



SUCCESS STORY

Salt Spring Island Fire & Rescue, SE corner of Vancouver Island (BC)

Before Jocelyne Monette joined Salt Spring Fire & Rescue in 2015, administrators assembled employee schedules on paper and whiteboards for the island's half-dozen full-time and 48 paid-on-call firefighters.

With her airline industry background in marketing and computing, Monette knew there had to be a better way. A search led her to Aladtec on a Firehouse trade show website. Once she had the application up and running, the time savings were immediate.

She noticed Aladtec's system is designed "specifically for public safety agencies and it's FIPPA compliant—meaning Aladtec has servers in Canada—so subscribing to their system was a win-win for us!

"Not only had (Aladtec) done fire service but your cost structure was 1000 percent less than what some of the fire departments are using. (One competitor's product is) a \$15,000 implementation without the costs monthly."

"It was a challenge getting it all online because I had to figure out accrual banks, right? Now we've gone to automation. So it's been a big, big savior for sure," she said.

"Before, it was impossible to keep track of historical data and to ensure accuracy. Now, administrators can access the data anytime from anywhere. There's a



That's your biggest claim to fame: how easy it is to schedule and manipulate and move them around, and send out alerts when you need coverage, and keep track of the accrual banks.

— Jocelyne Monette, Administrative Assistant



DEPARTMENT INFO

ROSTER

8 FT, 48 paid on-call firefighters

CALLS

700 calls (210 fire, 490 medical) in 2017

SERVICE AREA

Approx. 74 sq. miles, pop. 10,000 annually, roughly triple in summer

APPARATUS

3 stations house a total of 3 engines, 4 tenders, rescue boat

CHALLENGES

Miles of saltwater coastline and waterways on the Strait of Georgia, 5,800 private residences, minimal fire hydrants, wildland fire risk with no mutual aid available

Aladtec users since 2016



Jocelyne Monette

Jocelyne Monette joined the Salt Spring Fire & Rescue as an administrative assistant in 2015. She plans to retire near the end of 2018.





Neighboring agencies also using Aladtec

Royal Canadian Marine Search & Rescue (Sidney & Sooke (BC) stations), San Juan Island EMS, Anacortes (WA) and Township of Langley (BC) fire departments, and Blaine Police Department (BC).

timestamp, so we always know who put what in the system and at what time. Since Aladtec is 'live' in the Cloud, the data is always up-to-date," said Monette.

That said, the "Cloud" isn't always available on isolated Salt Spring Island.

Its proximity to urban Seattle and Vancouver, the beauty, and tranquility, pockets of old-growth fir and cedar, diverse marshes and beaches, make Salt Springs Island a mecca for tourists and seasonal residents—not all of whom want connectivity.

While some department staff use smartphones to check schedules, most of the heavy-lifting in Aladtec is done via desktop computers at the Department's three stations. Monette has developed a variety of workarounds with Aladtec's forms to create digital records necessary for fiscal accountability, liability protection, and keeping payroll accurate.

Monette designed a form to document training. After an exercise, a supervisor completes the form, or fills out paper version in the field, then Monette or a co-worker transpose it into Aladtec, where it's saved by author and date.

She appreciates a newer Aladtec feature of being

able to upload images to the forms—"That's fantastic!"—but Aladtec's scheduling function remains her favorite. "The full-time members like it a lot because they're now able to manage their hours better," said Monette. "A lot of the part-time and the paid-on-call staff that are here all the time, they love it too. They'll call us and say 'Hey, I don't see that incident that I attended. Did you forget to put it on for payroll?' They like that. It gives them control over their paycheck. Which is good.

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