

**Name:** Emergency Management System Implementation

**Completed:** Fiscal Year 2024/2025

**Goal Alignment:**

**RESILIENT** - Deliver viable IT solutions that are dynamic, scalable, and maintainable.

**INNOVATIVE** - Transform the City's service delivery through new and creative solutions.

**DIGITAL** - Expand access to city services to anyone, at any time, from anywhere (responsive, touchless, accessible, and mobile).

**Summary:**

The implementation of data-driven, configurable Emergency Management System solutions for the Fire Department represents a major step forward in operational efficiency, data management, and incident reporting. By deploying this new Emergency Management System, the department now has a unified platform that simplifies electronic patient care reporting (ePCR), fire incident documentation, and resource tracking. The project involved comprehensive training, data migration, and system integration to ensure a smooth transition and minimal disruption to field operations. With real-time analytics, customizable reporting tools, and improved interoperability with other public safety and healthcare systems, this new Emergency Management System enables the department to enhance service delivery, meet compliance standards, and make data-driven decisions that support both emergency response and community risk reduction.

**Benefits:**

- Cloud-native, mobile-ready platform that allows fire and EMS teams to manage operations and data smoothly from any location.
- Combine incident reporting, patient care, and code enforcement into a single, integrated system.
- Interactive form-building tools that ensure full compliance with both the National Fire Incident Reporting System (NFIRS) and the emerging National Emergency Response Information System (NERIS).
- Fully customizable platform designed to fit the specific workflows and priorities of the fire department.
- Real-time analytics and insights to monitor performance, resource utilization, and response times.