



## AMARILLO FIRE DEPARTMENT

310 South Van Buren  
Amarillo Texas 79101  
Phone 806 378 9360  
Fax 806 378 3515  
**TDD# 378-4229**

May 3, 2009  
Lt. Mike Goodson

Mr. Mat Jackmond  
My Fire Rules

Mr. Jackmond,

We recently purchased the My Fire Rules program to assist us with our department's reports management. We have been extremely pleased with the product. We are a medium size department in Northwest Texas. We have 10 stations 210 members, making approximately 16,000 runs annually. We currently use 4 officers to Q/A our reports. These officers are line officers assigned to Q/A reports along with their regular duties at the station. These officers worked many hours reviewing reports and sending messages to officers to correct errors. This was a very time consuming task, and the reports could not be filed until any errors had been corrected. Like many departments we lack the time in our schedule to have constant training on reports. Your product has allowed us to tailor our reports management to have the responding officer check the report and make any required corrections at the time the report is filed. This not only allows the reports to be corrected by the officer that made the call prior to the Q/A officer reviewing the report, but it helps the officer learn from their mistakes. This makes our reporting more accurate, timely. This process has been embraced not only by the Q/A officers, but the rank and file as well.

The public demands we deliver professional services in a cost effective manner. This product gives our officers the ability to provide professional, quality public service knowing the report process will be trouble free thanks to the assistance of My Fire Rules. The costs and maintenance fees to purchase the program have more than paid for itself in the gains in productivity My Fire Rules has given our Q/A staff. The accuracy and timely filing of our reports has improved dramatically. We have been extremely pleased with the program's ease of operation, accuracy, and costs.

We had some initial problems during install because we were inexperienced with this type of product. Mat and his team cheerfully assisted us with any and all questions or problems we had. Our experience has been absolutely wonderful; we have been completely satisfied with our decision to purchase My Fire Rules. We recommend My Fire Rules for any department that is interested in accurate, timely reports.

Lt. Mike Goodson  
Amarillo Fire Department