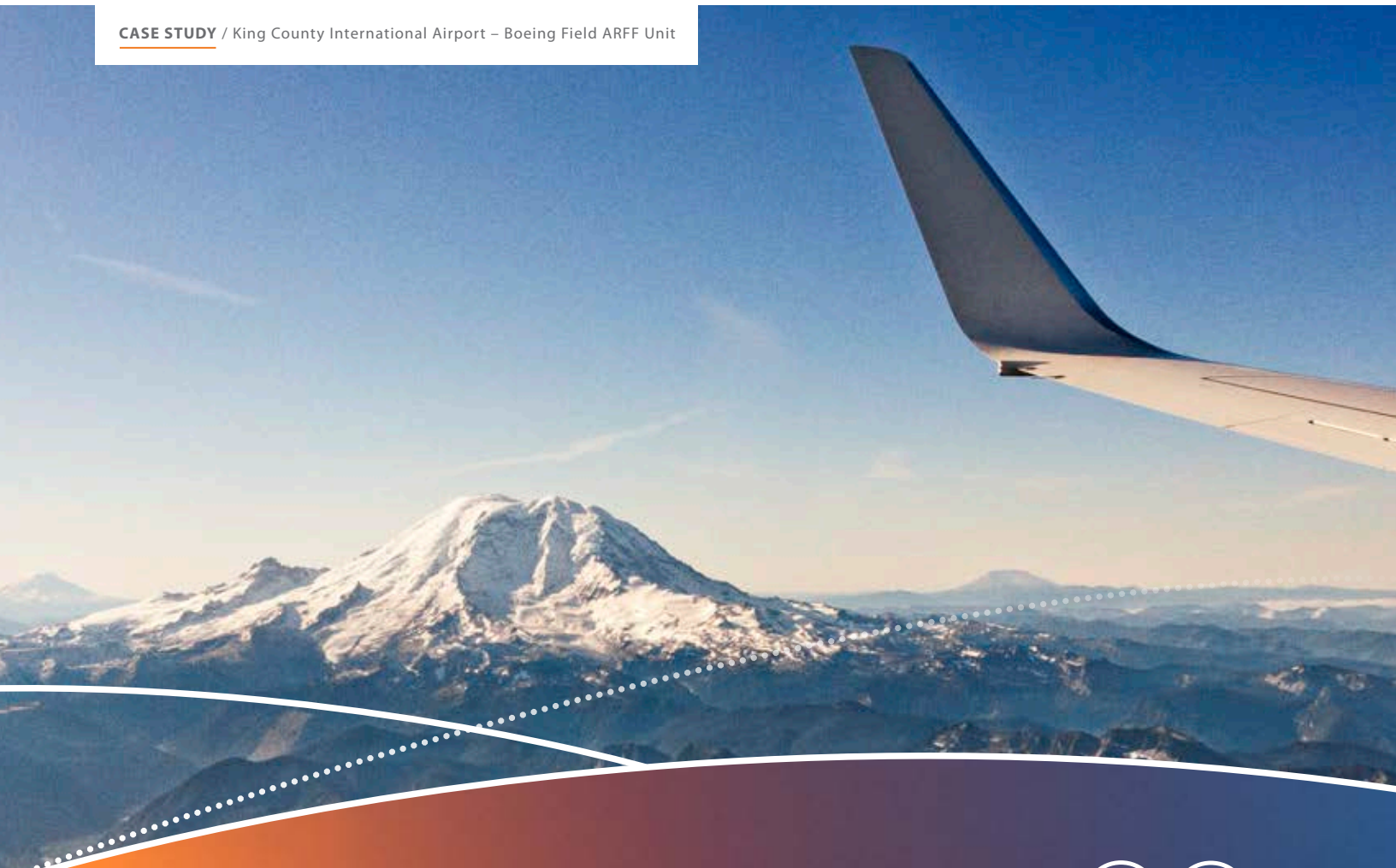




# How Fire/EMS Software Streamlined Operations for King County International Airport – Boeing Field ARFF Unit

**CASE STUDY** / King County International Airport – Boeing Field ARFF Unit



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## From Cumbersome, Installed Software to User-Friendly, Web-Based RMS Software



William Butterfield, Deputy/FF/EMS T.O.  
King County International Airport –  
Boeing Field ARFF Unit.

Before using the Emergency Reporting (ER) Records Management System (RMS), the King County International Airport – Boeing Field ARFF Unit used FirePrograms for their records management and reporting. They soon found that the system did not meet their needs.

"When we purchased FirePrograms, we were promised certain things that the software could and should do – including the ability to pull up reports on numerous items," said William Butterfield, Deputy/FF/EMS T.O. at King County International Airport – Boeing Field ARFF Unit. "And the program was not web-based, therefore it required IT support to maintain the server."

After a couple of years using FirePrograms, they decided to make the switch to ER's RMS in 2013. Deputy Butterfield said the main reason for choosing ER was because of how user-friendly it is, and because ER met their needs all in one program as opposed to having to use multiple programs to achieve the same results.

As a government agency and airport fire department, King County International Airport – Boeing Field ARFF Unit's unique needs and requirements have been fulfilled with ER's Fire Package, as well as an add-on product offered by ER, VISION Risk Assessment. Deputy Butterfield spoke about many of the benefits they've experienced by switching to the Emergency Reporting Fire Package:

1.

### Training and set-up

"The onboarding process was awesome. [Our ER rep] did an excellent job of helping us get off the ground and put us in a position to be successful in our transition. We find the system to be very intuitive, and ER does an excellent job at providing constant user training."

2.

### Ease-of-use

"ER made it much easier for us to create simple, easy-to-read reports," he said. "Like any computer system, there is a learning curve. But with ER, I found that this learning curve is very small and easy to overcome with some training and use over time. Overall, it is a very easy program to use; even some of the more complex abilities of ER are easy to learn."

3.

### Consolidation

"Some of the things that we do were completed using multiple other types of software systems in the past. Now with ER, we can complete these tasks under 'one roof' so to speak. Also, ER did not require us to have the program downloaded onto a local server. This saved energy and time with any computer IT issues."

4.

### Cost savings

"I cannot remember exactly how much we used to pay for yearly contract fees for our prior system but by the time I include the cost(s) including the maintenance of the software, server(s), etc., we are still paying way less using ER as opposed to our prior system. Even if ER does cost more, it is way worth the cost!"

5.

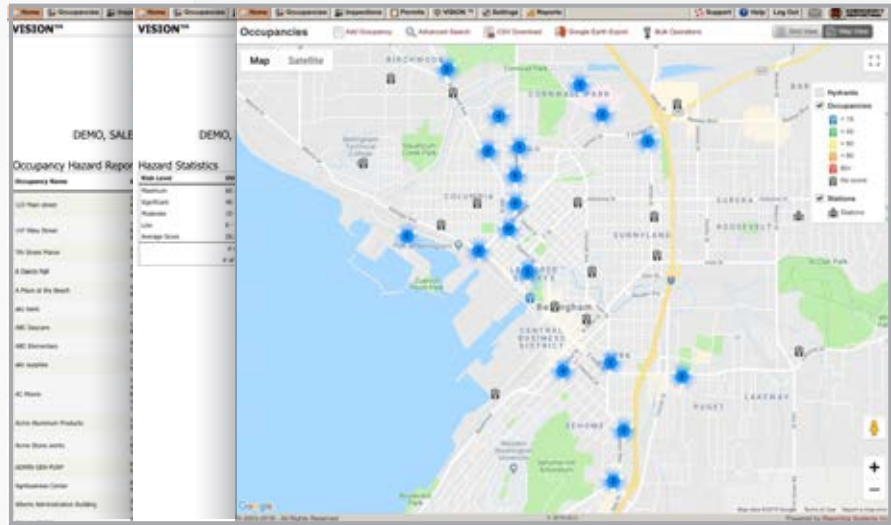
### Customization

Deputy Butterfield says that with the custom questions (user-defined fields) section in ER's Incidents Module, "We are able to ensure that we track the data that is important to our airport management."

# Tell Your Story to the Community

“We use the reporting section in ER to help show how our unit is responding and helping to mitigate fuel spills and other fire prevention duties,” Deputy Butterfield said. They also use ER for all of their special events, such as VIP visits, Seafair (a 10-week long festival in Seattle that features 75+ events and reaches more than 2 million people), and the annual Blue Angels air show.





VISION Risk Assessment

## Risk Analysis and Pre-fire Planning

The department has also experienced many benefits by purchasing ER's VISION Risk Assessment, a dynamic tool that allows departments to analyze and categorize risks present in their community, compare data to other departments nationwide, and generate the Occupancy Vulnerability Assessment Profile (OVAP) score for all occupancies within their response area. The VISION™ add-on, which supports CPSE accreditation, is currently used by over 150 Department of Defense installations across the country. It utilizes the power of Google Maps to display accurate occupancy and route data.

With all of these benefits, the team at King County International Airport – Boeing Field ARFF Unit is glad they made the switch to ER several years ago. Like many other ARFF and DoD agencies, they can rely on ER to provide everything they need for easy yet secure reporting and records management.

\*Photos courtesy of King County International Airport - Boeing Field ARFF Unit

# About King County International Airport - Boeing Field ARFF Unit



**King County  
International Airport**  
Boeing Field

## King County International Airport Boeing Field

Established - 1928  
Area - 634 acres  
Latitude - 47 31.80' N  
Longitude - 122 18.12' W

[www.kingcounty.gov](http://www.kingcounty.gov)

King County International Airport-Boeing Field (BFI/KBFI) in Seattle, Wash. is one of the nation's busiest primary non-hub airports. The airport averages 200,000 takeoffs and landings each year, and supports \$3.5 billion in local business. This in turn supports more than 16,000 jobs, creating \$2 billion in labor income in King County. The 150 tenants directly support more than 5,000 jobs in the regional economy.

The airport serves small commercial passenger airlines, cargo carriers, private aircraft owners, helicopters, corporate jets, military aircraft, and more. It's also home to various Boeing Company operations as well as The Museum of Flight. With a location just four miles south of downtown Seattle and close to other business centers, the airport frequently hosts celebrities, dignitaries, and sports teams. The airport contracts out to the King County Sheriff's Office for Aircraft Rescue and Fire Fighting (ARFF) & Law Enforcement. The ARFF unit is comprised of one Chief, three Sergeants, and 13 Deputies. All ARFF members are "dual certified," meaning they are fully commissioned peace officers along with being state certified in FF1, FF2, Haz-Mat Operations, and EMT.

Just over a year ago, the airport contracted out to a local Fire/EMS dispatch center for its dispatching needs. Due to this, the number of calls for service last year was the highest it's been in many years, including a near triple increase in EMS calls.



*King County International Airport - Boeing Field ARFF Unit*



**EMERGENCY  
REPORTING®**

## About Emergency Reporting

Emergency Reporting (ER) offers a powerful, cloud-based records management software (RMS) solution to Fire/EMS agencies worldwide. Founded in 2003, ER empowers first responders with secure, easy-to-use station management tools that offer one-report filing of NFIRS and NEMSIS data. ER's affordable SaaS solution allows Fire/EMS departments to run their entire operations efficiently and effectively, enhancing both firefighter and citizen safety. ER is proud to support more than 460,000 first responders at thousands of civilian Fire/Rescue and EMS agencies and DoD/military installations, as well as large entities with self-contained Fire/EMS services such as NASA, nuclear power plants, hospitals, and oil refineries.



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