

Excellent Customer Service Filters All the Way Down

Because PURVIS Systems responds to clients with speed and efficiency, those clients can do the same for those in need

The Organization:

Warwick Fire Department

Located in Warwick, RI, a town of 85,500 citizens, the eight-station Warwick Fire Department includes 9 engines, 3 ladders and 4 fire rescue units. The Department employs 218 firefighters, servicing an area of 35 total square miles, including 39 miles of coastline on Rhode Island's Narragansett Bay. Warwick Fire averages approximately 13,000 incidents per year and received 3,978 fire calls and 9,770 EMS calls in 2003.

The Challenge:

Warwick Fire Department knew it was time for a change. The world of fire prevention and response depends on accuracy and urgency, and the Department's organization had become, from an administrative standpoint, overwhelmed with excessive paper and mismanaged files, making it difficult to access information, write and submit reports and perform necessary inspections. Personnel availability and employment data was disorganized, often resulting in poorly managed schedules. Off-site inspectors found their work days burdened by multiple return trips to the office to detail and file the information acquired on-site. The Department's dispatch technology, a key component necessary to reach primary objectives, was sluggish and out of date, placing Warwick Fire behind the curve on efficiency and hindering its ability to perform essential functions. Worse still, only a few of the 218-member staff knew enough about the operation of the Department's existing technology to make it function properly, resulting in a massive imposition when any of the small group might be unavailable, and potentially causing greater risks during emergency situations.

"Our department was severely out-of-date," said Assistant Chief Michael Walsh. "And there didn't seem to be any options available to us. We really needed to find a way to upgrade our systems and become more organized, but we couldn't find a service provider who would be hands-on enough to get everyone in the Department more up-to-speed."

When presented with the possibility of becoming an early adopter for the FD Dispatch product, Warwick Fire eagerly agreed in hopes that this new solution could alleviate their organizational woes. Despite this implementation, the Department would still require the support that could work with them, step-by-step, to train each member of the Department.

Good fortune, it seems, had led them to precisely the right partner in PURVIS Systems.

The Solution:

The Department was immediately impressed by PURVIS' full-service approach, as the company not only offered upgrades and maintenance to the software, but proposed assistance in the training of each staff member.

“It was great to have PURVIS immediately come in and take charge,” noted Assistant Chief Walsh. “They led us out of the adoption stage, introducing upgrades to the technology we had in place and bringing us add-on components to customize the use of the system to *our* Department. Their training expanded the use of the software to everyone in the firehouse, and the service hasn’t waned in all of the time that we’ve continued to work with them.”

The software in place was PURVIS’ very successful FD Dispatch, a specialized system that enables dispatchers to quickly enter vital information and view all apparatus status and locations. Dispatchers have the ability to track Fire Apparatus Availability and past incidents, view pre-fire plans, manage AKA listings, and more. Over a period of approximately 5 months, PURVIS ensured the seamless integration of information, and personally trained members of the staff in the best use of the software so that workers could efficiently access information for successful dispatch.

Noted Assistant Chief Walsh, “We just needed a system that would make everything easier. Their products and service were tailored to address our paper problems, our personnel troubles, even the basic structure of our organization of data.”

As the Department’s relationship with PURVIS grew, it invested even further into PURVIS’ offering of products, acquiring PURVIS EMS Manager, an electronic reporting software that allows EMS data to be collected electronically. The System generates Quality Assessment reports, exports billing reports, and enables the user to search for EMS data for billing and legal purposes. It ensures that all statewide required data is completed properly within various reports, and gives the operator the option of printing Patient Refusals in the field.

Also acquired was PURVIS FD Manager, a fire department records management system that provides pre-fire plan information and tracks vehicle and equipment maintenance records, street inventories, hydrant inventory and maintenance, and generates reports. The package enables the Department to effectively manage staff through its Personnel Accountability application, tracking payroll and vacation planning, and updates inspection data with each visit.

The Result:

Warwick Fire Department now considers itself more efficient than most other departments of its size. All 218 full-time staff members are now capable of filing, managing and accessing data for necessary reports and inspections. Off-site workers have doubled their productivity without any sacrifice in quality, now able to perform multiple inspections without a single trip back to the office. Additionally, inspections that once required one or more follow-up appointments are now complete after the initial meeting.

Daily administrative tasks have gone from requiring lengthy time trials to taking a matter of minutes, enabling greater man-hours to be dedicated to the Department’s primary objectives. It has been noted that without the software, training and attention from PURVIS Systems, the Department would still be working in the “dark ages of paper-pushing.”

Assistant Chief Walsh describes, “Without PURVIS’ assistance with the software – without their training and their constant attention – we would still be doing data-entry by hand. Not only have we improved our efficacy, we can now proudly state that we are more efficient than the other Departments specializing in the same services.”

When asked about what he appreciated most about the Department’s relationship with PURVIS, he stated, “Their customer service is top of the line. Whenever I have a question, or if there is a problem, they are extremely attentive and available. Their customer service department always gives 110%.”