



## CASE STUDY

# Creating a Safer Wyoming: WHP and the Power of AI Integration



The Wyoming Highway Patrol (WHP) is a state law enforcement agency committed to safeguarding Wyoming's roadways. Founded in 1933, the WHP employs 200 dedicated highway patrolmen, supported by 40 skilled dispatchers located at the Cheyenne response center. Together, they ensure the enforcement of traffic laws, provide assistance to motorists, and implement measures to prevent accidents. The WHP's dedication to public safety is matched by its professionalism and collaboration with local, state, and federal partners. Equipped with advanced training and modern technology, the WHP efficiently addresses the unique challenges of Wyoming's vast and diverse terrain, maintaining public trust and safety.



**"C1 has always worked closely with our team. I never had to wonder when an issue would be addressed—they prioritize keeping us operational."**

**Chuck Trimble | Dispatch Program Manager, Wyoming Highway Patrol**

## The challenge: Innovating Beyond Barriers

"Three weeks after I joined the highway patrol, we had a bomb threat and had to evacuate the building," recalls Chuck Trimble, Dispatch Program Manager for the Wyoming Highway Patrol. "We were without technology for two hours, and the troopers were on their own. From that point forward, we knew we needed to move in a different, more agile direction for communications."

This pivotal moment became a catalyst for change, inspiring Trimble and his team to reimagine their approach to infrastructure. Moving to a cloud-native solution was one of their most significant goals. "Initially, there was resistance," Trimble recalls. "People were concerned about security and hacking, but we showed them that cloud-native solutions are built with security as a foundational element."

Ensuring smooth integration with critical existing tools, such as their CAD dispatch systems, presented another important objective. Finally, finding the right partner—one that aligned with their Wyoming roots—was paramount to gaining the confidence of their team and stakeholders.

The WHP, with decades of proven experience and a steadfast commitment to innovation, quickly agreed that C1, a trusted partner of Trimble in a county where he had served, was the ideal collaborator to bring this vital vision of public safety to life.





## **The solution: Modernizing Public Safety with Real-Time Translation, Geolocation, and User-Friendly Tech**

The decision to implement Carbyne's APEX cloud-native emergency contact system underscores the WHP's dedication to leveraging cutting-edge solutions.

"Carbyne's system delivers features like real-time translation, geolocation on every call, and a user-friendly interface," Trimble stated. "I'm really excited to see AI starting to play a role in public safety. It's not about sci-fi fears—it's about using assistive AI to handle the day-to-day tasks that can take up time and attention. That's why we chose Carbyne and C1."

Trimble, a seasoned professional with 25 years in public safety communications, emphasized the significance of advancing technology in easing the workload of dispatchers and improving response times. "I started as a dispatcher and worked my way up. I know what it's like to wear that headset, to juggle calls while trying to handle information quickly and accurately," he recalled. "Even now, I spend hours in my office fine-tuning software, coding changes that might save them three keystrokes—because I remember how much every bit of efficiency matters."

Another key part of the success formula is the 24x7x365 availability of C1's 9-1-1 field support team.

Reflecting on the WHP's long-standing partnership with C1, Trimble praised their responsiveness and attention to user needs. "C1 has always worked closely with our team, whether it's admins or end users. I never had to wonder when an issue would be addressed—they prioritize keeping us operational."

## **The result: Saving Lives with Smarter Tools**

The implementation of advanced geolocation services and AI-driven language translation tools is expected to significantly enhance the efficiency and effectiveness of the WHP's response protocols. By integrating these capabilities, the WHP aims to eliminate communication barriers for non-English-speaking callers and ensure critical information is conveyed without delay. This will benefit not only Spanish and Slavic-speaking individuals, who form a significant calling demographic, but also those speaking less common languages, such as Swahili. These advancements will ensure that every caller, regardless of language, receives timely and effective support.

"Fast and reliable communication is the backbone of public safety," said Trimble. "With AI-powered translation tools, we'll be able to better serve our diverse communities and respond quickly in situations where every second counts."

The advanced geolocation services will bolster the WHP's ability to provide precise, real-time location data, even for transferred calls. This upgrade is particularly critical for Wyoming's intricate network of highways and interstates as well as its remote and rural areas.

"At the end of the day, it's about serving the people of Wyoming," Trimble concluded. "Every decision we make, every tool we integrate, is about making sure we can deliver the safety and support our community deserves."

With this vision in mind, the WHP continues to demonstrate a steadfast commitment to leveraging technology not just for efficiency, but for the well-being of every individual they serve.



C1 designs and delivers technology solutions built for outcomes. We focus on communications, networking, and cybersecurity—pairing leading partner platforms with our advisory, professional, and managed services to make modernization practical, secure, and valuable from day one. Where others talk about transformation, we make it real—faster, simpler, and more resilient. Learn more at [onc1.com](http://onc1.com).