



## CUSTOMER SUCCESS STORY: City of New Berlin Fire Department

An automated records management system enhances pre-incident planning efforts and streamlines the reporting process

### New Berlin Fire Department

#### At a Glance:

- Municipal fire department
- Combination full-time/part-time/paid-on-call
- 5 stations
- 25 full-time; 85 part-time employees
- 4 inspectors
- Population 40,000

#### ZOLL Data Systems' solutions

- RescueNet FireRMS
- RescueNet FireRMS Mobile

#### Benefits

- Improved efficiency in business operations
- Improved accuracy in reporting
- Reduced administrative costs
- Improved employee satisfaction

*"The City of New Berlin Fire Department has been a model of modern fire service delivery and our records management system is an integral part of our business. Without RescueNet FireRMS, effective management of our daily operations would not be possible."*

*—Thomas Dobernig, Assistant Chief of Operations*

### OVERVIEW

The City of New Berlin Fire Department is a combination fire department operating 5 stations with 25 full-time personnel and 85 part-time or paid-on-call personnel protecting a population of approximately 40,000. The city fire department offers services for fire, EMS, prevention, hazardous materials (hazmat), and technical rescue.

New Berlin, Wisconsin is approximately 15 miles outside of Milwaukee. The city has grown considerably since the New Berlin Volunteer Fire Department opened its doors in 1954 providing service to a population of 5000 and operating on funds raised from door-to-door fund-raising. In January of 2001 the City of New Berlin ended a long standing relationship with the New Berlin Volunteer Fire Department and created the City of New Berlin Fire Department. Since then, the citizens of New Berlin have been protected by a fire department that is at the forefront of technology and operating on a budget of close to two million dollars.

### BUSINESS CHALLENGE

Prior to the founding of the City of New Berlin Fire Department there was little or no computer-based records management. A paper record process was in place with a few administrative personnel on staff to enter incident and personnel data into the department's database. The antiquated database was a stand-alone application primarily used to meet national reporting requirements. The system did not allow for any advanced functions like pre-planning or running detailed reports. Accurate and up-to-date records were nearly impossible with the paper process. Occupancy, personnel, training, and equipment data were stored either on paper or in separate software applications which led to storage issues and redundancy in record keeping.

### BUSINESS SOLUTION

As part of a transition plan for the newly formed municipal fire department, the City of New Berlin Fire Department decided to implement a fire records management solution to manage records associated with daily operations. A technology committee was formed to evaluate various records management software solutions. Several benefits were cited as key factors

**ZOLL**



in the decision to choose RescueNet FireRMS over competitive software applications. Key benefits included:

- Flexibility
- Ease of customization
- Integration capabilities with other programs
- Extent of functionality
- Customer service
- Support

To maximize their investment, the City of New Berlin Fire Department actively uses the following integrated modules of RescueNet FireRMS to manage their daily operations: personnel, roster, occupancy, vehicles and equipment, scheduling and tracking, reports, incidents, training, and day book. Plans are in development with the city's water department for a data sharing solution integrated with the hydrants module of RescueNet FireRMS. In addition to a streamlined state and national incident reporting process, the City of New Berlin Fire Department utilizes custom reports to identify trends and justify budget requests.



Most recently, the City of New Berlin Fire Department has implemented RescueNet FireRMS Mobile to expedite the inspection process and access all records in the field. Since the department does not have separate staff dedicated to specialized services like EMS or hazmat, firefighters need to be able to adapt quickly to different emergencies. RescueNet FireRMS Mobile allows them the flexibility to access occupancy, hazmat, and patient records within a single application. In addition, firefighter safety is enhanced by storing pre-plans in their records management system which they can access in the field at any time.

### BUSINESS RESULTS

Much of the return on investment is seen in savings associated with administrative costs related to data entry and filing. The City of New Berlin Fire Department reduced personnel time that was previously dedicated to re-entering the data recorded in the field using paper forms. They also save time and money by utilizing the integrated modules of RescueNet FireRMS to reduce duplicate data entry that was evident using multiple software programs associated with their former record keeping process.

*"RescueNet FireRMS has really simplified our day-to-day operations. Our staff flies through the programs. It has allowed us to provide a higher level of service to the citizens of New Berlin."*

*—Thomas Dobernig, Assistant Chief of Operations*

---

ZOLL Data Systems offers the RescueNet suite—computer-aided dispatch for fire and EMS, billing, field data collection, crew scheduling, fire records management, and mobile data software for the fire and emergency medical services (EMS) market. RescueNet is the only fully integrated information management system that allows fire and EMS organizations to manage critical information for maximum performance.

---

# ZOLL

[www.zolldata.com](http://www.zolldata.com)

US Sales 800 474 4489 | US Fax 303 801 0001 | US Direct Dial +1 303 801 0000  
Asia/Pacific +61 2 9420 8733 | Europe +44 (0) 1925 846400

**Microsoft**  
**GOLD CERTIFIED**  
Partner

ISV/Software Solutions