



## success story

### Farmington NM Fire Department

- > RPM Elite
- > Print to Email
- > Print Distribution
- > String Translation

Farmington Fire Department has 95 full time (career) uniform firefighters throughout a network of six fire stations. They answer calls for services of all types which include fire, EMS, hazmat, rescues and public service and frequently receive calls from 9-1-1 centers.



**“The real benefit is in saving lives and property. The RPM technology helps improve public safety and the firefighters are safer too. This is really where the benefit has been...”**

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Randy Wakeland  
Technology Coordinator  
Farmington, NM Fire Department

### RPM Remote Print Manager® Elite helps the Farmington, NM fire department save lives and property

**THE CHALLENGE** Seconds matter when a call is made to a 9-1-1 dispatch center. The dispatcher has mere moments to transcribe and communicate critical information to emergency personnel. Accurately relaying this information can be a matter of life or death for the 9-1-1 caller and firefighters. Historically, Farmington’s firefighters were limited to 2-way radios for verbal communication between each other and their command centers. Amidst the noise and distractions of an emergency, too many potentially dangerous miscommunications threatened to delay response time or send firefighters into dangerous situations such as a crime scene or chemical hazard unprepared or misinformed.

Randy Wakeland, the Technology Coordinator for the Farmington Fire Department, sought out to improve response time and improve safety for firefighters. Randy observed,

*“There was a communications barrier between dispatch and trucks. I needed to relay critical information on a printer at the 9-1-1 center directly to the firefighters on the trucks. The first vendor I approached did not have the capability and wanted \$10,000 just to start a feasibility study. I knew there had to be a better solution.”*

**THE SOLUTION** The RPM Elite print server software from Brooks Internet Software, Inc. was utilized to relay information on the 9-1-1 printer to the firefighter’s cell phones. Initially, only the Farmington Fire Department utilized the technology. The ability to send a print job from the 9-1-1 dispatch directly to the first responders proved so valuable that all of the public service agencies in Farmington were eventually connected. Randy commented,

*“I found RPM from Brooks Internet. It was much less expensive than the alternatives. I was able to take the print job from the 9-1-1 dispatch center, then using the RPM technology from Brooks Internet, I was able to redirect the information to each firefighter’s cell phone via a text message and/or email.”*



## » Impact Summary

- Lives and property saved
- Improved communication
- Improved Coordination (Fire, EMS, and Volunteers)
- A backup in case primary alerting systems fail

**THE IMPACT** Four critical benefits of the RPM print server software have been identified. First, the technology was adopted throughout approximately 14 county fire departments and 3 municipal fire departments for the cities of Aztec and Bloomfield, New Mexico. In addition the ambulance service, hospital helicopter, and approximately 500 total emergency responders have been connected to receive 9-1-1 text and email alerts. Randy reports,

*"The real benefit is saving lives and property. The RPM technology helps improve public safety and the firefighters are safer too...RPM is a top notch service [and] runs flawlessly; I have had no issues with it."*

Second, firefighters no longer have to rely solely on verbal communication through 2-way radios. The challenge of accurately relaying and hearing critical information during highly stressful and chaotic emergency situations was resolved. Firefighters and first responders now have an accurately typed, detailed document in the form of a text message which allows them to better prepare for potentially dangerous situations. Mr. Wakeland observed,

*"RPM really, dramatically improved the communication in our fire departments. Firefighters no longer need to get out a note pad and write all the information down. Now we have the critical information from the 9-1-1 dispatcher right there in our hand. We have information about the dangers, such as chemical hazards or situations involving guns or knives, etc."*

Third, improved communication equated to better coordinated responses between fire, EMS, and volunteer first responders. Randy commented,

*"We connected all of our fire departments. Everyone knows what stations are going out to a call, when, and why because they get the 9-1-1 text message on their phones. They know in real-time which engines are in route or busy. This helps redirect responders if there are two calls in one area. In addition, the volunteers use the text for 2-way communication among themselves to coordinate responses to emergencies."*

Finally, the print-to-text capability serves as a secondary failsafe in case primary alerting systems fail. Randy Wakeland commented,

*"It provides a secondary means of alerting. Even if there is a failure in the alerting system we still get the information on our phones. It has been very reliable to have on our phones. Once I did this for the fire department everyone started to want it. I started putting all of the county fire departments on it."*



*Founded in the beautiful landscape of Idaho Falls, Idaho in 1995, Brooks Internet Software is the leading developer of enterprise output management solutions. We are the trusted advisor for print solutions within 9 out of the top 10 Fortune Companies (2010), 68% of the Fortune 100 (2010), hospitals, auto manufacturers, state and local government agencies throughout the United States. If you are interested in an exploratory discussion about your printing needs please contact the RPM printing team at 208-523-6970 or email [RPM@brooksnet.com](mailto:RPM@brooksnet.com).*

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- » Download the free RPM Remote Print Manager trial software from our website [brooksnet.com](http://brooksnet.com) to find out what RPM can do for your print environment. And be sure to contact our knowledgeable technical support staff for free pre-sales support.

» **RPM Remote Print Manager.**  
*Simplifying document workflows.*