



To: Scott Niehaus, Village Manager

From: Paul DiRienzo, Fire Chief - *on behalf of*  
Doug Cail, Lieutenant  
John Doser, I.T. Manager

Date: June 10, 2015

**Subject: Agenda Item: FireHouse Program Upgrade**

**Background:** This memorandum provides background and a recommendation to approve the upgrade/additional module purchase for the FireHouse Reporting Software. The FireHouse software is the technology vehicle utilized by the department to maintain the staffing, response, occupancy and investigation records among other data while also providing for the detailed submittal of records as required by the National Fire Incident Reporting System operated by FEMA through the U.S. Fire Administration.

The requested improvements to FireHouse are additions which will enable better personnel tracking and assignment, more efficient access to the overall system, and better reporting execution.

The FH Web – Bundled System will allow us better reliability and efficiency with access and run report entry. This should relieve the frequent time consuming aspect of waiting for the system to respond to a report entry which can double and triple the time. Personnel commonly experience 30 to 40 minute delays on just simple data entry aspects of the report without even beginning the written narrative portion. If we can improve the time spent completing six run reports to an hour rather than consuming up to three hours it would be a welcomed improvement.

The Staffing Scheduling Module will improve the accuracy of staffing entry. Currently each day of the year is entered one at a time. There are memorized templates which are utilized but the process is not efficiently automated. Having the module would allow the system to step out on an automated basis the schedule for personnel. It also has capabilities to identify and efficiently present deficiencies in specific assignments such as the certain types of apparatus drivers required for the shift, if there is an acting out class need to cover vacation or sick entries, and general personnel deficiencies to meet minimum manning. This module will enable a better secondary check of benefit time utilization comparing what is entered in HR platforms and presently being completed on

hand written multipart forms ensuring accurate utilization of the time and funds. This module would also lend efficiency to the requesting, tracking and approval of shift exchanges with its automated tiered approval process. Presently these exchanges are completed on multipart paper forms lending to misplacement or errant/missing entries within the current database.

The CAD Interface will aid data collection and input in regards to accuracy as well as timeliness. The CAD Interface gets a data stream from the DuComm dispatch center and then prepopulates much of the run report form with the appropriate information. Having this information prepopulated will not only improve the accuracy of the data but also allow the Shift Commander to easily assess if a report has been completed for each response of the shift. This will in turn increase the productivity and timeliness of monthly reporting. Presently each month three database reports are compiled and then manually compared to ensure that shift reporting has occurred for each response made.

Overall the addition of the requested FireHouse components will show measurable aspects for the firefighter/paramedics, Lieutenants, Battalion Chiefs, Chiefs and administrative staff in the form of time savings, better system access, with more efficient and accurate data entry and utilization.

Funding for the FireHouse software upgrade will be taken from the technology reserve fund which has been funded to cover the entire cost of the software and associated IT server hardware.

A request for upgrade quotation was obtained from the single source provider of the software system, FIREHOUSE Software.

**Recommendation:** IT and the Fire Department are jointly recommending the approval of the purchase of the software from the sole vendor, FIREHOUSE Software for an amount not to exceed \$27,350.00 for the upgrade, additional modules and continued complete system support addressed in FIREHOUSE Software's estimate 53236.

*DC/ptc*

*Attachment: FIREHOUSE Software Estimate 53236*