



## City of Red Wing (MN) Fire Dept.

**C**aptain Peter Hanlin was introduced to Aladtec while working part-time as a firefighter with Brooklyn Park, MN., Fire Department, 63 miles to the northwest. When he accepted a full-time position in Red Wing, Aladtec was among the first initiatives he encouraged.

Aladtec’s scheduling function helped Red Wing move from an “antiquated paper system that was problematic,” said Hanlin modestly.

He initially met some resistance from older members -- including one seasoned leader who was content with his analog flip-phone but firefighters quickly adapted to viewing on-line schedules, posting leave requests, and vacation-bidding.

Previously, the department used paper copies to map out schedules for the entire year. Competition for favorite vacation times sometimes caused friction, but Aladtec’s time-stamping when vacation requests are entered has “really kind of helped eliminate the disputes.”

Hanlin has occasionally checked the site logs to determine who entered what but once he informed members that “I see everything you do on it,” problems ceased. It has also helped users remember to log-off when using shared devices like iPads on the trucks.

Hanlin harnesses nearly every facet of the program. He’s designed and loaded at least 34 forms, uses the member database to track certifications and employee records, and employs the notification function to push out required messages to crews.

One click beyond login can take members to a calendar view that provides a complete rundown of what’s happening around the station on a given day. They can view the shift title, shift crew, office staff’s schedule, an off-shift assignment, an opening shift for field training, notes on firefighters off for vacation or sick leave and six “events” -- five internal and one community gathering -- likely to prompt a medical call or two that evening.

The department’s home page displays links to 10 training videos covering issues from the operation of some newer equipment purchases to the county’s rural addressing system as well as login links to other programs.



### Department Info:

**Roster:** 28 FT & 30 paid on-call.

**Calls:** 3,499 (454 fire, 3,045 EMS) in 2017.

**Service area:** Approx. 260 sq. miles, pop. 16,000.

**Apparatus:** 4 engines, 1 ladder, 4 ambulances, brush & utility trucks, fire-rescue boat.

**Challenges:** Prairie Island Nuclear plant, Treasure Island Casino outdoor concerts, Welch Village ski area, 9 miles Mississippi River frontage & backwater, passenger & freight rail corridor.

**Special skills:** Confined Space Rescue, HazMat, ALS Engines and Ambulances.

**Aladtec users since 2014**

### Neighboring agencies also using Aladtec:

Lake City, Zumbrota, Cannon Falls (MN) EMS; Prescott, Pepin & Ellsworth (WI) EMS



Hanlin said one lessor used function is Aladtec's Discussions area, although he's employed it to gather input on training ideas, concerns to be shared with the City's EMS committee and desired features for the department's next ambulance.

Department members can access a variety of documents in the Storage area; the City and department policy manuals, job descriptions, equipment manuals, dozens of training documents and .pdfs outlining policies and procedures unique to various tasks. Hanlin has created folders within folders, making the material easy to find.

Hanlin recently learned of a new feature allowing members to attach- and upload photos with forms. "I think that's going to be huge," he said. Every Red Wing engine and ambulance has an iPad onboard to streamline access to e-forms so adding a photo will be simple.

Hanlin has had the opportunity to attend courses at the National Fire Academy in Emmitsburg, Maryland, three times. One session -- "Analytical Tools for Decision-Making," pointed out how many departments have challenges that Red Wing has resolved by using features offered on the Aladtec platform.

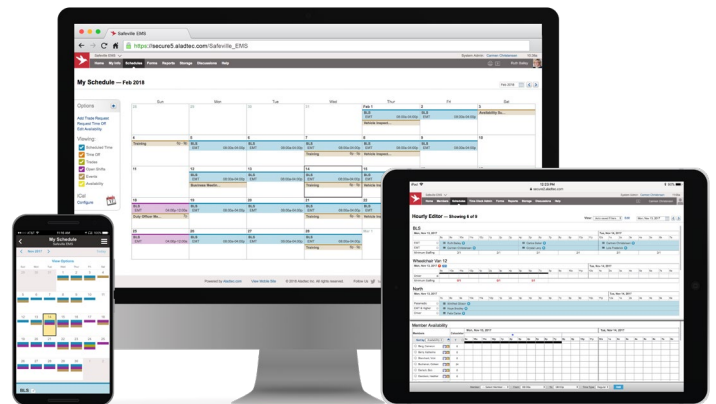
Hanlin has met officers from other departments who've developed scheduling solutions using spreadsheets in Google Docs or Excel, "but it's so much more complicated. I log in (to Aladtec) and show people, and it's there."

At their current subscription level, Red Wing Fire pays about \$41 per year per member. Does Hanlin think it's a good value for money? "If we weren't getting our money's worth, we'd discontinue the service," he said.



### Captain - Peter Hanlin

Peter Hanlin has worked in the fire service since 2006. He served with Maple Grove, Roseville, and Brooklyn Park (MN) fire departments before joining the Red Wing Fire Department in 2011. He was promoted to Lieutenant in 2016 and Captain in 2017. He has served as the Department's IT coordinator since 2013. Hanlin holds a BS (Fire Science) and an MBA (Public Administration). He is a graduate of the National Fire Academy's Managing Officer program.



Aladtec provides online employee scheduling and workforce management software to 2,000-plus organizations, primarily within the Public Safety Sector. Customers count on Aladtec constantly to help save time, improve efficiency and enhance communications. The company is headquartered in River Falls, WI. For information about our affordable platform or to try a free demo, please visit: [www.aladtec.com](http://www.aladtec.com)