

Swift Current uses TitanFile to enhance emergency preparedness

Introduction

Swift Current, Saskatchewan is located in Western Canada. Home to over 16,000 residents, the city is known for its vibrant downtown and arts and culture scene. Swift Current is also known for its proximity to Swift Current Creek, the body of water that gave the city its name.

Being surrounded by picturesque water can have a downside – seasonal flooding impacts the city. This means that each year emergency services and other related departments must spring into action with an emergency preparedness plan. In order to better serve its citizens, Swift Current needed a way to share information on water levels and emergency strategies.

Organizational Challenge

Municipalities are responsible for protecting the best interests of their citizens – this includes having adequate preparedness plans in place in case of an emergency. In Swift Current, the annual potential for widespread flooding calls for a rallying of representatives from various municipal and provincial bodies. They must all work together to ensure that a plan is in place to protect citizens and property from the rising waters.

In the past, Swift Current relied on email chains to keep stakeholders informed on rising water levels – but that practice can get complicated. “When using email, if you’re not organized and committed to storing emails in folders, it can be hard to find the information you need,” explained Fire Chief Denis Pilon, CD, CFO. “With TitanFile, all of the details were kept in one folder, making it easy to follow the conversation.”

The TitanFile Solution

The city of Swift Current used TitanFile to connect with not only local stakeholders, but also with those in the provincial government and surrounding municipalities. TitanFile subscribers were able to share documents containing information on water levels at the dam, as well as the amount of water flowing through the city. TitanFile’s communication Channels also allowed stakeholders to provide as-it-happens updates of the impact of the flooding in their area.

When you’re dealing with a potential natural disaster, time is always of the essence. With TitanFile, Swift Current was able to improve efficiency and communication in the face of an impending flood. Documents were securely stored in easy-to-access Channels, ensuring that parties had all the information required to make important decisions. “TitanFile kept us organized,” says Chief Pilon. “We’ll be implementing it again in the future for emergency preparedness.”

Interested in learning more about how TitanFile can benefit your municipality? Contact us today to get started.