

Melrose Fire Department, Massachusetts

With the assistance of Zuercher's IMC product suite Fire Records solution, the Melrose Fire Department in Massachusetts was awarded the federal Staffing for Adequate Fire and Emergency Response (SAFER) grant in March 2009. The goal of SAFER is to enhance the local fire departments' abilities to comply with staffing, response and operational standards.

The Fire Records Management product is an advanced application to help fire agencies manage their operational assets efficiently and provide superior fire protection services. As a standalone program, Fire Records Management enables an agency to utilize statistical data required to support the National Fire Incident Reporting System (NFIRS). Fire Records can also be seamlessly integrated with Fire Dispatch to create a comprehensive end-to-end solution.

Using the administrative portion of the Fire Records solution, Captain Ed Collina was able to generate staffing and overtime analysis reports over the course of the past four to five years. "Through the simple click of a button, I was able to get a detailed and accurate report of staffing by shifts. These reports were able to justify the long-time savings with the addition of increased staffing instead of overtime hours."

The Administrative functionality in Fire Records empowers Fire Departments to record attendance of personnel and apparatus assignments and track personnel time off accruals and time off taken. When integrated with Fire CAD, duty assignments will be made to the respective apparatus on the dispatch console. Further, Executive Management such as Chiefs and Captains receive detailed analysis reports on NFIRS, inspections, violations, permits and attendance.

According to Chief John O'Brien, "The IMC products save a lot of time, and the Administrative and Payroll functions offered more than we realized. They are simple to use but provide such a wealth of information and robust functionality to enable us to work efficiently given our limited resources." The Fire Records solution led to a procurement of a \$433,000 SAFER grant through the Federal Emergency Management Association. The grant provides for the addition of four fire-fighters over the course of five years. SAFER funds assist local fire departments to increase their staffing and deployment capabilities. As a result, response times should be sufficiently reduced. Ultimately, a faster, safer and more efficient incident scene will be established and communities will have more adequate protection from fire and fire-related hazards.



SUMMARY

AGENCY

Melrose Fire Department

AREA SERVED

64 square miles

POPULATION

27,134

PRODUCTS

IMC Fire RMS, IMC Fire Dispatch, IMC Imaging, IMC Administrative, and IMC Mapping