



## SUCCESS STORY



# City of Red Wing (MN) Fire Department

Captain 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 employee 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 online 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 timestamping 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.



"I've had people say, 'I didn't sign up for that!'," implying that someone else had obligated them to a shift. "It has been very nice to be able to go back, see who logged in, see who signed up, and the time that it occurred."

— Peter Hanlin, Captain



### 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.

#### SPECIAL SKILLS

Confined Space Rescue, HazMat, ALS Engines and Ambulances

#### SPECIAL CHALLENGES

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

Aladtec users since 2014

#### Peter Hanlin

With fire service career starting in 2006, has progressed from roles in multiple Minnesota departments to Lieutenant and then Captain at Red Wing Fire Department since 2011. He manages the department's IT and holds a BS in Fire Science and an MBA in Public Administration, complemented by his completion of the National Fire Academy's Managing Officer program.





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## Neighboring Agencies also using Aladtec

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

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.

Department members can access a variety of documents in the Storage area, including 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 digital forms so adding a photo will be simple.

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."



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