



# Case Studies

Durham Fire Department, NC  
Myrtle Beach Fire Department, SC

## Call today!

Fire Recovery USA is the leader in Cost Recovery & Efficiency services for the fire industry. Call today to find out how we can help your department.

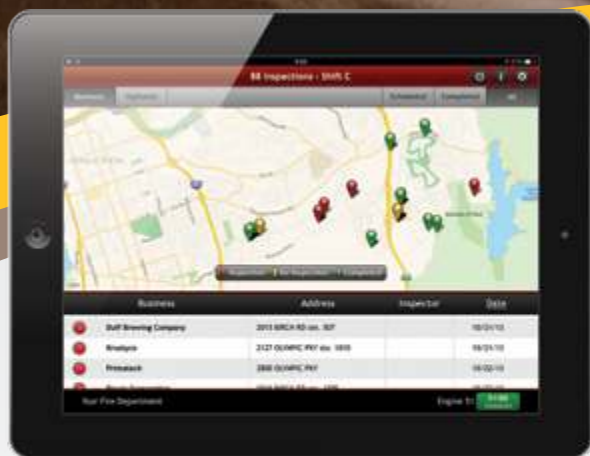
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## A Financially Viable Approach to Risk Reduction

The increased financial demands of the US Fire Service have greatly impacted their ability to perform at acceptable levels for their communities. Few departments are insulated from budget reductions, the elimination of overtime and the reduction of staff. Finding alternative funding solutions to keep the department operating are challenges every department administrator faces. Two southeast departments recently undertook substantial progressive change to almost entirely fund their fire prevention activities and provide a much-needed supplemental revenue stream to the department while substantially reducing their fire risk exposure.





## A Change for Durham Fire Department

The Durham Fire Department led by Director/Fire Chief Daniel Curia and Chief Fire Marshal Edward Reid became one of numerous departments across the country to embrace technology to automate their inspection process and fire prevention activities. DFD, an ISO Class 3 department, has performed annual inspections as required by North Carolina state law

to make their process more efficient and less burdensome on staff.

### Process Automation

Fire Recovery USA partnered with FIREHOUSE Software to offer the department a complete end-to-end, turnkey solution to automate their field inspections and eliminate the burdensome billing process faced by the City. Using

the FHInspector application for the iPad, DFD fire inspectors perform annual life safety and construction inspections on the iPad, issue violations, handle corrections and provide needed documentation for the process, all-paperless. Fire Recovery's system automatically references the City's fee schedule based on the inspection type and violation, sends the invoice to the proper responsible party via email or paper and once paid, automatically generates the annual permit. All this activity is available to view through Fire Recovery's web portal providing complete transparency to Durham. **FR**

## A Complete New Program for Myrtle Beach

Myrtle Beach Fire Department, ISO Class 1, led by Chief Alvin Payne, decided in July 2012 that the department needed a higher level of oversight combined with funding to enhance their prevention process. MBFD had never charged for inspections for fire prevention activities, so the blueprint was laid out to make sure fire prevention was sustainable for the department. Chief Payne put the program in the hands of Battalion Chief John Dobson and Battalion Chief/Fire Marshal Bruce Arnel. Their first call was to Fire Recovery USA to allow the SME's to help put their plan in motion. A critical measure

to ensure the program launched successfully was to educate the business community which the department would begin charging for inspections. Community education was performed, notifications were developed with the assistance of Fire Recovery USA and sent from the department to local businesses. When inspectors arrived to perform actual inspections, another flyer was given to the business owners explaining the program. This communication process eliminated most of the questions and

the uncertainties of the project for the department and the business community. The program is now running very successfully for the department, the prevention bureau is fully staffed and a sustainable program has been implemented. **FR**

