



# Division of Fire Safety Learning Management System

## Problem Statement

The Division of Fire Safety's (DFS) records management system was outdated. Administering exams was a very paper-heavy process. Paper tests, scan-tron sheet, cover page, and a 9"x13" envelope was put together for each test. Following the tests, employees would have to bring back the tests, score them, manually enter test results, and send out notifications of pass/fail through email. If all certification requirements were met by the student, there were additional steps of printing, packaging, and mailing each certificate. Training records are required to be held 50 years, and the team was running out of space to hold all the paper files.

## Scope

There are roughly 25,000 firefighters in the state of Missouri. The Training and Certification Unit at DFS manages and maintains fire fighter training and certification records. The unit administers about 5,000 exams per year to meet national standards.

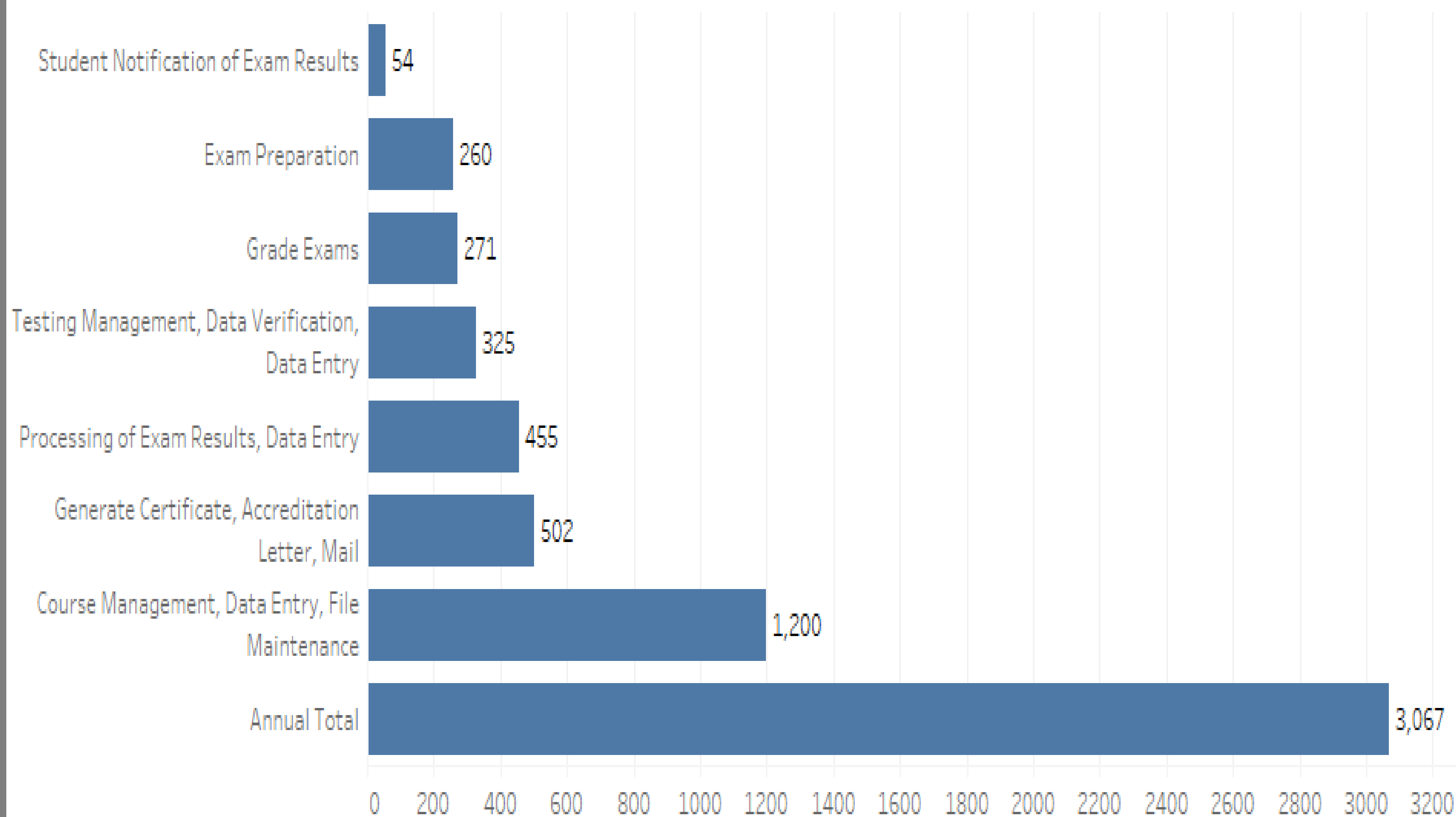
## Action

The training program was able to secure a federal grant to transition to electronic testing, including electronic records management. A vendor was contracted to implement the new system.

## Analyze

There were multiple savings to the unit that can be seen in the charts below, but there were also cost savings to the first responders and fire departments throughout the state in thousands of dollars in salary, overtime, hotel and mileage expenses.

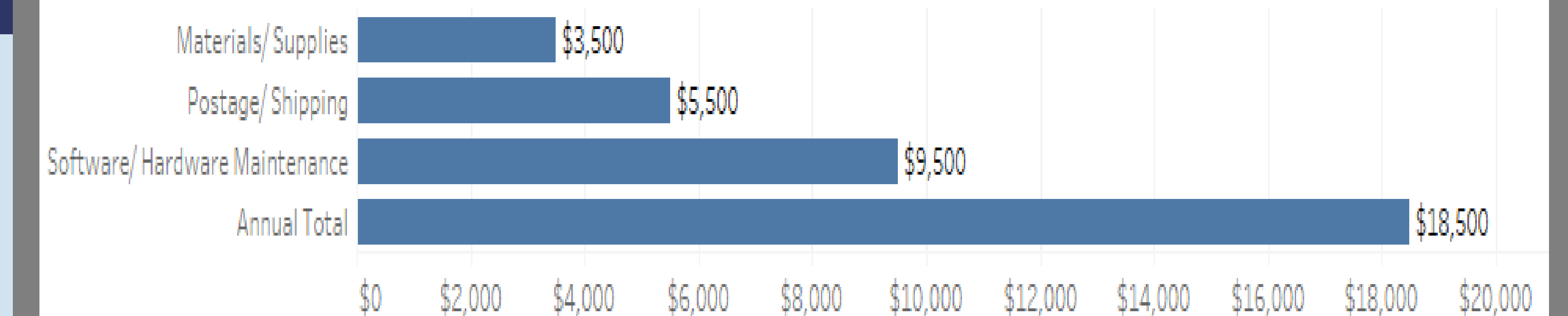
Employee Hours Prior to New System



## Outcomes

- Testing is much quicker to responders in the field and no longer paper format
- The program has certified exam proctors leading to less travel on employees
- More tests are able to be administered
- Paper files have been archived now that records are managed electronically
- First responders get their exam results within a few days rather than 7 to 14 days

Prior Costs



## Future Outlook

- Local Fire Departmental tracking of in-service training further reducing FD training expenses
- On-line delivery of certification classes
- Tracking of Division's vendor-contracted training