



# GETTING TOP PERFORMANCE

## Case Study

Innovative Solutions for Public Safety

A/TCEMS uses FDM to leverage personnel data and reduce performance review cycle from 4 weeks to 2 days.

### Challenge

For the 425 staff of Austin-Travis County EMS (A/TCEMS) tasked with saving lives, completing annual performance appraisals is an essential business process. Yet prior to 2002, performance-related information was stored in an array of standalone systems. Every year, District Commander Mark Tomasek spent a month manually collecting information – time when he and his colleagues were unavailable for regular duties.

A/TCEMS also lacked a central system for its other business data, maintaining more than 20 applications that were created and administered by as many individuals. By the late 1990s the situation, in Tomasek's words, "had become unmanageable." Information was difficult to find and the Recruiting division could not keep track of emergency responder applications.

Maintaining high-quality service levels to the 1.5 million residents of the City of Austin and Travis County meant that A/TCEMS needed to improve access to its business-vital data.

### situation

- Responding to more than 81,000 calls annually over 1100 square miles, A/TCEMS provides pre-hospital rescue for Austin City and Travis County in Texas. All ambulances are ALS-equipped and staffed by certified paramedics.

### challenge

- A/TCEMS lacked a centralized system to link its expansive operations. Business data resided in more than 20 standalone applications, making information difficult to access. For instance, yearly performance appraisals took up to four weeks for each manager to complete.

### solution

- Installing a customizable records management system from FDM Software enabled A/TCEMS and Austin Fire Department to consolidate 35 legacy systems into two. The agencies customized the application to their own requirements, creating a "one-stop data shop" for users. Today, managers extract performance reports with a single print command, reducing their effort from four weeks to two days.

*“To configure the system, we had to look at how to utilize the data we both generated. FDM’s RMS provided superior integration.”*

District Commander Mark Tomasek, A/TCEMS



Austin, TX downtown

## Solution

In 2000, FDM Software was selected by the City of Austin to supply an enterprise RMS for A/TCEMS and Austin Fire Department (AFD). The FDM system supported the interrelated nature of Fire and EMS information. “Almost all Fire and EMS calls are joint responses,” Tomasek says. “To configure the system, we had to look at how to utilize the data we both generated. FDM’s RMS provided superior integration.”

At the same time, however, each agency also had unique requirements. FDM’s customization options allowed each agency to adapt the software for its specific processes. The built-in flexibility of the FDM RMS meant AFD and A/TCEMS could run parallel – yet separate – implementations according to their primary business needs.

## Results

Today, the FDM RMS has replaced nearly all 35 systems that previously existed throughout the two agencies. For A/TCEMS, the RMS eliminated six legacy systems for personnel data alone, providing rapid access to information that was impossible to identify in the past.

District Commander Tomasek notes that the City required department demographics, which were previously unrecoverable. Now, they are captured in a single report across all AFD, A/TCEMS and First Responder personnel files within an hour. “We’ve also expanded the reporting features to monitor certification compliance for 1,200 pre-hospital care employees on a monthly basis,” Tomasek says.

Since 2002, command and management have obtained 95 per cent of all data related to appraisals from FDM RMS. “With a right-mouse click on the employee record, managers quickly and easily print a report detailing all performance events of the past year,” Tomasek says. Appraisal research from start to finish now takes each manager two business days.

The result? FDM Software helped A/TCEMS get top performance from their personnel data, freeing Commanders to manage the day-to-day business of their agency in delivering mission-critical services.

*Helping public safety agencies make better decisions for the safety of their communities.*

## About FDM Software

Since 1990, FDM Software Ltd. has been an innovative provider of multi-purpose software solutions for information management. Based in North Vancouver, B.C. with offices in Washington, Utah and Ontario, FDM combines industry expertise and robust software development for full scale public safety solutions. Ask about our integrated Computer Aided Dispatch, GIS Analyst and Mobile solutions.

