

# The Rochester Fire Department Strengthens its Dispatch System with Automatic Run-Card Technology

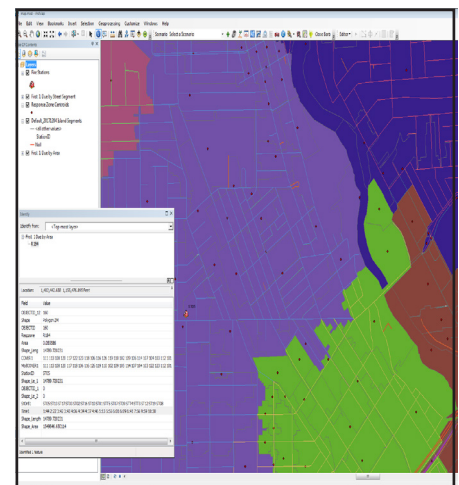
**Rochester Fire Department fire chiefs found themselves behind the times, using a CAD system that was more than four decades old. To meet the demands of modern technology and stakeholders, the department overhauled the system to operate at its maximum potential.**

Rochester Fire Department (RFD) in the city of Rochester, New York, was operating on a response system that was originally designed in the 1970's. After more than 40 years of deploying resources with a dated system that couldn't be replaced due to budget constraints, fire chiefs knew it was time to upgrade to meet present day needs.

With 18 fire companies located in 15 stations throughout the city, the CAD was managing 3,100 response zones (or box areas) – a large amount to effectively maintain, according to the RFD team.

City administration was exerting pressure on the department to create a streamlined solution for dispatching units, and leadership was in immediate need of answers.

In partnership with the city's emergency communications center, the department began the process to replace the response system in December 2014. RFD partnered with Deccan International, using the technology company's innovative software to assess the current CAD and run cards the department had created over the last few decades.



Pictured: Deccan BARB (Box-area Run-card Builder) Application

Rochester NY Fire Department  
 City Population: 208,046  
 Response Area: 37 sq miles  
 Employees: 500

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— Dan Curran, Lieutenant  
 Rochester Fire Department

Deccan’s BARB (Box-Area Automated Run-Card Builder) software automated the building of static run-cards and enabled personnel to use interactive maps that clearly displayed the new routes. This saved RFD hundreds of hours of labor it would’ve taken personnel to manually edit all response zones. BARB’s technology leverages ESRI functionality to create error-free, dependable run-cards.

“Deccan had the expertise to look at this problem and present us with a solution that would bring us to current times,” says Lt. Dan Curran, City of Rochester Fire Department. “We utilized the BARB software in combination with Deccan’s expertise to rework our entire response system and edit all of our response zones to create a deployment model that meets our current response needs.”

In December 2015, RFD launched the new system, and by February 2017, the CAD was effectively deploying the new run orders throughout the fire service.

This year-long effort resulted in significant improvements for the fire department: the number of response zones was drastically reduced, by 76 percent.

Lt. Curran noted: “The end result was that we went from 3,100 response zones down to 729 response zones, which was much easier to manage and maintain. With that, we have response zones that accurately provide us with an initial response zone that our companies can go to, as well as accurate first due maps, which our companies can use for all of their responses.”

Significantly reducing the number of response zones helped streamline response decisions and ensured confidence in the response methodologies. Rochester city officials, the emergency communications department and the line division all experienced a successful migration to a more streamlined system – allowing RFD to continue to effectively and confidently service its community.

