



# How a Technology-Oriented District Easily Embraced CrisisGo's Safety Solutions

## Digital Alerting and Messaging

### The Challenge

Saddle Mountain Unified School District is a PreK-12 unified district in Arizona, in the western part of Maricopa County, which is west of Phoenix. The district is technology-driven, with 1-to-1 devices for every student. However, in 2016, the district still had nothing in place for digital emergency communications. Their emergency plans were in three-ring binders, with one copy in each office of the school, and in the district office. They had no way to communicate with all staff members if they were outside in the schoolyard. They needed a digital safety solution that could be accessed on various devices. That is the year that superintendent Paul Tighe heard about CrisisGo and said, "Wow. This could be really helpful." He investigated it further, knew that CrisisGo had great tools, and decided to pursue it.



### Customer Profile

Saddle Mountain Unified School District is west of the White Tank Mountains and encompasses over 500 square miles. They are a PreK-12 district with about 3,000 students, and the district's vision is that "Everyone learns, every day." Their mission is to educate all students to become responsible, college-and-career-ready community members.

**Industry:** Pre K-12 Education

**Region:** Tonopah, Arizona

**Total Schools:** 5

**Total Students:** 3,000

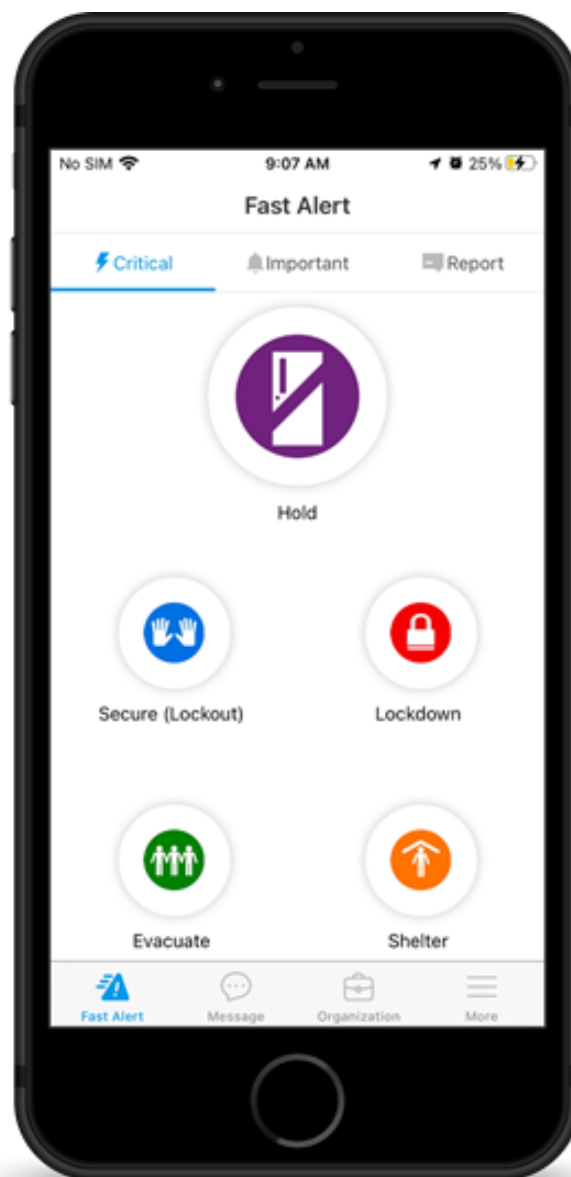
**Customer Since:** 2016

## The Solution

Saddle Mountain USD started to use CrisisGo's alerting and messaging in 2016, and it has been very effective. Having the ability to do mass communication means that anybody in the district can do it. They've given the authority to every employee. Tighe says, "You see something suspicious? You could send an alert, and the people who need to know, the safety team, will get that right away. If you say there's somebody suspicious walking in the parking lot of the school, then we can investigate and decide what response is needed."

Their law enforcement partners have also been engaged. Tighe says, "We have several different agencies in our district boundaries, so they engage as well and they get our alerts. We have some of the administrative staff, a sergeant, and some of the patrol tuned in, so they get alerts when we do drills and messaging." The district's law enforcement partners particularly like having the digital campus maps, so when they respond, they've got them on their devices at their disposal. They can quickly look up room numbers and figure out where they are.

CrisisGo has fully aligned its products with the Standard Response Protocol of The "I Love U Guys" Foundation, which is the protocol that Saddle Mountain USD uses. Tighe says having that alignment and the same icons in CrisisGo as the posters they have in every classroom area in the school is very helpful.



*With the possibility of severe weather in Arizona, there are times when we need emergency communications, especially when we get a lot of rain and monsoons, and CrisisGo has been great for alerting staff immediately. We've also seen a couple of times where we've had a school without electricity or water for an extended period, and we've had to do an early release, and it's been very effective for us to do a quick communication with staff.*

**Dr. Paul Tighe**

Superintendent

**Saddle Mountain Unified School District #90**

## The Results

Saddle Mountain USD has been extremely satisfied with the increased communication and collaboration among stakeholders due to using CrisisGo. Tighe states, "The benefit is that everybody has the emergency operation protocols under checklists and they all have the maps. The communication tools have been very effective. They add a layer of peace of mind and safety."

Information is logged inside of CrisisGo, making records easy to access. For example, traditionally for fire drills, they would keep a log in the office and if the fire marshal came in, they'd have to produce it. Now, it's automatically recorded.

When the district does new employee onboarding,

Tighe often will hear "Wow, this is really good. I wonder why my old district didn't have this." When Saddle Mountain USD had an operational audit, the auditors from the state were impressed with the CrisisGo piece for emergency communications. Also, the customer service from CrisisGo has been outstanding for the district, as it has always been very responsive.

Tighe says CrisisGo has been well received and he's told his colleagues about it over the years. Ideally, neighboring districts would also use CrisisGo and expand safety and communication over a wider area. In fact, most recently there are two districts not too far from Saddle Mountain USD that Paul Tighe thinks will implement CrisisGo for next year.

