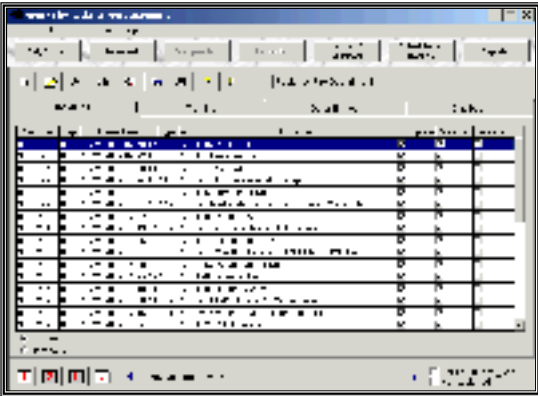


Information Technology



Information systems for the Redlands Fire Department are provided by a Joint Powers Authority, "CONFIRE" and the City of Redlands Innovative Technologies (IT) Department. Confire is made up of fire departments from Redlands, Rialto, Colton, Loma Linda, and San Bernardino County. Confire provides computer assisted dispatching, paging, computer workstations, printers, GIS mapping, software and support. IT provides workstations, telephones and added network capabilities.

Several improvements were made with our records management system in 2009. We updated our Fire RMS software to the latest version, which resolved some data collection issues. We also prepared our system and personnel for the transition to an electronic daybook and payroll system. Training was conducted for all shifts on the changes and common mistakes.

Several personnel attended a course on data analysis using Microsoft Excel. This training has allowed us to utilize the data we have been collecting. The improvements made in 2009 should allow us to account for the time we are not on emergency responses in the future.

We also worked with Confire to transition our Fire Record Management System to a Citrix Server. This server will allow us to transfer data over the network faster, reducing the time needed to complete our reports.



In 2010 we will be installing Mobile Data Computers (MDC's) on our frontline apparatus. This will improve scene management, record keeping and provide access to our Fire RMS server from the field. The MDC's will also allow us to dispatch the closest units to an incident by using an Automatic Vehicle Location (AVL) system.



With 79 email accounts, 43 pagers, 57 portable 800Mhz radios, nearly 20 work stations, 1 laptop computer, 4 CAD printers, 5 print servers, 15 personal printers, and 5 routers/firewalls and 7 Blackberry's, the Redlands Fire Department will continue using technology to improve service delivery and efficiency.