. As conditions changed, personnel adjusted their response. When the incident later drew public attention, the agency also needed a clear record of its preparation, actions, and decisions.

A detective in the agency's major crimes unit explained that memories can differ after a high-pressure event. A witness may recall a longer gap between actions than the recorded timeline shows. Time-stamped updates and location information help investigators compare those accounts and reconstruct the sequence of events.

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FROM TEAM NOTIFICATION TO OPERATIONAL COORDINATION

The agency initially needed a better way to coordinate its tactical team. Personnel needed clear instructions about when to respond, where to assemble, and how to prepare. Consumer messaging tools made it difficult to organize that information around an operation.

The team adopted Intrepid Response for notifications and briefing locations, finding its mobile interface easy to learn. As personnel gained experience, use expanded to operational plans, shared materials, and a common map before and during a response.



PREPARING INFORMATION BEFORE IT IS NEEDED

While serving on the SWAT team, the detective explored ways to prepare information before an emergency. One application was mapping helicopter landing zones so personnel could quickly identify an appropriate location if an air ambulance was needed. Planning also extended to schools and other facilities, where floor plans and building layouts could be associated with mapped locations.

For planned operations, personnel created dedicated channels with briefings, maps, and supporting documents. Team members could review the materials and acknowledge that they understood the plan before deployment. Commanders could refer to designated meeting points and assigned positions while personnel shared updates from the field.

Supporting the Mission Before, During and After a Call

TEAM ACTIVATION: Alert personnel and communicate when and where they are needed.

SHARED OPERATIONAL VISIBILITY: Use Locate to view personnel locations, mark key sites, and associate relevant information with locations on a common map.

SECURE COLLABORATION: Use Connect to share messages, images, files, and updates in mission-focused channels.

INCIDENT DOCUMENTATION: Record operational activity and preserve information to support later review.



DOCUMENTING A RAPIDLY CHANGING INCIDENT

The value of that preparation became clear when the tactical team assisted with an arrest operation and gunfire erupted. Operational plans, medical preparations, and relevant background information were already in Intrepid Response.

As the incident unfolded, personnel documented communications with negotiators and changes in their response. The operational record captured actions and decisions as conditions changed, alongside the planning completed before deployment.

When the incident attracted media attention, the agency had documentation to support its account. Investigators could examine the timeline and compare it with witness accounts, while commanders could review how the team's actions developed throughout the incident.

A MORE CONNECTED AND DOCUMENTED RESPONSE

What began as a way to notify a tactical team became a broader resource for planning, field coordination, and incident review. Intrepid Response helped personnel prepare, keep commanders informed as conditions changed, and preserve information for later review. That continuity supported a clearer common operating picture during operations and a clearer account of what personnel did and when.

To learn how Intrepid Response can support your agency's operational visibility, communication, and coordination, contact Intrepid Networks to schedule a demo or request a free trial.